

# BOOKING CONDITIONS

## GENERAL

All reservations for accommodation are applied for and accepted subject to the following terms and conditions. In these conditions the Company means Hardwick Parks Ltd. 'You' and 'your' refer to the person who signs the Booking Form.

## HOW TO BOOK

BY TELEPHONE Ring us on 01865 300501. We will check availability and we can take a booking with a deposit made by quoting your credit/debit/switch card number. BY POST Complete the Booking Form, not forgetting to sign it. Also enclose your deposit or full payment and send it to Hardwick Parks Ltd., Downs Road, Stanlake, Witney, Oxon, OX29 7PZ. Pitches will not be held without a deposit payment.

## DEPOSITS

To confirm your holiday booking we must receive from you a non-refundable, transferable date within season, deposit of £20. This deposit will be deducted from the total balance due. In the event that a booking is for one night and equals less than £20, please send the corresponding amount.

## PAYMENT OF BALANCE

Balance of payment must be received at least 1 week before commencement of your holiday if your booking is for a bank holiday weekend, otherwise balances are due on arrival. Please note that if the balance is not received by the due date, we reserve the right to cancel your booking and re-let the pitch. We do not send a reminder after the confirmation letter has been sent.

## MINIMUM BOOKINGS

We have a minimum booking of three nights at Easter and all Bank Holidays.

## METHODS OF PAYMENT

Payments can be made by Cheque, Postal Order, Cash, Credit, Debit or Switch Card. Cheques and Postal Order should be crossed and made payable to Hardwick Parks Ltd. If cash is sent it must be by Recorded Delivery. Please put your address on the back of cheques/postal orders. VAT is included within our tariffs at the rate current at time of printing and is subject to change if VAT rates change.

## THE CONTRACT

A reservation constitutes a legal contract. Once a booking confirmation has been issued by the company, the first-named person on the Booking Form is responsible for the total price of the pitch. In no circumstances can the deposit payment be returned. Any pitch booked for a bank holiday weekend and not paid for in full by 1 week of the due date of arrival may be immediately re-let by Hardwick Parks Ltd.

## CANCELLATION

We require written notice of any cancellation to be received by us no less than seven days before your arrival. If we receive this notice, we will refund any monies received for the booking less the deposit which is non refundable in any circumstances.

## IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstance to cancel your holiday, and in this event we will offer you an alternative holiday of comparable standard subject to availability, or refund your total cost of holiday as paid to us but you will have no additional claim against us or any letting agent.

## DAMAGE

Residents will be required to pay for the cost of any loss or damage for which they may be responsible to any part of the premises or to any property belonging to or leased by the Company which shall be damaged, destroyed or removed.

## ARRIVALS AND DEPARTURES

There is a height barrier set at 7' (2.13 metres) which is closed when the Reception office is closed. All arrivals and departures must be within the opening times or by special arrangement where this can be accommodated. There is a security gate under the height barrier which may be locked from 11pm until 8am.

**POWER SUPPLY PITCHES** Your pitch should be ready from 12 noon on the day of your arrival. We are of course happy to welcome you at the Park earlier, where all the facilities will be available until your pitch is ready. To prepare for our incoming guests, we request all pitches are vacated by noon on the day of departure. We can extend your departure time until 4pm if you pay for an extension at the time of booking. We may not be able to offer this at the time of your arrival, if the pitch has already been re-booked on the day of your departure

**STANDARD PITCHES** May be occupied from 9.30am and vacated by 4pm

**IMPORTANT** - You must tell us if for any reason you will be arriving after 6pm, please telephone 01865 300501 to advise us of your likely arrival time so that we can confirm if we will be able to pitch you or if you will need to stay overnight in the Late Arrivals Area. Furthermore, access to pitches will be at the sole discretion of the Duty Warden, and arrivals may not be after 9pm. If you arrive after dark, we may not be able to give you access onto power supply pitches. If you do not arrive on the date stated on your booking form, and we have heard nothing from you by 10am the following day, we reserve the right to re-let your pitch and regret that there can be no refund to you.

## LICENSED BAR

Only residents are allowed to enjoy the full amenities of the Licensed Bar and Club Membership fees are included in the Rates. Residents are required to observe the Club Rules and especially all Statutory enactments and Regulations applicable to Licensing and Gaming Children are not allowed in the Clubroom or other Licensed areas unless accompanied by a parent or other responsible

adult. Please note that during off peak or mid week periods, the days/hours of opening may be restricted.

## BARBEQUES

We will permit the use of barbeques so long as they cause no scorching to the grass and use only gas or charcoal as fuel. Camp fires and the burning of wood are strictly prohibited.

## LOST/LEFT PROPERTY

Glad to help, but we must charge a minimum flat rate of £10 for return to cover admin, post and package etc.

## PETS

Dogs are welcome on the touring field as long as they are under control, kept on leads and all fouling cleared up and disposed of immediately. Access for any other pets should be discussed with Reception before your arrival.

## VEHICLES

Vehicles must not exceed 5 miles per hour within the boundary of the Park, and must only be driven by holders of a current driving license having adequate Third Party Insurance. The Company will not be responsible for any loss or damage to property or persons, howsoever caused, in these respects. PLEASE NOTE we do not accept commercial vehicles.

## UNREASONABLE BEHAVIOUR, NUISANCE OR EXCESS NOISE

We reserve the right to decline a booking transfer a booking or terminate a holiday without compensation or refund, if in the opinion of the Management the unreasonable behaviour (actual or anticipated with good reason) of residents or day visitors may lead to a situation that could prejudice the safety, enjoyment or comfort of others. Please ensure that radios, televisions, stereo equipment and noise generally be kept to a minimum so that no disturbance is caused to your neighbours at any time, but particularly after dark. Complete quiet should be maintained after midnight.

## DAY VISITORS

- Residents wishing to entertain day visitors during the stay at our Park may do so subject to Management approval. Arrangements should be made with RECEPTION beforehand by the Resident who must accept full responsibility for such day visitors, and responsibility for the payment of any fees due for day visitors remains the responsibility of the Resident. We restrict the number of visitors to no more than 4 per pitch daily.
- Day Visitors are required to observe all Club Rules and especially all Statutory enactments and Regulations applicable to Licensing and Gaming to comply with the Management's arrangements, and with these Booking Conditions overall which they are deemed to have knowledge of.
- Day visitors may only visit residents, we do not allow the use of the facilities for anyone who is not a resident or a visitor of a resident.

## SINGLES PARTIES

Our holiday park caters primarily for family holidays and The Company will not accept any bookings for single sex groups of 3 or more persons or unaccompanied children (i.e. under 18 years of age).

## CHILDREN

Whilst we provide a range of facilities, please note that we do not provide childcare facilities, and children remain the responsibility of their parents or guardians at all times.

## YOUR COMMENTS

If you feel that you have any comments you wish to make whilst on holiday, please speak to the Duty Receptionist/Warden. In most cases he or she will be able to help you on the spot. Where this is not the case, please make sure that you record the details with the Duty Receptionist/Warden and then write to our Administration Manager no later than 14 days after the end of your holiday. Please note that we cannot subsequently act on any problem that has not been brought to the attention of the Park Management at the time it arose.

## BROCHURE INFORMATION

The Company will endeavour to provide all facilities advertised in the brochure or elsewhere but reserves the right to make changes at any time. Levels of some facilities will vary according to the time of year and/or numbers of people on the park. All descriptions/photographs are intended for guidance only.

## GENERAL

The attention of all guests is drawn to the rules governing the Park and in particular the following:

The Company shall not be liable for any personal injury (fatal or otherwise) or loss or damage to persons or property of whatsoever nature howsoever caused sustained by or occasioned to any person (including persons under the age of 18 years) unless resulting from or caused by negligence of the Company. Furthermore, the question of any compensation in respect of alleged non-performance or improper performance of our contract with you (but subject to these Booking Conditions) will be considered by the Company on the basis of being reasonable in all the circumstances and in any event limited to the actual price paid to the Company for your holiday. The person who signs the declaration at the foot of the Booking Form warrants to the best of his/her knowledge and belief that none of the persons listed thereon nor any day visitor for whom he/she is responsible is suffering from an infectious or contagious disease or has recently been in contact with any person so suffering. Any Person who contracts an infectious or contagious disease during the reservation period must report the same to the Duty Receptionist/Warden. Food, alcoholic or other drinks purchased elsewhere must not be consumed in the Licensed bars.

Information correct at time of going to press.

