

## BOOKING CONDITIONS

Please read these conditions carefully. When you book your holiday with us you are entering into a binding contract. These booking and letting conditions apply to all bookings made in respect of Waterside Park. These conditions form part of a contract between the person making the booking and the owner of the Park, Tingdene Holiday Parks Limited "The Company". On making the booking you have accepted the terms of these conditions. Your contract with the company will exist as soon as the booking confirmation has been issued, on receipt of the deposit.

**1. DEPOSITS** - Booking a holiday cottage at Waterside Park will only be accepted with a booking deposit of 25% or £50.00, whichever is greater, of the total hire charge. The booking deposit forms part of the total hire charge and is non-returnable, although it can be transferred to an alternative date. The balance of the total hire charge, less the booking deposit, must be paid at least 4 weeks before the start of your holiday. For bookings made within 4 weeks of your holiday start date, you are required to pay the full balance at the time of booking. Cheques should be made payable to Tingdene Holiday Parks Ltd and sent to Waterside Park.

We reserve the right to correct errors in advertised prices. We will advise you of any errors at the time of booking. We also reserve the right to correct errors in confirmed prices. In this case, we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error. If a holiday crosses over two price periods, the day on which you start your holiday determines the price you pay.

**2. CANCELLATIONS AND CHANGES BY YOU** - In the event of a cancellation, notice should be given in writing and sent to Waterside Park. Provided the cancellation is not less than 4 weeks before the start date of the holiday, only the deposit will be forfeited. If the notice is less than 4 weeks of the start date of the holiday, but the accommodation is re-let, only the deposit will be forfeited, otherwise you will be liable to pay the total cost of the booking. However, if the cancellation is being occasioned by death, sickness or redundancy the balance paid will be refunded and only the deposit will be forfeited.

Once a booking has been confirmed by us to you, should you require us to amend it or to re-invoice you for any reason (including for example accidental loss of the original invoice) an administration fee of £25 will be charged. Up to 8 weeks before the holiday start date you may change your accommodation to another one within the same calendar year, subject to availability and payment of an administration fee of £25 and any outstanding difference in price. You may transfer your booking to someone else/another party (introduced by you) at any time, provided you pay the administration fee of £25 and any outstanding balance. **Note:** Bookings may not be transferred to other parties after we have received notification of cancellation.

**3. CANCELLATIONS AND CHANGES BY US** - Very occasionally, in circumstances beyond our control, for example, any event over which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation, which cannot reasonably be remedied to a satisfactory standard before the start of your holiday, through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

If we have to cancel your booking we will inform you as soon as possible, offer you an alternative or a full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change.

**4. RESERVATIONS** - Your booking is subject to the accommodation being available when the completed booking form and deposit is received. Waterside Park will not accept any bookings from anyone less than 21 years of age. The organiser or leader of a group or party booking is responsible for providing the party details. Should you arrive with such a group without notifying us of the required details, we have the right to refuse to hand over the accommodation to you. Alternatively, you may be asked to pay a security deposit at the time of take-over. To ensure the accommodation and location booked is suitable for visitors with a disability, it is essential that all booking requests, from parties including people with special needs, give us full and clear details of those needs. We also require confirmation as to whether or not the disabled visitor will be accompanied on their holiday by an individual able to attend to all their requirements. Special requests for adjacent properties cannot be guaranteed, but every effort will be made to satisfy them. You must check your hire invoice and booking acceptance, as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way, you must immediately inform the Park.

## LETTING CONDITIONS

Our holiday homes are available from 4pm on the day of arrival until 10am on the day of departure. Weekly holidays begin and run from Saturday to Saturday. Short breaks are also available from Friday to Monday and Monday to Friday. During our peak period July – September, we only accept weekly bookings. However, short breaks are subject to availability during this period. All bank holidays and half term weeks throughout the year are also weekly bookings only. However, short breaks are subject to availability.

**5. LIABILITY** - Whilst staying at Waterside Park, the person who made the booking is responsible for all persons in the group who will use the accommodation during the period booked. You are responsible for all losses and damages arising directly or indirectly to your accommodation or any other accommodation on the Park and its contents, from any act or default by yourself or any person or animal accompanying you and your group.

**6. PARK LIABILITY** - The Company accepts liability for any injury, loss or damage by the negligence of the company or its employees. However, in no circumstances shall the company or its employees accept liability for any injury, loss or damage caused by your negligent acts, or of any others staying on the Park.

**7. OCCUPANTS** - The number of persons staying in the accommodation must not exceed the capacity of the accommodation as advertised by us. Babies under the age of 2 are counted as members of the group. We reserve the right to demand additional payment from individuals or parties, if any details on the booking form have changed on arrival, or admission to the Park may be refused. You are welcome to have friends and / or family visit throughout the day. To ensure the quiet enjoyment of the Park, guests are required to keep the noise to a minimum.

**8. PETS** - Dogs are permitted on the Park and in designated holiday homes booked for your use. Dogs must be supervised at all times by an adult, kept on leads, must not be left unattended inside or outside the property at any time. Any fouling must be cleaned up; failure to do so may result in a £50 fine. We reserve the right to require the owner of any dog considered a nuisance, or affecting the comfort of other guests, to be removed from the Park. In the interest of visitor's safety and following government legislation, we are sorry we are unable to accept the following types of dog: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino, even where these types of dog are muzzled as required by government legislation.

**9. SMOKING** - Smoking is **not** permitted in the properties at any time. You may smoke outside.

**10. PARKING** - The Park has designated parking spaces; you are allocated one vehicle per holiday home booked. However, there are a number of visitor spaces around the Park, please enquire at reception for further information. Your vehicle and their accessories and contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, in the case of the negligence of our employees or agents. Parking on the grass is not permitted.

**11. ARRIVAL** - The usual check in time is 4 pm on the day of arrival. Please report to reception to confirm your arrival and to receive the key to your holiday home. You are requested to inform the Park if you will arrive outside of normal office hours, the Park can then arrange for your key to be left accordingly. You may be asked for a security or key deposit.

**12. LINEN AND TOWELS** - Bed linen is provided. No towels are provided.

**13. DEPARTURE** - You are required to vacate your holiday home by 10 am on the day of your departure, leaving the cottage clean and tidy as you found it. All refuse must be disposed of accordingly in the designated bin areas on the Park. The Park also encourages recycling, where possible.

**14. ACTIVITIES AND FACILITIES** - We reserve the right to alter or withdraw amenities or facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

**15. UNREASONABLE BEHAVIOUR** - We reserve the right to terminate a holiday after the keys have been handed over, if the unreasonable behaviour of anyone in the holiday party is likely to impair the enjoyment, comfort or health of other guests or members of staff. In these circumstances no refund will be given. Waterside Park reserves the right to require you or any members of the group to leave the Park where such persons breach the terms of these conditions.