

Please read carefully. When a holiday booking is confirmed with us, a contract is made between the person signing the booking form and the owners of Sands Caravan and Camping. The acceptance of a booking creates a contract between the guest and owner of the Campsite subject to the below terms and conditions. Failure to comply with any of these rules will result in the termination of your stay, with no refund given.

## BOOKINGS

Once a Booking Form and Deposit have been received, the booking is made secure. Without being in receipt of a Deposit your booking can only be treated as a 'provisional booking', and is not secured. Should the guest wish to shorten or modify a booking after this they may be liable to pay the full cost of the holiday. **ALL DEPOSITS ARE NON-REFUNDABLE.**

## COVID 19

**1. Illness** Do not travel if you feel unwell and please remember to follow the Government guidance and do not leave home if you or someone you live with has any of the following: a high temperature, a new, continuous cough or a loss of, or change to, your sense of smell or taste. If you or anyone in your household has any of the symptoms listed, stay at home, isolate and do not travel.

**2. Cancellation** If changes are made by the government, such as resuming lockdown, and your booking has to be cancelled we will offer a full refund when available or move your booking to a later date.

**3. Government Guidance** Rules implemented by the government remain while you are on site, these may change regularly. It is important that you can keep yourself updated on the latest measures.

**4. Toilet and Shower Facilities** Our toilet and shower facilities are now open however we still recommend you use your own facilities as much as possible.

## CARAVAN HOLIDAY HOMES AND WIGWAM BOOKINGS

**1. Availability** The booking is made on the understanding that we will make the accommodation and amenities available to you on the dates stated. Should this not be possible due to events beyond our reasonable control we will endeavour to provide you with alternative accommodation. Should no other accommodation be available at the time we will offer you alternative dates or refund of your accommodation rental, but you will have no other claim or remedy against us.

**2. Responsibility** The signatory to the booking form accepts full liability for the behaviour of all party members and for ensuring that conditions of hire are adhered to, for loss or damage to the accommodation and the contents.

**3. Accommodation** If for any reason the accommodation is unsatisfactory please notify us immediately so that appropriate action can be taken. We cannot accept subsequent claims for shortcomings not so notified.

## CARAVAN HOLIDAY HOMES

**1. Payment** A deposit of £100.00 is payable on booking, the remainder to be received by us no later than 4 weeks before arrival. For bookings made less than 4 weeks before the arrival date requested, the total amount of the booking fee is payable, including the deposit.

**2. Cancellation** If your plans change and you request to come on a different date then we will always try to accommodate your change, but we cannot guarantee that your request can be met. In the event of cancellation the deposit is non-refundable and the following scale of charges will apply:- 6-4 weeks – 50% of total holiday cost 4-0 weeks – 100% of total holiday cost. We recommend that you take out holiday insurance that includes cancellation expenses.

**3. Security Deposit** The proprietors reserve the right to require the payment of a £100 'GOOD HOUSEKEEPING DEPOSIT' on the day of arrival. All monies so paid will be refunded in full provided the accommodation is left as found. Any damage to accommodation, equipment, environment or any excess cleaning will be charged against the total retainer which may be applied to any of the units occupied.

**4. Times** On the day of arrival occupation can be expected by 3pm but not guaranteed, on the day of departure accommodation must be vacated by 10am unless pre-arranged with management for which there will be a charge per caravan. Please notify reception if you intend to arrive after 6pm.

**5. Occupancy** Only those persons listed on the booking form may occupy the accommodation. If this condition is breached we have the right to terminate the contract immediately, without refund. We reserve the right to terminate, vary or re-allocate the accommodation where all material facts are not disclosed. If the customer alters the confirmed arrangements an amendment fee may be charged. Any unauthorised extension of stay will be charged at the full daily rate. Units may not be sub-let.

**6. Linen** Duvet covers, pillow cases, fitted sheets and towels are supplied free of charge.

**7. Care** Clients are asked to leave their accommodation and its contents clean and tidy when vacating. If excessive cleaning is required a 'Double Cleaning Charge' will be levied, normally £50. Report any damages or breakages immediately. All damages or breakages of the fittings, utensils, crockery, cutlery and linen must be reported to reception and will be charged for.

**8. Pets** are not permitted in our Caravan Holiday Homes.

## WIGWAMS

**1. Payment** A deposit of the first night stay is payable on booking, the remainder to be paid 4 weeks before arrival. For bookings made less than 4 weeks before the arrival date requested, the total amount of the booking fee is payable, including the deposit. The one night deposit is non-refundable.

**2. Cancellation** If your plans change and you request to come on a different date then we will always try to accommodate your change, but we cannot guarantee that your request can be met. In the event of a cancellation the one night deposit is non-refundable. Refunds of payments, minus the amount of your deposit, can be made up to 14 days before your date of arrival. Should part of the booking be cancelled on arrival or throughout the duration of the stay, the guest will be charged the full amount of the booking. We recommend that you take out holiday insurance that includes cancellation expenses.

**3. Times** On the day of arrival occupation can be expected by 3pm but not guaranteed, on the day of departure the wigwam must be vacated by 10.30am unless pre-arranged with management for which there may be a charge. Please notify reception if you intend to arrive after 6pm.

**4. Care** Clients are asked to leave the accommodation clean and tidy when vacating. All damages or breakages must be reported and paid for.

## TOURING PITCHES

**1. Payment** A deposit of the first night stay is payable on booking, the remainder to be paid 4 weeks before arrival. For bookings made less than 4 weeks before the arrival date requested, the total amount of the booking fee is payable, including the deposit. The one night deposit is non-refundable.

**2. Cancellation** If your plans change and you request to come on a different date then we will always try to accommodate your change, but we cannot guarantee that your request can be met. In the event of a cancellation the one night deposit is non-refundable. Refunds of payments, minus the amount of your deposit, can be made up to 14 days before your date of arrival. Should part of the booking be cancelled on arrival or throughout the duration of the stay, for any reason including weather conditions or failure of equipment, the guest will be charged the full amount of the booking. We recommend that you take out holiday insurance that includes cancellation expenses.

**3. Times** On the day of arrival you can get on site from 12.30pm. You must be off site by 12pm on your day of departure. Please notify reception if you intend to arrive after 6pm.

**4. Group bookings** All groups, including customers booking individually as part of a group, must contact the campsite for permission before making a booking. We reserve the right to cancel any bookings where permission has not been given.

## SANDS HOLIDAY HOUSE

**1. Payment** A deposit of £100.00 is payable on booking, the remainder to be received by us no later than 4 weeks before arrival. For bookings made less than 4 weeks before the arrival date requested, the total amount of the booking fee is payable, including the deposit.

**2. Cancellation** In the event of a cancellation you must notify us immediately and every effort to re-let the house will be taken. If we are unable to re-let the following charges will apply:- over 4 weeks until date of arrival – your deposit will be forfeited, less than 4 weeks – 100% of total holiday cost. We recommend that you take out holiday insurance that includes cancellation expenses.

**3. Security Deposit** The proprietors reserve the right to require the payment of a £200 'GOOD HOUSEKEEPING DEPOSIT' on the day of arrival. All monies so paid will be refunded in full provided the accommodation is left as found. Any damage to accommodation, equipment, environment or any excess cleaning will be charged against the total retainer.

**4. Times** On the day of arrival the occupation can be expected by 3pm but not guaranteed and the keys will be picked up from reception at Sands Caravan and Camping. On the day of departure the house must be vacated by 10am unless pre-arranged with management for which there will be a charge. **Please notify reception if you intend to arrive after 6pm.**

**5. Occupancy** Only those persons listed on the booking form may occupy the accommodation. If this condition is breached we have the right to terminate the contract immediately, without refund. We reserve the right to terminate, vary or re-allocate the accommodation where all material facts are not disclosed. If the customer alters the confirmed arrangements an amendment fee may be charged. Any unauthorised extension of stay will be charged at the full daily rate. Units may not be sub-let.

**6. Linen** Duvet covers, pillow cases, fitted sheets and towels are supplied free of charge.

**7. Care** The house should be left clean and tidy when vacating, cleaning equipment is provided. If excessive cleaning is required a 'Double Cleaning Charge' will be levied, normally £50. All damages or breakages of the fittings, utensils, crockery, cutlery and linen must be reported to reception immediately and will be charged for.

**8. Pets** Dogs are allowed in the house at owner's discretion – please ask before you bring your pet. Dogs are **not** allowed upstairs, on beds or furniture.

#### **GENERAL**

1. All visitors to Sands Caravan and Camping should conduct themselves in an orderly and courteous manner. The management at Sands Caravan and Camping reserve the right, at its sole discretion, to remove any person(s) acting in a manner likely to be detrimental to the enjoyment of any other person(s).

2. All persons and animals must be quiet between 10.30pm and 8am, **no late night or early morning disturbances will be tolerated.** When using stereo equipment or similar appliances, please consider others.

3. We will not be responsible for the loss or damage to personal property of guests. Vehicles, accommodation, their accessories and contents are left at your own risk. Postage and packaging will be charged for return of belongings left behind at Sands Caravan and Camping. Any lost property not claimed for within one month will be disposed of.

4. We will not be held responsible for any injury or death, save insofar as it results from the proven negligence of one of our staff. All our guests are encouraged to ensure that they have adequate property and personal insurance for their holiday.

5. Occasionally circumstance arise over which we have no control making it necessary to alter, remove or delete facilities or amenities without prior notice.

6. The speed limit on site is 10mph.

7. **Sands Caravan and Camping reserve the right to remove a whole group from the site if any one person is acting in a manner likely to be detrimental to the enjoyment of any other person(s), or to the upkeep of the Campsite. In such circumstances no refund will be given.**

8. Sands Caravan and Camping and/or its facilities are available for your use and enjoyment at your own risk.