

## Introduction

Bucklegrave Holiday Park is a family park catering for touring caravans/trailer tents/tents/motor caravans and static holiday homes. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking. We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

## Access statement and policy

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware.

## Booking conditions

We cater for families and couples and do not accept bookings from all male or all female parties of three or more persons. We also reserve the right to refuse any booking.

Bookings can be made in the following ways:

- The easiest way is by telephone on 01749 870261 and using a credit/debit card for payment. Please note we charge a £2 fee for credit card payments – there is no fee for debit card payments.
- Phone to reserve a pitch, then send a cheque or postal order payable to Bucklegrave Ltd.

The person who makes the booking 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.

We reserve the right to refuse any booking at our absolute discretion.

## This Contract

This contract is with Bucklegrave Ltd. A contract exists as soon as we have issued our confirmation invoice and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours.

The terms contained in this contract do not affect your statutory rights.

## The Price of the Holiday

Once you have made your booking and paid the deposit the price of the holiday will not be subject to any change unless the rate of VAT changes or you have asked us to amend your holiday.

The balance of the price of your holiday must be paid at least 28 days before the start date for static holiday home bookings (no reminder will be sent to you) or on arrival for touring/tent pitch bookings. If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit.

## Cancellation of the Holiday by you - we do not sell insurance but suggest you have sufficient cover.

You may cancel your holiday at any time. For touring/tent pitches you will forfeit your deposit. Cancellation will be effective on the date it is received by us. However cancellation charges for static holiday home bookings are payable as follows:

More than 50 days = Deposit only. 49 to 15 days = 50%. 14 to 2 days = 70%. Within 48 hours = full cost of holiday.

## Change or cancellation of the Holiday by us

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

## Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
  - To supervise children properly so that they are not a nuisance or danger to themselves or others.
  - You further agree that you will not:
    - commit any criminal offence at the Park or undertake any criminal activity
    - commit any acts of vandalism or nuisance
    - keep or carry any firearm or any other weapon at the Park
    - use any unlawful drugs
    - create any undue noise or disturbance
    - carry on any trade or business while on the Park.
- Quiet hours are from Midnight until 7.00am. Please respect your fellow guests and keep noise to an absolute minimum.

## Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park is 5mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.

- Guests are not allowed to bring lorries or other commercial vehicles on to the park without prior approval.
  - No motorised recreational vehicles can be used on the park. This includes motorised scooters and liquid fuel remote controlled vehicles.
  - Bicycle use is permitted during daylight hours – helmets should be worn.
  - No mechanical, repair work or car washing is to be undertaken on the park.
  - Only 1 vehicle can be parked next to the pitch. All other vehicles must be parked in the main parking area.
  - The rules for the swimming pool are displayed at the entrance to the pool. Children under 16 must be supervised by an adult and anyone failing to adhere to the rules will be excluded from the area for the remainder of their stay. PLEASE NOTE; the pool is not life guarded.
  - Please make yourself aware of the nearest fire point.
- Our full Health and Safety Policy is available for inspection in Reception.

## Dogs and other pets

Well behaved dogs & their owners are very welcome and we ask that you:

- Keep the dog on a short lead on the park at all times
- Exercise your dog off the park
- Clean up after your dog
- Do not leave your dog unattended at any time

We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

## General

- The number of persons occupying the accommodation must not exceed the stated berths.
- Only food & beverages purchased from the bar may be consumed in the bar and on the sun terrace during the bar opening hours.
- Children are very welcome in our family bar and must be accompanied by an adult at all times.
- Open fires and ground level barbeques are not permitted.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, driving nails into or climbing trees.
- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.
- It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.
- The prices listed include VAT at the current rate.
- 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 of special offers on our park. For the purposes of the Data Protection Act 1984; If you do not wish to receive any communication from us please inform reception or email us at [info@bucklegrave.co.uk](mailto:info@bucklegrave.co.uk) with REMOVE in the subject line.
- Pitches: The size of your unit, including any tents and gazebos, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.
- Please advise us if you are likely to arrive later than 6.00pm. If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch/holiday home.
- Touring pitches must be vacated by 12 noon on the day of your departure otherwise an additional night's pitch fee will be charged. Holiday Homes must be vacated by 10am
- Check-in is between 2-5pm. You are requested not to arrive between 1-2pm. Latest arrival time is 9pm.
- Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.
- Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.
- You are responsible for any loss or damage to the holiday home/pitch and its equipment. You are required to leave the holiday home/pitch in the same condition that you first occupied it.
- Day guests must register at reception on arrival and will be required to pay a visitors fee. Day guests must leave by 11.30pm and are not permitted to bring pets onto the park.

## Complaints

We are committed to providing a good quality service. If you have a complaint about anything during your holiday please raise it with reception immediately and give us the chance to resolve the matter. If you wish to pursue it following your departure please write to us within 28 days of your departure. Thank you.

Also available in large print.