

# TOURING & HOLIDAY GUESTS SUNNYVALE CARAVAN PARK

## Terms & Conditions

- 1. Who your agreement is with.** When you book your holiday your agreement will be with Sunnyvale Caravan Park.
- 2. The agreement.** There will be a contract between you and Sunnyvale Caravan Park, when we accept your non-refundable deposit (if you are booking by phone), or when the agent confirms your booking or, when your booking is confirmed (if you book online). The person making the booking accepts the contract on behalf of all members of your party and is responsible for making sure they accept the contract. We can't accept bookings from anyone under the age of 25.
- 3. Terms of the agreement.** These terms form your contract with us. Please note we will always try to meet your requests regarding accommodation and or specific touring pitches. However, this CANNOT be guaranteed as it is not always possible. Please note special requests do not form part of the booking contract and are not a condition of booking.
- 4. Alterations to your booking.** Once there is a contract you can't transfer or change your booking without our agreement. If you want to make small changes (e.g. type of accommodation or party members) we will try to help. There will be an administration cost of £15. We are sorry that we can't accept any major changes to your booking (e.g. change of dates).
- 5. Cancelling your booking.** If you cancel your holiday you will always be responsible for the full cost of your holiday. We require confirmation of the cancellation via post or email. We operate a no refund policy.
- 6. Paying for your holiday.** When you book your holiday, you will need to pay a deposit. The balance of your payment must be paid 4 weeks before the start of your holiday. Details of the balance payable and how and when to pay will be in the booking confirmation. If you book your holiday less than 4 weeks before the start date you must pay the full amount of the holiday at the time of booking.
- 7. Special offers.** To claim any special offers, discounts, promotional codes etc. please tell us when you book. If you don't, we're sorry we can't honour these. All discounts, special offers etc. are subject to availability.
- 8. Prices.** All prices are subject to change so could increase or decrease. The price confirmed when you book is the final price and will not change unless you alter your booking. Our published tariffs include VAT at the applicable rate. We reserve the right to amend our prices to reflect any change in the rate of VAT or if any new taxes, levies or duties are imposed on your holiday.
- 9. Who's in your party.** When you book, you need to give the names and ages of everyone in your party. Only those people on your booking confirmation can occupy your holiday home or pitch and anyone not named on your confirmation will be asked to leave the park. In these circumstances, no refund or compensation will be given.
- 10. Numbers in your party.** The total number in your party (including children and babies) must not exceed the maximum capacity of the holiday home advertised or capacity of the tourist.
- 11. Single sex parties.** We do not accept single sex party bookings. Unless members of the LGBT community or group or organisation that has a prior arrangement with the Park, eg Walking group, Golf club.
- 12. Groups.** Group bookings (whether made by 1 person or a number of people) of 4 or more holiday homes or pitches or where there are 20 or more people in the party must be made through our holiday reception team by calling 01745 343584. Family and friends who live at the same address or know each other or who travel together will be considered as making a group booking even if they have made separate bookings. We'll only accept group bookings if you tell us about them and give us the names and addresses of everyone in your group before you book. The lead booker for a group is responsible for the conduct of the other members of the group and for ensuring they comply with these terms and conditions. We may require the lead booker to provide an extra bond as security in the event of any damage by any member of the group.
- 13. Holiday Use.** As the park is a holiday park we don't accept bookings if you want to stay for work or use the park as a base to travel to work or for residential use. All adults booked must appear on the electoral roll at the address given when booking or provide other evidence of their permanent address such as a council tax bill if requested.
- 14. Arrival and departure times.** A £50 (caravan) £100 (Lodge) refundable **cash bond** is payable on arrival for holiday bookings. A Key/Car pass **cash** bond of £10.00 will be required from touring guests. Please check your booking confirmation for the time your holiday home or pitch will be available. In all other cases your holiday home will be available from 4pm (**2pm for a touring pitch**) on your arrival day. We must have a mobile contact number as we will inform you if your accommodation is ready earlier. We must be informed if you think you may arrive after 5pm. If your accommodation is not occupied by 10am on the day after your arrival date and you haven't told us you will be arriving late, we will treat your booking as cancelled and re-let the holiday home or pitch. You should leave your accommodation by 10am on your departure date. **Tourers must vacate by 12pm.** A charge of £10.00 may be levied for each hour or part hour after 10am (or 12pm for touring guests) until the accommodation or pitch is vacated.
- 15. Children.** Parents/Guardians are responsible for the safety and supervision of their children at all times whilst using the amenities and facilities on park. We expect everyone to have respect, consideration and courtesy at all times to neighbours and other residents. Noise should be kept to a reasonable level during the day. Excessive noise from radios, televisions and stereos will not be tolerated. Excessive noise is antisocial and cannot be allowed. Complete silence is expected between the hours of midnight and 0800 a.m. In the interest of safety, children under the age of 18 should not be left unsupervised when on the Park. Where we have children's clubs, special programmes of events and other facilities for children these are not childcare facilities and children remain the responsibility of their parents or guardians at all times. Please make sure you always know where your children are. Any foul language, abusive or aggressive behaviour of any kind, will result in your holiday being terminated immediately without refund.
- 16. Guests with special needs.** Guests with disabilities are welcome. If you or one of your party has special needs or a disability, please tell us about this before you book so we can try to ensure the accommodation is suitable for you. If you don't tell us we can't be held responsible. We will try to accommodate any special requirements but can't guarantee this.
- 17. Allergies and non-smoking accommodation.** If any member of your party suffers from an allergy, we recommend that you don't book pet friendly accommodation. All our accommodation is non-smoking. If you smoke in the accommodation you will be required to pay an additional fee of £50 for deep cleaning of the accommodation.
- 18. Pets.** Most dogs are welcome at our park (charges apply) but only in pet friendly accommodation. A maximum of two dogs per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed so check with us when you book. Please enquire before you book whether other pets are allowed. Except for assistance dogs there is a charge per day per dog or pet. Dogs must be kept on a lead under the control of a responsible adult at all times and wear a collar with identity tag. You must clean up after your pet. Pets (other than assistance dogs) are not allowed in any facilities or play areas. Pets should not be left unattended in holiday homes and must not be allowed on bedding or seating. If we think your pet is causing a nuisance or damage you will be required to remove it from the park. If you take a pet into a holiday home which is not booked as pet friendly you will be required to pay an additional fee of £50 for the deep cleaning of the accommodation and your holiday terminated without refund. Whilst on your touring pitch, keep your dog on a short lead or tethered (max. 2 metres) on the Park at all times, and please take your dog with you when you go off the Park.
- 19. Use of the holiday home / Pitch.** At the end of your holiday please leave everything in a clean and tidy condition, and all rubbish placed in the bins provided. Do not store any rubbish outside as this will encourage seagulls. Windbreaks, garden furniture and any other accessories must not be used without prior consent, and must not be left up if unattended. Washing lines are not permitted. You may be required to pay for any damage you cause to your holiday home or pitch during your stay. We have the right to enter your accommodation, even in the absence of its occupants (Not applicable to touring caravans) for maintenance purposes or in special circumstances and in emergencies.
- 20. Your personal possessions.** You are responsible for your personal possessions on park or in your holiday home and we aren't responsible for any loss or damage to these. If you leave personal possessions behind at the end of your holiday, we'll try to return them but are not responsible for them.
- 21. Cots and highchairs.** Travel cots and highchairs may be hired at an additional charge, subject to availability. You need to request these when you book. A bond may be required on arrival. Cots can normally only be accommodated in the living area of holiday homes. You will need to bring your own cot linen.
- 22. Bed linen.** On direct bookings, we provide all bed linen other than cot linen. We do not normally provide towels, tea towels or other bathroom and kitchen requisites unless specified.
- 23. Park facilities.** For health and safety reasons some of our facilities may have to close (e.g. for health and safety reasons, maintenance or reasons beyond our control) and we are not liable to compensate you if we do so.
- 24. Entertainment.** We do not charge for the use of our facilities or entertainment in The Chester Variety Club. It is against the law to smoke in buildings open to

the public and we provide outdoor smoking areas. E cigarettes are not permitted in our facilities. You are not permitted to bring your own alcohol or other drinks into the entertainment complex, bar or restaurant.

**25. The holiday park.** The park is located in a seaside beach location so there may be areas of uneven ground, unmade paths, excess sand and stones and limited lighting. Please take special care to avoid accidents. And ensure you supervise children appropriately. Empty pitches are off limits in all cases. We can experience strong winds so the use of an awnings is at your own risk.

**26. Your car and other vehicles.** One vehicle only is permitted to park on the pitch, except by prior arrangement. (charges apply). Only **one** car per touring pitch is permitted and **parking on an empty touring pitch is not allowed under any circumstance**. Car passes issued by us, must be visible in the vehicle at all times. You should comply with speed limits (**5 mph**), parking and traffic regulations on park. We try to provide parking next to or near your holiday home or pitch, but we can't guarantee this, please ask at time of booking. Vehicles are brought into the holiday park at your risk and we are not responsible for loss or damage to these except where it is caused by our negligence or fault. Quad bikes, and similar vehicles aren't allowed on park. Pickups, boats trailers, motor homes and large commercial vehicles aren't allowed on park without prior consent. Washing of any vehicles is not permitted on the Park. Parking on the grass, pavement or block paved areas is not permitted.

**27. Bicycles, blades, skateboards & motorised scooters:** Blades, skateboards & motorised micro scooters, or similar are not allowed to be used on the Park under any circumstances. Bicycles must be ridden in a slow considerate manner at all times and absolutely no riding after dusk. The Management reserves the right to restrict or withdraw the use of bicycles. Under no circumstances are bicycles allowed inside any accommodation.

**28. Behaviour on park.** The park is a family holiday park so please ensure your behaviour is appropriate and not noisy, offensive, or likely to cause any harm or upset to other guests, staff or property at the holiday park. No excessive noise (as judged by the duty park staff) is accepted after 11.00 pm. (including TVs, radios etc). If we feel your behaviour is illegal, offensive, disruptive or inappropriate or is disturbing other guests, we will ask you and your party to leave the holiday park and no refund will be given. No alcoholic beverages may be consumed in any public areas of the Park. Acts of vandalism will not be tolerated. Unlawful drugs must not be brought onto or used on the Park Firearms are not permitted under any circumstances. You must not throw any stones or missiles. The use of guns, airguns, ammunition (imitation, toy or otherwise), crossbows, bow and arrows, catapults, cap firing or indeed any objects, likely to cause offence or injury to others is forbidden on the Park Fireworks are not allowed on the Park. Should staff members be called to your tourer or caravan due to noise or behavioural problems, you will not be refunded your bond and may be removed from the Park.

**29. Barbeques, open fires, chimeneas and fire pits: please seek park permission.** Barbecues must be 18" (45cm) above ground and at a safe distance away from the caravan and must be monitored at all times by an appropriate adult. They are NOT permitted on decking areas. Open fires, chimeneas and Fire Pits are NOT permitted anywhere on park.

**30. Filming and photography.** We sometimes have TV and other companies filming or taking photographs on park. We will do all we can to ensure you are not disturbed by this. We can't accept any responsibility or offer any financial award if you do appear in films or photographs.

**31. If you have a problem.** We do all we can to make sure you enjoy your holiday but sometimes things may go wrong. If this happens please tell the Park reception team straight away and we will try and put things right. If we can't, then you can leave on the first day of your holiday and receive a full refund. If you decide to stay or don't give us the chance to put things right first you will not be entitled to a refund. We cannot accept responsibility for any claims made after you have left the Park.

**32. Cancellation by us.** Very occasionally, in exceptional circumstances, we may have to cancel your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, or accept any alternative arrangements offered to you, or book another holiday with us at the current price. If we have to cancel because of circumstances beyond our control (e.g. fire, theft or flood) we will pay a full refund. If we cancel we will have no further liability to you for this. We also reserve the right to change your allocated accommodation or pitch either on arrival or during your stay, this will be to a similar or higher standard of accommodation or pitch.

**33. Accuracy.** We have taken all care to make sure that all prices & details are correct at time of publication. However, we cannot accept responsibility for any errors or the results of these. Photographs of accommodation are examples only and furnishings, layout and decoration may vary. We are not responsible to you for unforeseen events or matters over which we have no control. We reserve the right to make changes to, suspend or withdraw any advertised facility, entertainment, amenity or service.

**34. Our liability to you.** We are responsible for any loss or damage you may suffer as a result of our negligence or wilful default, but otherwise are not liable to you for any loss or damage you suffer. Our liability to you is limited to the cost of your holiday. The proprietors disclaim all responsibility for any injury to guests in person or their children if they are improperly using the equipment or facilities provided on the site. Parents/ Guardians are responsible for the supervision and safety of their children in all areas of the park at all times. The proprietors disclaim, to the maximum extent permitted by law, responsibility for any injury or damage to guests' property or to their person or to their children or their pets by fire, theft, water or any third party or by any means whatsoever whilst they are on the site. This includes acts of God, civil strife, industrial action, natural disasters, war, animals and insects. Your statutory rights are not affected by anything in these terms and conditions. We reserve the right to introduce additional conditions or to waive any particular conditions in individual cases or to amend or vary the terms and conditions.

**35. Keeping safe the information you have given us.** We use CCTV cameras at some locations at our holiday park for crime prevention and safety reasons and telephone calls may be recorded for training and monitoring purposes.