

Whitsand Bay Fort Holiday Village Terms and Conditions

- 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 Bedrooms are 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 lodge, 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. Our chalet is a maximum of 5-person occupancy, Tamar bedrooms are maximum 2-person occupancy, and pitches are a maximum of 6 person per pitch.
- 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. For pitch bookings only, we may be able to offer the option of alternative dates (additional charges may apply if date is in a higher season). Cancellations in July and August cannot be transferred.

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. If we do so, we will tell you as soon as possible.

Arrivals:T

- Tamar bedrooms 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. If you think you will not meet the arrival time deadline (see below), please make alternative arrangements and arrive at 9am the following morning.

Photo ID and the card used for making the booking must be presented to Reception on arrival.

The name of ID must match the name on the payment card. Any of the following are accepted: a passport, driving licence, ID card or a police warrant card.

Arrivals must be no later than 8.00 pm (BST) and 6.00 pm (BWT)

Departure for bedrooms is **10.00 am**, Touring pitch departure is **11.00 am**.

All guests must report to Reception on arrival where you will be given your welcome information, keys/key code and advised of your allocated parking space. All vehicle registrations must be provided **BEFORE** arrival.

We are a family holiday park 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.

Dog Owner's Responsibilities

- **Dog fouling.** Dog walkers must always clean up their dog poo. If you are aware of someone who doesn't, let us know. **Carry something to pick up dog poo.** When walking your dog, you must carry a plastic bag or something else which you can use to pick up dog poo. Put the wrapped waste in a dog waste bin, a litter bin or your home waste bin. Dog waste is not to be thrown in the bushes, hedges or anywhere on the grounds.
- **Areas where your dogs are not allowed.** Dogs are not allowed in the swimming pool complex, all toilet and shower blocks and dishwashing facilities.
- **Walking and exercising.** All dogs must be kept on a lead whilst in the park and exercised out of the park. Please ensure the lead is of a reasonable controllable length. The walking of 4 or more dogs at any one time is not allowed.
- **Identification.** All dogs must be wearing a lead and identity tag.
- **Bar and Restaurant.** This is a pet-friendly area, but all dogs must be on their lead and not allowed to move between tables, impede a walkway or interfere with serving staff.
- No more than two dogs are allowed per pitch or pet friendly holiday home unless agreed in advance by the park manager.
- Pets are not to be left on site or in any of our pet friendly holiday home accommodation unattended for long periods of time, or where it may cause the dog distress. Please consider the heat and any separation anxiety your dog may have.
- It is a legal requirement that assistance dogs are entitled to occupy ANY accommodation that we provide. For this reason, and for those with allergies, we cannot therefore guarantee that any of our accommodation has NEVER had a dog staying in it.

If staying in a holiday home your dog must be secure and kept under control on your decking. If you have a very small dog, please be aware that the gap between the balustrades on your decking can be up to 10 cm and you should therefore take every precaution to ensure they cannot escape. Tethering dogs on the grass areas around lodges is not permitted.

We reserve the right to take any lost dog to the vet to scan for a microchip. Please notify Reception immediately if you lose your dog whilst in the park.

Banned Dog Breeds: In the interest of safety and wellbeing of all our guests and team on park, certain dog breeds are not permitted on the park. These are dogs to which the Dangerous Dogs Act applies which include, but are not restricted to, Pit Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiros and XL Bully. If you are in any doubt about whether your dog is on the banned breeds list, please contact Reception prior to booking to confirm that your breed of dog can be accepted.

We reserve the right to request the owner of any dog remove it from the park if we consider it to be a nuisance or to interfere with the general comfort of our other guests.

During certain events throughout the year, dog access to some areas may be restricted. We advise you to check with Reception.

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

Smoking policy. All lodges and bedrooms 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/bedroom 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. All additional cars and any visitors must use the main car park and registrations provided to Reception. This includes cars towed by motorhomes. The park is monitored by ANPR cameras, and it is therefore essential that all our guests register their vehicle registration with Reception. 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.

Failure to adhere to any of these conditions may result in the immediate termination of your booking without a refund.

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.

The park is built around old military structures including tunnels and underground bunkers. There are other hazards including slippery access paths and surfaces, unsafe buildings with open cellar hatchways, debris and rough, uneven ground. You use these areas at your own risk, knowing, understanding and accepting that some areas lead to unguarded drops that if fallen over could cause serious injury or even be fatal.

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.