

## TERMS AND CONDITIONS

### Holiday & Booking Information

#### Planning your holiday

**Arrival and departure times** Accommodation is available from 4:00pm, or earlier by special arrangement - please check the key collection time on your booking confirmation. We ask that you vacate your accommodation by 10.00am on your day of departure.

**Early arrivals** Guests arriving early are welcome to check in and enjoy the Park facilities until their accommodation is ready.

**Late arrivals** (after 6.00pm) If you expect to arrive after 6.00pm please let the Park know to arrange key collection. Guests are reminded that restaurants close at 7.00pm, although food, drinks and snacks are available to purchase on the Park.

#### All you need to bring

**Self-Catering** All cooking items, crockery and cutlery are provided. Duvets and pillows are provided with the holiday home. You will need to bring bed linen, washing up items, toilet rolls, towels, beach towels, tea towels, toiletries and your personal holiday belongings.

**Launderettes** Lighten your luggage. All Parks have modern launderettes, at normal charges.

#### Children

Highchairs are available in the restaurants.

**Children's Clubs and activities FUNPASS REQUIRED** We provide a range of special indoor and outdoor facilities for children. Paws

(1-4's) and Rory & Bradley's FunTime (5-11's) operate on all Parks except Far Grange from March right through to October. Paws is an activity programme suitable for parents with children aged 12 months up to the age of 4. We recommend you reserve a place on arrival at the Park, as places are limited. Rory & Bradley's FunTime activities provide fun and entertainment for the 5-11 age groups.

**Parental responsibility and supervision** Children remain the responsibility of their parents or guardians at all times, their presence being required throughout the above activities, which are not child care or child minding services. It is important that parents always know where their children are, and the times activities start and finish.

T-Co (12-16+) With their own dedicated leader, T-Co provides (parent free!) activities and

facilities for teenagers.

**Obeying instructions and safety** Please ensure your children understand that they should always obey the instructions of the FunStars, T-Co leaders, Sports Instructors/Co-ordinators and Lifeguards, to ensure proper control and safety.

**Care of facilities** Please treat your holiday property and Park facilities with care so that others may continue to enjoy them. We ask that you report any accidental damage to Reception immediately, so that we can make a repair or replacement. Accommodation is inspected at the end of every stay and any loss or damage will be charged for. We reserve the right to enter accommodation under exceptional circumstances, or for emergencies.

**Ball games** For the comfort of all our guests these are not permitted in the areas between and around accommodation.

**Holiday home occupation** Occupation of accommodation and use of facilities is strictly limited to those named on the booking form. If this legal requirement is not met, the booking will be terminated and you will be asked to leave, with no refund available.

**Unacceptable behaviour** We reserve the right to terminate a holiday without compensation, where unreasonable or anti-social behaviour caused by those persons named on the booking or their guests impairs the enjoyment, comfort or health of other guests.

### Motor vehicles

**We will only accept 2 vehicles for each caravan.**

### Your booking

**Your total holiday cost** shows the holiday cost for the holiday dates and accommodation you choose. This does NOT include the FunWorks entertainment passes which are optional. Please contact us for further information and prices. We will order them for your arrival.

**Price guarantee** We guarantee that once you have paid the £100 deposit we will not change your holiday price unless you make a change to your booking.

**Paying the holiday balance** Deposits are deducted from the full amount, leaving a balance payable 8 weeks before the start of the holiday. This date is clearly shown on your holiday confirmation.

Bookings made within 8 weeks of the holiday start date are payable in full. If the balance is not received by the due date, the holiday will be treated as a cancellation.

Holiday Insurance is recommended.

**Errors** Whilst every effort is made to avoid changes or errors, we're only human. Please check and/or query the details and price of your chosen holiday at the time of booking.

### **Park facilities**

**FunWorks Passes** A FunWorks Pass is optional. These allow the use of the swimming pools, Children's Clubs, leisure and entertainment facilities. This must be presented when requested. Passes can be collected at Reception on arrival, and should be kept safe as there is a charge for replacing lost passes - please check at Reception for details.

All holidaymakers' names are registered at the club on the Park. To comply with Local Club Licensing Laws, all names and addresses must be registered a minimum of 48 hours in advance. Passes for Spring and Autumn (Off Peak) excluding Bank Holidays are at a lower rate to reflect any reductions in entertainment and facilities and this is reflected in the holiday funworks pass prices

**Extra charges** Your holiday cost includes accommodation /optional fun passes for the use of all the main Park venues and facilities and activities, with very few exceptions. Certain facilities and activities are subject to an additional cost or refundable booking deposit and some facilities may be restricted off-peak. Guests are welcome to use their own sports equipment, or can hire equipment at the Park for a nominal charge. Parks with fishing facilities require a rod licence and may attract small additional charges.

**Health & Safety** The operation of our Parks is subject to legislation and the guidelines laid down by the Health & Safety Executive and Local Authorities and their codes of practice. We reserve the right to make changes without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Where possible, we will advise of any significant changes prior to booking and endeavour to advise guests already booked of any significant changes as they occur. Certain facilities have height and/or age restrictions, and session bathing may be provided in the Indoor and Outdoor Pools at certain times - please check at the time of booking.

**Smoking Policy** As a result of recent Government legislation, it is now illegal to smoke inside enclosed public buildings in England, Scotland & Wales. No smoking areas will be clearly designated and outdoor smoking areas provided. We ask holidaymakers to respect these regulations.

We would also ask holidaymakers to REFRAIN from smoking in the holiday accommodation. We do not allow smoking. This requirement is clearly indicated through signs in the

accommodation . However, we cannot guarantee that the accommodation is smoke free. Comments or concerns. If you have a complaint about your holiday whilst on the Park, you must immediately notify Reception during your stay so that we can resolve any problems immediately. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to Ann Bowden 43 Fulmar Drive Sale Cheshire M33 4WH

**Any questions?** We aim to provide all the information you need , but should you have any queries or special requirements please don't hesitate to call Ann Bowden 0161 962 1779

**The Holiday Contract** A contract between you and Ann Bowden is made when either of the following “booking conditions” are met:

1. We accept your booking and deposit payment by issuing written confirmation
2. It is the responsibility of the lead name to ensure that all members of your party accept these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract, and loss of the booking.

**If you change your booking** Should you wish to make a change after your booking is confirmed, we will always try to meet your request.

Changes requested within 8 weeks of the holiday start date will be treated as a cancellation, and subject to cancellation charges as outlined below.

If you have to cancel your booking please phone 0161 962 1779 and we will advise you of the procedure. Cancellation will not take effect until we receive written confirmation sent by recorded delivery.

Should it be necessary for us to make any major changes to your booking, or in exceptional circumstances cancel your booking, we will endeavour to advise you, and provide a full refund

**If you cut your holiday short** we are not obliged to offer a refund.

**Reservation** Once you have made your reservation with us, our booking form must be fully completed and signed by the first named person on the booking. This should be the party leader; he/she must be over 21, and authorized by all members of the party, who are listed on the booking form, to accept our booking conditions on their behalf. All documentation will be sent to the party leader, who should inform the other party members of all the

information. Upon receipt of the completed booking form, confirmation of the booking will be sent to you in writing, please check carefully to ensure it is correct, if not please inform us immediately. The caravan is booked solely for the use of those persons named on the booking form. Once we have sent confirmation to you, we have a binding contract.

**Caravan Occupancy** The caravans stated maximum capacity must not be exceeded in order to comply with the UK fire regulations. The party must treat the property, it's furniture, fittings, utensils and other facilities with respect. Any loss or damage must be reported immediately to the Management Company. On 0161 962 1779 The party leader is responsible to pay for any loss, damage or breakage. We reserve the right to charge for any loss or damage caused to the property or its contents by any member of the party. **The caravan is available for occupancy from 4pm on the day of arrival until 10am on the day of departure. No pets are permitted.**

**Payment** You are required to pay us a non-refundable deposit of £100 per booking; the outstanding balance is payable 8 weeks prior to the date of your first occupancy. If you were to book the caravan less than 8 weeks prior to your date of first occupancy, the full balance is due immediately. Approximately 2 weeks before your stay we will contact you directly with caravan details and directions.

**If you have to cancel your holiday** If unfortunately any member of your party needs to cancel the booking, we would ask that we be informed immediately in writing. Duly countersigned by the party leader. Cancellation will be effective from the date it is received by us. Cancellations are subject to a charge detailed below as a percentage of the total amount due dependent on the time you cancel.

TRAVEL INSURANCE IS ADVISABLE

### **Cancellation notice given**

More than 8 weeks= Deposit only, 8 weeks to 0 days = 100% of the rental charge

For most reasons beyond your control cancellation will be covered by your travel insurance. But cancellation due to financial reasons or no longer wishing to travel is not included in your travel insurance.

**If we change or cancel your holiday** In the unlikely event that due to circumstances beyond our control, we need to make changes to or cancel your booking, we will inform you as soon as possible. We reserve the right to cancel any bookings at any time, and will only be held liable to refund Monies already paid by you the client. (Including the £100 Deposit). In cases of 'force majeure' your booking may need to be terminated prior to the scheduled conclusion of your booking. This however is extremely unlikely to occur although if the situation arises we will not be able to offer refunds, pay compensation or reimburse you for any expenses you may incur. Your travel insurance may cover you for these events.

**Smoking** . There is a no smoking policy within the caravan. However, guests may smoke outside, please do not leave the remains around the gardens.

**Caravan Description** Whilst all information supplied is deemed to be correct to the best of our knowledge, it is understood that the information is for guidance purposes only and does not form part of any contract. We cannot be held responsible for any withdrawal of amenities within the development or any breakdown of equipment, appliances in or around the vacation home during your stay.

All personal items and valuables are your own responsibility and we will not be held responsible for reclaiming items left in the caravan after your party have departed

**Construction work** We cannot be held responsible for any construction work that may take place around the vicinity of the caravan.

**Force Majeure** We cannot unfortunately be held responsible nor accept any liability where we are prevented from fulfilling our contractual obligations by 'force majeure'. These include but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes and other industrial disputes, natural disaster, fire, acts of God, terrorist activities, technical difficulties with transportation and utilities, closure of ports or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control. Your travel insurance may cover you in some of these events.

**Governing Law** This agreement shall be construed in accordance with and governed by the law of England and Wales and each party agrees to submit to the non-exclusive jurisdiction of the courts of England and Wales.

**Liability** WE DO NOT ACCEPT LIABILITY FOR ANY INJURY, DAMAGE OR LOSS SUSTAINED BY ANY MEMBER OF YOUR PARTY OR ANY PERSON WHO ENTERS INTO THE CARAVAN DURING YOUR CONFIRMED RENTAL PERIOD EITHER BY YOUR INVITATION OR NOT, EXCEPT WHERE ANY PERSONAL INJURY OR DEATH IS ATTRIBUTABLE TO THE NEGLIGENCE OF THE OWNER.

**Travel Insurance** IT IS STRONGLY RECOMMENDED THAT YOU AND ALL MEMBERS OF YOUR PARTY TAKE OUT HOLIDAY TRAVEL/MEDICAL INSURANCE TO COVER CANCELLATION FEES AND ANY OTHER LOSSES THAT MAY OCCUR. IT IS YOUR RESPONSIBILITY TO ENSURE THIS IS SUFFICIENT.

HAVE A GREAT HOLIDAY