

# Whitsand Bay Fort Holiday Village Terms and Conditions

## Bookings

- Strictly families and couples only unless by special arrangement.
- At least one of the party members must be aged 18 or over.
- Touring pitches and Tamar Suites must be paid in full at time of booking.
- Lodge booking requires a 50% deposit at time of booking with balance due 8 weeks prior to arrival date. Failure to pay outstanding balance may result in forfeiture of booking.
- You may not transfer your Booking to another person.
- Requests to make changes to the Booking can only be accepted subject to availability. We will only accept instructions to amend the Booking by the lead person who made the Booking.
- Every endeavour will be made to allocate the accommodation/pitch requested; this is not a guarantee as on occasions this may not be possible.
- Once your Booking is confirmed you are responsible for payment of the full amount. If you do not pay when you are required to do so, we may cancel your Booking and retain your deposit.
- If your holiday home, suite, or pitch is not occupied by noon on the day after your arrival day, we will treat your booking as cancelled and re-let same.
- The total number in your party, including all children and babies, must not exceed the maximum capacity of the accommodation as stated. Each lodge is a maximum of 6-person occupancy and our Tamar Suites are maximum 2-person occupancy.
- Bookings must not be for more than 28 consecutive nights.

You must check your 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 inform us straight away, we regret we cannot accept any liability if we are not notified of any inaccuracy.

**Cancellations by you;** we do not offer refunds and therefore suggest you take out holiday insurance to cover any circumstances which would require cancellation of your booking. We can, however, offer the option of alternative dates (additional charges may apply if date is in a higher season).

**Cancellations by us;** very occasionally, and in unforeseen circumstances, we may have to cancel your booking. If we do so, we will tell you as soon as possible and offer you an alternative or full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur because of any such cancellation or charge.

**Amendments by us;** very occasionally, and in unforeseen circumstances, we may need to move your booking to another unit/pitch. If we do so, we will tell you as soon as possible.

**Arrivals** for Lodges and Tamar Suites is not until 3.00 pm on the day of arrival. *Please note that arrival time is not guaranteed, delays may occur due to cleaning and maintenance.*

Touring Pitches are available from midday.

**Arrivals must be no later than 8.00 pm (British summer time) and 6.00 pm (British wintertime)**

**Departure** for units and touring pitches is **10.00 am**.

All guests must report to Reception on arrival where you will be given your welcome information, keys/key code, car tag for your vehicle and advised of your allocated parking space. The vehicle registration provided to us at the time of booking will be uploaded to our PPS parking list. We cannot be held responsible for parking tickets received against other vehicles in your party or if we have not been advised that your registration has changed since time of booking. Failure to do this may result in your car being ticketed in accordance with PPS regulations.

We are a family holiday centre with young children on site. Please remember we have a no noise policy after 11.00 pm. Any person in breach of this rule or who causes offence to staff or other guests on the park shall be liable at the discretion of the owners to vacate the park with no refund.

**Pets.** Well behaved pets are welcomed in specific lodges, Tamar Suites, and pitches along with the bar/restaurant. Dogs must be kept on a lead whilst in the park and exercised off the park. Owners must clean up after their pets using the designated bins provided. The site does not accept breeds/crossbreeds listed in the Dangerous Dogs Act.

Guests are advised to bring a good quality torch with them as parts of the site are dimly lit.

**Smoking policy.** All lodges and Tamar Suites are no smoking units, and we ask guests to respect this.

**Selling of Alcohol.** We are only permitted to sell alcohol to persons aged 18 and over. Proof of age may be challenged.

**Speed limit 6mph** - essential for the safety of children.

**Barbeques** are not permitted on the lodge decking area. You can, however, use the grass area next to the lodge providing the BBQ is off the ground. Barbeques are permitted on touring pitches if it is off the ground or placed on the gravel.

**Fire pits** are not allowed anywhere on the park.

**Lost property.** If you have left anything behind, you can arrange for a courier to collect the same. Items not collected within 14 days will be sent to charity or disposed of.

**Car parking.** One space per unit/pitch is provided. The registration you give us at the time of booking will be added to our PPS approved list for the duration of your stay. All additional cars and any visitors must use the Pay and Display car park as operated by PPS. This includes cars towed by motorhomes. Parking tickets issued by PPS cannot be cancelled so it is essential you ensure we have the right information. The park is monitored by ANPR cameras, and it is therefore essential that all our guests register their vehicle registration with Reception to avoid ticketing. Vehicles and their accessories and contents are left entirely at your risk. The owners will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever. Vehicles and their contents are left at the owner's own risk.

Some amenities may be restricted according to demand at the beginning and end of the season. We may have to make minor changes to our facilities, and some may be unavailable due to maintenance at any time so please enquire about their availability before you book with us.

Please look after the Accommodation and the Park facilities so that they may be enjoyed by all. Please report any accidental damage to reception immediately, so that we can arrange a repair or replacement.

We inspect the Accommodation between your departure and the arrival of the next guest. You may be charged for loss or damage caused by you.

You may be asked to pay a refundable security deposit. This will be payable on arrival and refunded by the same method of payment.

An amount of the security deposit will be retained to cover the cost to us of damage caused by you or your party to the Accommodation or the Park or to cover costs we incur because of anti-social behaviour by you or your party. If you or your party cause us loss or damage costing more than the refundable security deposit, we will require you to pay an additional amount.

**General Conditions & Liability.** The owners disclaim all responsibility for any injury to guests in person or to their children when they are enjoying the use of equipment and facilities provided on the site. Parents are responsible for the safety of their children whilst on the site.

**Data protection.** All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay.