

## **Resipole Farm Holiday Park Terms and Conditions - Self-Catering Lodges -**

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**

- Accommodation is 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.

### **PAYMENT**

- To secure your reservation online a non-refundable deposit of 25% 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 six weeks before arrival.
- Confirmation of your balance will be sent by email.

### **CANCELLATION CONDITIONS**

- Once Resipole Holiday Park has issued a Confirmation of Booking, you are responsible for the total cost of the accommodation.
- 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. We recommend you have your own Holiday Insurance, which covers such eventualities.
- Resipole Holiday Park is relieved of responsibility and liability in the event of the accommodation 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. In exceptional circumstances, we may have to cancel your booking. If we do so we will tell you as soon as possible and you may either choose to have a full refund or accept any alternative accommodation or dates offered to you.

## **ARRIVAL**

- On arrival, please call at reception.
- Lodges will be available from 4.00pm until 10.00pm on the date of arrival. Occupation outside these times will not be allowed unless prior permission has been given.
- Please contact the office if you expect to arrive after 8.00pm.

## **DEPARTURE**

- Lodges must be vacated by 10.00am and left in a satisfactory condition. When you vacate the accommodation it should be left the way you found it on arrival.

## **DAMAGES**

- Broken or damaged items in the accommodation must be reported to reception immediately so that corrective action can be taken. Breakages will be chargeable to the customer before departure. Soiled seating/mattresses will be chargeable and are expensive so we strongly recommend protective covers for the young or infirm.
- We reserve the right to enter your accommodation under special circumstances or in emergencies.

## **OWNERS OF PETS**

- We accept a maximum of 2 pets per pet-friendly accommodation.
- Pets are welcome on the Park provided they are kept under strict control and on a lead at all times.
- There is a charge for pets which is payable with your balance of hire.
- We insist you clean up after your pet.
- Pet owners must not leave their pet on their own in accommodation under any circumstances.
- Please bring pets' own bedding and do not allow your pet onto beds or seating.
- 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 (after appropriate warnings).

## **ACCOMMODATION LINEN**

- Resipole Holiday Park provides one set of bed linen per guest per week and is included in the cost of your holiday. If any additional or replacement bedding is required, it will chargeable at £5.00 per set.
- Duvets, pillows and blankets are supplied and bedding must NOT be used for sleeping without sheets, likewise pillowcases must be used on all pillows.
- Bedding must not be taken out of the accommodation.
- Waterproof bed linen for the young or infirm is not supplied and guests are required to bring their own. Soiled bedding will be charged for.
- All accommodation is fully equipped to the highest standard and guests only need to provide their own personal bath and hand towels. Towel sets may be hired for £5.00.
- Cots and highchairs can be requested at no charge and must be ordered at time of booking. They are used at own risk. Please bring your own cot linen.

## **PARTY MEMBER OBLIGATIONS**

- The number of people occupying the accommodation must not exceed the number of fixed berths of the accommodation.
- Only those people listed on your booking confirmation can occupy the accommodation and we may ask anyone not listed to leave the park. However,

additional people visiting for a short stay must be requested and daily rates paid upon arrival.

- 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.
- You will be asked to pay for any damages caused by your children.

## **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.

## **VEHICLES**

- 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.

## **BOATS**

- Please contact reception to use any of the boating facilities.
- Resipole Holiday Park slipway can be used by all visitors at their own risk.
- Our moorings can be hired at a daily rate and are also used at the boat owner's risk.

## **NOT A HAPPY GUEST?**

- 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 only.
- 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**

- We have a non-smoking policy in all our accommodation. Ashtrays are provided to smoke outside the lodges.

### **DATA PROTECTION**

- The information taken at time of booking is required to be collected for the purposes of processing your reservation at Resipole Farm Holiday Park.
- We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you.
- If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know.
- We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.