

TERMS AND CONDITIONS OF BOOKING

BOOKING SYSTEM

- Our online booking system enables you to check costs and availability online and instantly book a holiday.
- For those guests who don't have internet access, bookings can be made by calling reception on 01983 852 597.

GROUP BOOKINGS

- We do not except large group / party bookings.
- A maximum of 3 pitches or 3 static caravans are only allowed per booking.

DEPOSITS - STATIC CARAVANS, LODGES & APARTMENTS

- 2 nights stay - Full payment is due.
- 3 - 7 days £50 deposit.
- 8 - 14 days £100 deposit.
- This 'non' - refundable deposit is payable as soon as the booking is made.

FULL PAYMENTS - STATIC CARAVANS, LODGES & APARTMENTS

- The 'Final Balance' of your holiday must be paid **8 weeks** prior to your arrival date.
- Please refer to the '**Due by date**' on your receipt.
- If the Final balance is not paid within this timeframe, then we are entitled to cancel your holiday and retain the deposit.

DEPOSITS - TOURING CARAVANS, MOTORHOMES & TENTS

- Up to 7 days £50 deposit.
- 8 - 10 days £80 deposit.
- 11 - 14 days £100 deposit.
- This 'non' - refundable deposit is payable as soon as the booking is made.
- If the cost of your stay is 'less than' £50, then full cost of the holiday will be required.

CANCELLATIONS

- Once your '**Final Balance**' has been paid, if you are forced to cancel your holiday, for whatever reason, any monies paid less the deposit element and any ferry charges applicable, will be refunded **ONLY** if the accommodation / pitch is re-let.
- Cancellations will become effective on the date we receive written confirmation.
- Once the booking has commenced, no refunds will be given if you decide to depart prior to the end of your stay.
- To cover you for this, loss of deposit element and other eventualities we **STRONGLY** recommend you take out **FULL COMPREHENSIVE** travel insurance. Alternatively, your booking will be honoured but must be taken within the same year.
- We reserve the right to make an administration charge of £10 on all alterations to bookings and ferry reservations made at the request of the client.

COVID

- Please refer to our website for current T & C's and information.

EXTREME CIRCUMSTANCES

- Once your 'Final Balance' has been paid, if you have to cancel your holiday due to bereavement, providing we receive written confirmation of your cancellation, supported by the relevant documentation of proof. If your accommodation / pitch is NOT re-let, you will receive 50% of the cost of the holiday. If your accommodation / pitch is re-let, you will receive the cost of the holiday minus the deposit paid.

INVENTORY

- An inventory is displayed in all accommodation. Any missing items or damage to the self catering accommodation, must be reported to reception. Broken items or damages to the accommodation must be paid for.

HEIGHT OF SEASON

- Length of Stay: During the height of the season, the length of stay is restricted to **TWO** weeks.
- Single Person Occupancy: A minimum pitch fee for 'two persons' will be charged for the duration of the stay.

QUOTATIONS

- Although every effort is made to ensure the price list and correlating booking system is correct, the park reserve the right to change prices and dates accordingly. The quoted prices include VAT at the current rate.
- If any new tax increases or levies are introduced during the course of the year, we will re-invoice your holiday accordingly this also applies to ferry price increases. Verbal quotations must be confirmed in writing by the company, whilst we

attempt to ensure that verbal quotations are accurate, they are given on a basis of 'Errors & Omissions Expected'.

BOOKING CONDITIONS

- We are a family site and reserve the right to refuse any bookings that in our opinion may be unsuitable, either by reasons of numbers, composition or false declaration.
- We also reserve the right, at our absolute discretion, to refuse or terminate the stay on site of any persons causing a nuisance of any sort or failing to comply with any of the site rules or conditions of booking. In this event the hirer shall remain liable to pay the hire price and no refund will be due.
- The person who signs the booking form is responsible for the booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated on the booking form.
- Anyone under 21 who wishes to make a reservation, must have at least one adult with them for the duration of their stay.
- We don't knowingly allow any guest to use or visit our park who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder or criminal damage or any other form of antisocial behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the park, without any refund.

FORCE MAJEURE

- Appuldurcombe Gardens Holiday Park Ltd. Shall not be liable for non-performance of any of its obligations under this agreement.
- If such non-performance shall occur as a result of circumstances beyond their control which shall include (but not be limited to) industrial dispute, failure of water, electricity, and drainage, fire, floods, riots, adverse weather conditions, civil disturbances, natural or nuclear disasters, government legalisation, epidemics or health risks or such similar events. Prices are subject to unforeseen changes being imposed (i.e. fuel supplements / increased rates of VAT) we reserve the right to apply charges to any of our tariffs and make adjustments to balances due.

ACCESS

- We reserve the right to send our employees into any accommodation on the Park whilst let, in order to inspect and carry out any repairs that may be necessary. Guests should report any maintenance problems immediately to reception and NOT attempt any remedial action themselves. Appuldurcombe Gardens Holiday Park will not be liable for any personal injury, direct or indirect loss or damage to any property.

HEALTH AND SAFETY

- We take the well-being and safety of our guest's very seriously and we ask that you comply with the following:
- The speed limit on the park is **5 mph**
- Cars are parked in the car park at your own risk. Please park with consideration to other guests.
- Guests are not allowed to bring commercial vehicles on to the park.
- Parents/Guardians are responsible for safety and good behaviour of their children at all times.

Quiet hours are from 23.00 hrs until 07.30 hrs Please respect fellow guests and keep noise to an absolute minimum. Open fires or fire pits are **NOT** allowed. Generators are not permitted.

COMPLAINTS

If guests experience any problems or have any complaints during their stay, they should in the first instance, bring this to the attention of reception, where it shall be dealt with as sympathetically as possible. Please note that in order for us to investigate and implement corrective action whenever necessary, the Company cannot deal with any complaints made verbally or in writing after a guest has left the park.