

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 PHONE Ring us 01865-300501, Phone line will be manned 9am - 5pm Monday - Friday, except on Bank Holidays. 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, Standlake, Witney, Oxon, OX29 7PZ

DEPOSITS

To confirm your holiday booking we must receive from you for each week/part week a nonreturnable deposit of £30 plus cancellation insurance of £10 i.e. £40 per unit per week or part week (£80 therefore for 2 weeks). This deposit will be deducted from the total balance due.

ALTERATIONS OR AMENDMENTS

Once issued, changes to the hire invoice at your request, or re-invoicing due to loss, will be subject to a £10 charge. We also reserve the right to pass on any charges arising from representing cheques and processing late payments (subject min £10).

PAYMENT OF BALANCE

Balance of payment must be received at least 6 weeks before commencement of your holiday. Please note that if the balance is not received by the due date, we reserve the right to cancel your booking and relet the accommodation. We do not send a reminder after the invoice has been sent.

METHODS OF PAYMENT

Payments can be made by Cheque, Postal Order, Cash, Credit, Debit or Switch Cards. 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 accommodation. In no circumstances can the deposit and Cancellation Plan payment be returned. The same applies to subsequent balances due or paid where cancellation is for any reason(s) other than covered under the Cancellation Plan and payment for such cover has been received. Any accommodation not paid for in full by 6 weeks of the due date of arrival may be immediately relet by Hardwick Parks Ltd.

ACCOMMODATION/SECURITY DEPOSIT

Only those people listed on the Booking Form ('Residents') shall be entitled to occupy the accommodation allocated. It is a condition of your booking that the total number in your party (including babies who sleep in cots, prams etc) shall not exceed the caravan capacity as noted in the attached accommodation descriptions. Residents are responsible for keeping and leaving their accommodation clean, tidy and in order. 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. A security deposit of £50 will be payable on your arrival, and subject to the completion of a satisfactory condition/inventory check immediately before your departure, will be refunded. We reserve the right to deduct amounts for undue soiling or damage.

CANCELLATION PLAN

At just £10 per week or Part week £20 for two or more weeks) our Comprehensive Cancellation Plan covers the whole of your party up to the day before your holiday commences against cancellation due to:

- Accident, illness or death of any member of the Party (or close relative) included on the Booking Form
- Redundancy of first named person on Booking Form or spouse.
- Witness or Jury Service for first named person on Booking Form or spouse
- Fire, Storm or Flood, Subsidence or Malicious damage rendering the house of the first named person on Booking Form or spouse uninhabitable.

Providing any of the above circumstances have arisen, please notify us immediately, by telephone on 01865 300501, followed by written notification with supporting documented evidence, you will no longer be liable for the BALANCE of the hire monies, and providing all the above conditions have been met, we will REFUND IN FULL any balance of hire monies that you have paid. Alternatively the holiday may be taken at another date, subject to availability and any appropriate price differential relevant for the date selected tariff. This alternative is ONLY available if you have already paid for the Cancellation Plan.

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.

ARRIVALS AND DEPARTURES

Your accommodation will be ready from 4pm 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 accommodation is ready. To prepare for our incoming guests, we request all accommodation is vacated by 10am on the day of departure.

IMPORTANT - You must tell us if for any reason you will be arriving after 6pm in the evening of your stated arrival date. If we have heard nothing from you by 10am the following day, we reserve the right to relet your accommodation & regret that there can be no refund to you. This eventuality is not covered by our cancellation insurance. Furthermore, arrivals may not be made after the hour of 9.00pm on the day you are due and before

9am the following morning. There is a height barrier set at 7' (2.13m) which is closed when reception is closed. There is a security gate under the height barrier which may be locked from 11 pm until 8am.

WATERSPORTS FACILITIES/FISHING

Open 15 April until 9 October 2011 inclusive. Opening and/or closing times (daily and seasonal) are subject to weather, maintenance, issues of safety/numbers or people, demand etc. Please contact our Watersports Office on 01865 300841 for specific information regarding availability, bookings are necessary at weekends and during June, July and August.

LICENSED BAR

Only residents are allowed to enjoy the full amenities of the Licensed Bar and Club Membership fees are included in the Weekly 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 and available services may be restricted.

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

Sorry, but for reasons of hygiene and for the convenience of other guests, NO PETS ARE ALLOWED IN LETTING ACCOMMODATION BY RESIDENTS OR DAY VISITORS. (Registered Guide Dogs excepted)

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 licence 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. You will be advised of parking arrangements on your arrival. 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.

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.
- Each day visitor must register at Reception and may stay only during the day/evening (i.e. not overnight). 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.

SINGLES PARTIES

Our holiday park caters primarily for family holidays and young all male, all female or mixed parties of 3 or more persons will only be accepted at the discretion of the Management.

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. On no account can additional transportable electric or gas heating appliances or primus stoves be allowed within guest accommodation. Use of any other electrical appliances are entirely at your risk. Food, alcoholic or other drinks, purchased elsewhere must not be consumed in the Licensed bars. Information correct at time of going to press.