

Resipole Holiday Park Terms and Conditions

- Camping and Touring -

Please read carefully before signing/submitting your booking form.

It is the responsibility of the person who made the reservation (either online, by phone, email or post) to ensure all members of the party agree to our terms and conditions set out below.

BOOKING

- Pitches are offered subject to it being available at the time of booking.
- There will be a contract between you and us when your online booking is confirmed.
- It is important to note that we do not take special requests on online bookings. If you wish to request any specific needs you must book by telephone +44(0)1967431235.
- We reserve the right to alter prices at any time without notice due to circumstances beyond our control.

DATE CHANGES

- Once there is a contract you are unable to transfer your booking to anyone else or change it, including the members of your party.
- However, booking can be altered for a small charge of £10.00.
- Refunds will be at the management's discretion in exceptional circumstances.

PAYMENT

- To secure your reservation online a non-refundable deposit of 30% of the total booking charge or the full amount must be received.
- A Confirmation of Booking will be sent by email.
- A legally binding contract will then exist between us and even if you are unable to take your holiday you will remain liable for the full cost.
- On receipt you are responsible to check all details carefully to ensure that it reflects your wishes and any discrepancies must be raised within 7 days of issue.
- The balance of the hire charge and any extras shown on the Confirmation of Booking must be received four weeks (28 days) before arrival.
- Credit card payments have a surcharge of 2.5%. Debit cards will not incur any transaction fee.

CANCELLATION CONDITIONS

- If you wish to cancel your booking you must immediately notify us in writing and the named hirer is responsible for the total holiday cost. Please do not consider your booking is cancelled until you receive our acknowledgement of cancellation.
- Resipole Holiday Park is relieved of responsibility and liability in the event of the pitch booked not being available owing to sudden storm or fire beyond the control of Resipole Holiday Park. In such instance the deposit and any balance already paid will be refunded in full.
- We would only cancel your holiday if your pitch were unavailable for reasons beyond our control. We would however attempt to offer you an alternative pitch. If this were not possible or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances our liability would not extend beyond this refund.
- All bookings are accepted on the basis that you agree to these terms and conditions.

ARRIVAL

- On arrival, please call at reception.
- Pitches are available to occupy from 12.00pm on the date of arrival.
- The reception is open from 9.00am to 6.00pm if you plan to arrival after 6.00pm please call to arrange a check in time.
- To offer peace and total relaxation to all our guests we are unable to allow pitching up after 9.00pm.

DEPARTURE

- The pitch must be vacated by 12.00am on the day of departure unless prior permission has been arranged otherwise you may be charged at the nightly rate.
- When you vacate the pitch it should be left the way you found it on arrival.

GROUP CAMPERS

- We cater for families and couples and only accept bookings from all male or all female parties of three or more persons with prior arrangement.
- Groups of family and friends are only accepted with careful consideration to other guests and with prior arrangement. This is to ensure that we offer exactly what you require and ask that groups do not disturb other guests at rest.
- We reserve the right to refuse any booking at any time.
- We are unable to guarantee pitches next to each other but we do try our very best to accommodate your needs.

PITCH SIZES

- Resipole Holiday Park can accommodate all sizes of tent, motorhome and caravan.
- We offer 2 types of pitch, hard standing and grass, with or without electric hook-up.
- Pitches are strictly for one motorhome or tent.
- Touring caravans being towed by motorhomes or similar will be charged as a separate unit.
- The pitch price is for one vehicle and must fit onto your booked pitch.
- Extra vehicles and large commercial vans will only be accepted onto the park with prior arrangement as space is limited.

OWNERS OF PETS

- Dogs are made very welcome at Resipole Holiday Park, provided they are kept under strict control and on a lead at all times.
- We insist you clean up after your pet.
- Pet owners must not leave their pet alone under any circumstances.
- Resipole Holiday Park reserves the right to ask the owner of any dog which causes a nuisance or a threat, to remove the dog or leave without entitlement to a refund.

PARTY MEMBER OBLIGATIONS

- Only those people listed on your booking confirmation can occupy the pitch and we may ask anyone not listed to leave the park.
- Single gender parties are strictly by arrangement only.
- The person making the booking accepts the contract on behalf of all members of the party and is responsible for making sure they accept our terms and conditions of booking.
- We can't accept bookings from anyone under the age of 18.
- If any member of the party has any special needs or requirements please let us know and we will try to accommodate these but can't guarantee this is always possible.

LIABILITY

- It is an express condition of the booking that Resipole Holiday Park is not responsible for any loss or damage to your property by theft or otherwise or for personal injury.
- This does not however affect your rights if loss or damage or personal injury occurred through fault of Resipole Holiday Park.

BEHAVIOUR

- At Resipole Holiday Park we offer a 24 hour non-disturbance policy to ensure all our guests enjoy a peaceful and relaxing holiday.
- Parents are held responsible for their children's welfare whilst playing on the park. Young children must be supervised at all times.
- The management reserve the right to refuse acceptance or to terminate the visit of any person or persons whose conduct is considered unreasonable, offensive, illegal or detrimental to the Park and its guests, without refund.
- Any visitor who is onsite after 10pm will be charged at the nightly rate.

VEHICLES

- Only one vehicle per pitch is permitted. Extra vehicles will not be accommodated on the park without prior notification being given.
- Large commercial vans will be accepted by prior arrangement.
- You must comply with speed limits, parking and other traffic regulations whilst on the park.
- Vehicles are left on the park at your own risk and we are not responsible for loss or damage to these except where it is caused by our negligence or default or that of anyone we are responsible for.
- Visitors with vehicles should report to reception and leave cars in the car park.
- Caravan, trailers and cars may be left in the car park next to reception on the day of departure until 5pm, subject to a small charge and availability.

NOT A HAPPY CAMPER?

- If you have a complaint about anything during your holiday we urge you to raise it with a member of our staff immediately allowing us the opportunity to resolve any problems.
- If you wish to pursue a complaint following your departure, please write to us within 7 days.

WE WILL KEEP YOUR DETAILS SAFE

- The information supplied on the Booking Form will be stored on computer for administrative purposes.
- Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news and special offers on our Park.
- If you do not wish to receive any communication from us please inform the reception staff at your earliest convenience.
- For the purposes of the Data Protection Act 1984 the acceptance of our terms and conditions confirms your agreement, unless you inform us otherwise.

SMOKING

- At Resipole Holiday Park smoking is prohibited in all Public Areas.