



Caravan And Camping Booking Conditions 2012

Planning your holiday

Arrival and departure times Accommodation is available from 2:00pm, please check the key collection time on your booking confirmation. We ask that you vacate your accommodation by 10.00am on your day of departure.

Early arrivals Guests arriving early are welcome to check in and enjoy the Park facilities until their accommodation is ready.

Late arrivals (after 6.00pm) if you expect to arrive after 6.00pm please let the Park know to arrange key collection.

Non-arrival Unless the Park is previously notified, accommodation unclaimed by 8.00am on the day following your holiday start date will be treated as a cancelled booking.

All you need to bring

Self-Catering all cooking items, crockery and cutlery are provided. Bed Linen is provided, Bring washing up items, towels, toiletries and your personal holiday belongings.

Linen and Hire Goods deposit All Parks require a £10 refundable deposit for bed linen, in all accommodation.

Special requirements

If you have any special requests regarding your holiday accommodation please advise us when making your booking and confirm your request in writing. Please include a telephone number in case of any query. We will endeavour to meet your requests, but we are very sorry that these cannot be guaranteed. Unfortunately we cannot take requests for accommodation to be located in specific areas of Parks.

Disabled guests

We aim to make our holidays and facilities available and accessible for all. However our adapted holiday homes are not suitable for independent wheelchair users travelling alone. We provide advice, information and a good choice of Parks that meet a variety of access needs. Many Self-Catering caravans and chalets on selected Parks are modified or fully adapted for wheelchair use. Please discuss your requirements with us in detail before making your booking, to ensure a holiday that will meet all your needs and expectations.

Honest advice We will provide honest and accurate advice - for example, which Parks are only suitable for some disabled guests with assistance, where wheelchair access is limited, and where wheelchair friendly accommodation is not suitable for bigger electric wheelchairs.

Please confirm your special requirements in writing. We regret that special requests cannot be made a condition of your booking as they are always subject to availability.

Children

Cots and highchairs in Self-Catering accommodation are available for an extra charge. Cots in Self-Catering need to be located in the living area, you will need to bring your own cot linen. Please call 01780 782344 for full cost and hire deposit details. In all accommodation cots and highchairs need to be requested at the time of booking and are subject to availability.

Pets

We welcome well-trained dogs in selected accommodation, but reserve the right to refuse certain breeds. The charges for dogs are under the price list, with a maximum of two dogs per booking. Please ensure your dog wears a collar and identity tag and is on a lead under the control of a responsible adult at all times. We reserve the right to require the owner of any dog or pet considered a nuisance, or to be affecting the comfort of guests, to remove it from the Park. We do not allow on Park any breeds of dog listed under the Dangerous Dogs Act 1991. At time of press, these were: any dog of a type known as the Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Fila Brasileiro, plus any other type appearing to be bred for fighting.



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Where your dog can't go Dogs and other pets are not allowed entry to Park facilities, restaurants, food servery and swimming pool areas, with the exception of registered assistance dogs for the disabled. Please also note that at certain Parks dogs are not allowed on the beach between 1 May to end of October. (Note: where a public footpath or right of way crosses our Parks, dogs have every right to be there).

Registered assistance dogs for the disabled There's no charge for registered assistance dogs for disabled guests, in Self-Catering or accommodation.

Other pets These may be permitted at the discretion of the Park Wardens. Please contact the Park direct to discuss charges prior to making your booking.

Making the most of your holiday

Family and adult holidays Our Park and facilities are intended for family and adult holidays. Bookings by persons of 21 years of age or younger whether for couples or groups of this age group and whether single sex or mixed are not accepted. We also reserve the right to not accept single sex bookings of any age. We may apply discretion in certain circumstances. We reserve the right to retain the keys for accommodation if this condition is contravened. We also reserve the right to refuse or terminate a booking where we feel that the comfort of our guests may be put at risk.

Sports groups If you are part of a sports group or local sports tournament and are intending to stay on our Park, you must book through our Groups Department and declare this at the time of booking. Failure to do this could result in the accommodation keys being retained and the booking cancelled with no refund available.

Care of facilities Please treat your holiday property and Park facilities with care so that others may continue to enjoy them. We ask that you report any accidental damage to Reception immediately, so that we can make a repair or replacement. Accommodation is inspected at the end of every stay and any loss or damage may be charged for. We reserve the right to enter accommodation under exceptional circumstances, or for emergencies.

Ball games for the comfort of all our guests these are not permitted in the areas between and around accommodation.

Holiday home occupation Occupation of accommodation and use of facilities is strictly limited to those named on the booking. If this legal requirement is not met, the booking will be terminated and you will be asked to leave, with no refund available.

Unacceptable behaviour We reserve the right to terminate a holiday without compensation, where unreasonable or anti-social behaviour caused by those persons named on the booking or their guests impairs the enjoyment, comfort or health of other guests.

Infectious or contagious diseases Guests must inform the Wardens of the occurrence of any such illnesses during their stay that may affect other guests. For the protection of guests and employees, anyone found to have such a condition may be confined, or requested to leave. We strongly recommend all guests to take out personal insurance, as in such circumstances refunds are not available.

Motor vehicles

We will only accept on Park an appropriate amount of vehicles relating to the occupancy of the accommodation. Parties with 3 vehicles or more will only be accepted at the Warden's discretion. If his/her decision is contravened or not sought then we reserve the right to terminate the booking and you will be asked to leave, with no refund available. No motorcycles, quad bikes, scooters or other such vehicles are allowed on the Park without the express written permission of the Park General Manager. It is important to check with the Park Warden, as some of our Parks do not accept the above and/or their use may be restricted.

Large vehicles Due to limited parking space on some Parks please check with the Park before booking if you are planning to bring a transit or a large commercial vehicle.

Your booking

Your total holiday cost The price grids on the individual Park pages shows the holiday cost for the holiday dates and accommodation you choose. Add to this all supplements for cots, pets and hire goods deposits etc

Price guarantee All prices are inclusive of VAT (where applicable). We guarantee that once you have paid the £50 deposit we will not change your holiday price unless you make a change to your booking. We reserve the right to amend the VAT element of prices in the event of a change in the rate of VAT.

Customers are reminded that our brochure prices and charges are subject to change and may go up or down in response to changing market pressures.

Paying the holiday balance Deposits are deducted from the full amount, leaving a balance payable 6 weeks before the start of the holiday. This date is clearly shown on your holiday confirmation and balance reminders will not be sent.



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Bookings made within 6 weeks of the holiday start date are payable in full. We cannot accept cheques within 4 weeks of your holiday start date. If the balance is not received by the due date, the holiday will be treated as a cancellation.

Your final confirmation Please keep your final confirmation safe as this must be presented on arrival. Holiday payment can be made in full or by deposit to secure your holiday booking.

Special and promotional offers All offers are subject to availability at the time of booking, and to specific offer terms and conditions, and may be withdrawn at any time. These offers only apply to the promotional period stated, and cannot normally be combined with any other offer.

Privately owned caravans Certain caravan accommodation are not owned by us, but managed and let by us on behalf of the owners. Where owners are not registered for VAT an additional handling fee of 20% (inc. of VAT) is incurred, making the price for similar accommodation identical.

Errors Whilst every effort is made to avoid changes or errors, we're only human. Please check and/or query the details and price of your chosen holiday at the time of booking.

Extra charges Your holiday cost includes the use of all the main Park venues and facilities and activities, with very few exceptions. Certain facilities and activities are subject to an additional cost or refundable booking deposit and some facilities may be restricted off-peak. Guests are welcome to use their own sports equipment, or can hire equipment at the Park for a nominal charge. Parks with fishing facilities require a rod licence and may attract small additional charges.

Health & Safety The operation of our Parks is subject to legislation and the guidelines laid down by the Health & Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services in order to meet these standards. In extenuating circumstances accommodation, entertainment, sports activities or any facility may be withdrawn, due to maintenance, renovation, adverse weather conditions, changes in governmental legislation, or any other factor outside our control. We reserve the right to make such changes without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Where possible, we will advise of any significant changes prior to booking and endeavour to advise guests already booked of any significant changes as they occur. Certain facilities have height and/or age restrictions, and session bathing may be provided in the Indoor and Outdoor Pools at certain times - please check at the time of booking.

Smoking Policy As a result of recent Government legislation, it is now illegal to smoke inside enclosed public buildings in England, Scotland & Wales. No smoking areas will be clearly designated and outdoor smoking areas provided. We ask holidaymakers to respect these regulations. We would also ask holidaymakers to refrain from smoking in all holiday accommodation. In certain accommodation we do not allow smoking. This accommodation is clearly indicated through signs in the accommodation and on the accommodation pages in this brochure. However, we cannot guarantee that any accommodation has been smoke free.

Age restrictions Due to space considerations and licensing laws, some venues have age restrictions covering certain times.

Selling alcohol We are only permitted to sell alcohol to persons aged 18 or over. Proof of age may be asked for, such as the following forms of ID: full passport or a new style driving licence incorporating a photograph.

Lost property If you leave property in your accommodation after leaving, whilst we will endeavour to do everything within our remit to return the item, we cannot be held responsible for any loss or damage.

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Other information

Website accuracy - Every care is taken to ensure that information shown on the website is accurate. Park photographs are taken at our Parks, and are intended for guidance only. Layout plans and artist's impressions are for illustrative purposes only. Not all facilities and activities are identical at all Parks. Due to operational circumstances, activities sometimes may be withdrawn.

Copyright No party is allowed to reproduce any of the contents of this website (including photographs) without the written permission of Bridge Leisure Management Ltd., or any other copyright owner.



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Comments or concerns If you have a complaint about your holiday whilst on the Park, you must immediately notify Reception or the Guest Relations Team at the Park during your stay so that we can resolve any problems immediately. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the Warden at the Park or alternatively, write to our Guest Relations Team at Bridge Leisure Management, 106, Milton Keynes Business Centre, Foxhunter Drive, Linford Wood, Milton Keynes, Buckinghamshire. MK14 6GD within 7 days of returning from your holiday. All complaints must be in writing, from the lead passenger on the booking and letters must carry the signature of this passenger due to the Data Protection Act 1998. Please write your holiday reference number on your letter and include your daytime and evening telephone numbers. Unfortunately if you do not give us the opportunity to resolve the problem locally by reporting it to the Park, then we may not be able to deal positively with any complaint on your return. All complaints must be submitted within 7 days to allow it to be investigated properly. You will receive a response to your complaint within 28 days.

Any questions? We aim to provide all the information you need in our brochure, but should you have any queries or special requirements please don't hesitate to call the park on 01780 782344 (9am-7pm Monday-Saturday).

Conditions of booking

The Holiday Contract A contract between you and Yarwell Mill is made when either of the following "booking conditions"

are met:

1. We accept your booking and deposit payment by issuing written confirmation or
2. When booking by telephone or online, we inform you that your booking is confirmed or
3. Your Travel Agent tells you your booking is confirmed.

The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract, and loss of the booking.

If you change your booking Should you wish to make a change after your booking is confirmed, such as the type of accommodation, we will always try to meet your request. However, a charge of £20 per alteration will be payable. Substantial changes, such as a different location or dates, will be treated as a cancellation (see below).

Changes must be made at least 8 weeks before the holiday start date, and be confirmed to us in writing or by telephone by the person who made the booking, or their Travel Agent.

Changes requested within 8 weeks of the holiday start date will be treated as a cancellation, and subject to cancellation

charges as outlined below.

If you cancel your booking Should you wish to cancel your holiday please call the park on 01780 782344 and they will advise you of the procedure. Cancellation will not take effect until we receive written confirmation sent by recorded delivery. If this is not received before your holiday is due to start no refund will be given.

If we change or cancel your booking As an experienced and responsible operator, our aim is to provide all the services, facilities as described in our brochure. Should it be necessary for us to make any major changes to your booking, or in exceptional circumstances cancel your booking, we will endeavour to advise you, or your travel agent, and provide the following options:

- a) a replacement holiday comparable or superior to the one booked or
- b) a replacement holiday together with the difference in price between the replacement holiday and the holiday booked or
- c) a full refund

In addition to the above and provided it does not arise from circumstances beyond our control, we will also pay you compensation for any provable loss.

Limitation of Liability We accept responsibility for those arrangements of your holiday which are within our control, cannot accept liability for any injury, loss or damage suffered by you or any other member of your party, unless one of the following applies:

- (1) there was wilful default by us, our employees or agents
- (2) death or personal injury was caused by the negligence of Yarwell Mill, our employees or agents.

For all claims other than death or personal injury, which result from the non-performance or improper performance of our contract, we will pay compensation that is reasonable in all circumstances. However, our liability to you is limited to the total cost of the holiday amount paid as per your final holiday invoice from Yarwell Mill. Please notify any



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shortcomings or complaints to the Reception/Duty Manager immediately, so that they can be remedied. Claims may be reduced or rejected if we have not been given the opportunity to put matters right or investigate your concerns.

If you cut your holiday short we are not obliged to offer a refund.

Data Protection Policy Statement

Use of Your Personal Information Yarwell Mill is notified (registered) as a data controller under the Data Protection Act 1998. The Data Protection Act places obligations on users of personal information and lays down principles for its use. Information has to be processed fairly and lawfully, and you are entitled to know how we intend to use any information you provide. Yarwell Mill will use the personal information that you or your Travel Agent provide to process your booking and provide you with your holiday. We may also need to pass your information to third party service providers such as insurance companies and travel providers. We will only correspond with the lead customer on the booking or their Travel Agent.

It is your responsibility to inform all other members of your party what information about them you are providing to us, and what we will use it for. Information about health to enable us to assist with any special needs will only be used for the specific purpose(s) for which you have provided it. Where you have booked your holiday through a Travel Agent, or have asked us to book any additional facilities on your behalf you should also refer to the agent/service provider's own data protection policy for details of how they will use your personal information.

Yarwell Mill, and carefully selected third parties, will also:

- a) use your information for internal statistical, market research and records purposes.
- b) share this information with other companies within Yarwell Mill Ltd.
- c) use your information to contact you about other holidays or services brought to you by Yarwell Mill or Bridge Leisure Management, or our trading partners (if you do not wish to receive such information please contact the Data Protection Officer, Bridge Leisure Management, 106, Milton Keynes Business Centre, Foxhunter Drive, Linford Wood, Milton Keynes, Buckinghamshire. MK14 6GD).

Use of 'Cookies' Regarding online customers, our website may use 'Cookies', a piece of text which asks permission to be placed on your computer's hard drive. Once you agree, your browser adds that text in a small file. A cookie helps analyse web traffic or logs when you visit a particular site, enabling web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Improving our online service Traffic log cookies enable us to identify which pages are being used, by which type of customer and develop our website to better meet our customers' needs. We only use this information for statistical analysis purposes, then the data is removed from the system. Denial of a traffic log cookie should not prevent you from using one of these sites.

General

In these booking conditions 'you' and 'your' refers to the person who makes the booking; 'we', 'us' and 'our' refers to Yarwell Mill (a trading division of Vermont Properties Ltd.); 'holiday party' refers to those persons named on the booking and any person added at a later date; the 'Park' means the Holiday Park you have chosen for your holiday. Please note that all points covered in the '**Holiday and Booking Information**' and '**Easy Booking**' sections of this brochure also form a part of these **Conditions of Booking**. All bookings are subject to these Conditions of Booking and to availability.

