

TERMS & CONDITIONS OF BOOKING

Whitemead Forest Park is a family park. Our guests' enjoyment and safety is paramount and therefore we ask you read the following terms and conditions, combined with our code of conduct, before you make your booking as they do form part of your booking contract.

Bookings

- 1) A non refundable deposit of 25% of the total holiday cost (with minimum of £10) is required at the time of making your reservation. The balance will then be payable six weeks before the start date of your holiday. This date will be identified on your deposit letter. No reminders will be sent and if payment is not received by the due date you may risk losing your holiday and your deposit will not be refunded. Bookings made within six weeks of arrival date must be paid in full at time of booking.
- 2) Prices quoted include VAT at the current rate, and we reserve the right to amend our rates should the VAT rate change.
- 3) Upon payment of your deposit, a contract shall come into existence for your holiday booking. We shall then send you a written confirmation to include details of your holiday dates; deposit paid, type of accommodation booked, and outstanding balance information. It is your responsibility to check this information on receipt of this letter. Should you wish to make any amendments to your booking upon receipt of this letter you may do so within 14 days without penalty. However should you cancel the holiday within this 14 day period you will incur a £15 administration charge. This does not apply to late availability bookings (14 days and under) - in this instance Cancellation Policy applies.
- 4) Amendments or alterations to your holiday booking after this 14 day period will incur an administration charge of £15.
- 5) We are a family park catering for families and couples and do not accept bookings from all male or all female parties of 3 or more persons. We also reserve the right to refuse any booking.
- 6) Payments may be made by visa, MasterCard, Maestro, Switch, Solo, Delta and American Express. If you wish to pay by Cheque, cheques should be made payable to Motoring & Leisure Services Ltd. Cheques must be received within 7 days for deposits on reservations.
- 7) No log cabins or apartments may be occupied by more persons than stated total occupancy levels. Pitches may not be occupied by more than six persons. Only the members of the party named in the booking are entitled to occupy the accommodation unit or pitch.
- 8) Units are available from 3pm and pitches from 2pm on the start date of your holiday. Departure time for units is 10am and for pitches 11am. Please note that accommodation and pitches not vacated by the advised time will incur a further daily charge at the tariff rate. Please inform reception in advance if you anticipate your arrival time will be after 8pm on the start date of your holiday.
- 9) We would advise that you take out travel insurance for your holiday at Whitemead Forest Park, extremely competitive travel insurance can be provided by Motoring & Leisure Services Ltd on 0845 345 4770.

Cancellation of your holiday by you

- 1) If you are compelled to cancel your holiday you should notify us by telephone on 0845345 3425 and follow this with confirmation in writing, or by fax to 01594 564174 or by e-mail to enquiries@whitemead.co.uk. This communication must come from the person who made the booking.
- 2) If you cancel before six weeks of your holiday date your deposit will not be refunded, but you will not be liable for any further charges. Should you cancel your holiday within the six-week period you will forfeit £50 administration fee and the deposit. Should you cancel within seven days of arrival no refund will be given and all monies will be forfeited.

Changes by us

- 1) We reserve the right to cancel or make any amendments to your holiday without liability, which may be necessary owing to circumstances beyond our control. We will endeavor to inform you as soon as possible.
- 2) We endeavor to provide facilities as advertised in the brochure or previously available. We reserve the right to alter, delete or close certain amenities or facilities without prior notice and without compensation. The operation of the park is subject to guidelines as laid down by the Health and Safety Executive and local Authorities and their codes of practice. We reserve the right to adjust our services in order to meet these standards. Every effort will be made, where possible to inform you of this in advance.
- 3) "Force Majeure"- We regret we cannot accept any responsibility or pay any compensation for such circumstances beyond our control such as natural disasters, industrial dispute, fires, technical problems, act of governments, etc.

Special Requests

- 1) To assist us, it would be helpful if you could advise us of any special requests or requirements at the time of making your booking, including allergies any mobility difficulties you may have. We cannot guarantee fulfilling these requests but will make every effort to assist. Requests for specific units or pitches will be noted, but we can not guarantee exact locations, exact units or adjacent units or pitches. We are happy to provide as much advice and information as possible to people with disabilities who wish to holiday with us. Please talk to us before making your booking, as for example, not all accommodation types are suitable for guests with disabilities and wheelchair access may be limited.

Licensing Laws

- 1) In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 years or over. We may require you to show proof of age using an approved form of identification.

Your Holiday Environment

- 1) Our park is situated in a rural location and on is surrounded by Forest. Please acquaint yourself with the area on arrival. Walking over grassy and undulating ground areas, may be unfamiliar and contain aspects of wildlife such as rabbit and mole holes that you and you children need to avoid. Local Authority constraints, that help to preserve the rural area, also limits the amount of street lighting that can be provided, so please take care when walking around the park and remember that you may be in an unfamiliar environment particularly at night. It is always advisable to carry a pocket torch to assist you and avoid any holiday accidents.

Other Information

- 1) Smoking is not permitted in any of our log cabins or apartments. Smoking is not permitted in Foresters Family Restaurant or The Venue.
- 2) Pets may be permitted in some accommodation, at an additional charge and subject to the park's code of conduct. See tariff details for prices. Please note there is a maximum limit of two pets per unit and some restrictions apply. Please ask for a pet friendly unit at the time of booking. Any pet free unit found to have been occupied by a pet following your departure will result in a charge of £40 being made for full cleaning of the unit. Pets are not permitted on the furniture and should not be left unattended in the units at any time. Pets are permitted in certain types of accommodation charged at £2.50 per dog, per day, maximum of 2 dogs.
- 3) The management reserves the right to gain access to all accommodation units at any reasonable time to carry out essential repairs or maintenance to the property or its contents.
- 4) Any losses, missing items, or damaged, should be reported immediately. In the event of damage to furnishing or contents of accommodation units we reserve the right to seek compensation.
- 5) Lost Property will be kept for a maximum of eight weeks. You are responsible for any postage and expenses for returning such items.
- 6) Whilst every effort is made to safeguard guests' property Motoring & Leisure Service Ltd can not be held responsible or liable for any losses due to theft or damage caused to guests' personal possessions or property brought to the park or left in accommodation units after check out. Neither we nor our employees accept liability for any personal injury which may be sustained by any of your party or their guests during the period of your holiday at the park, except where it arises from negligence or wilful default of the company or its employees.
- 7) Portable electric generators are not permitted anywhere on the park.
- 8) You are allocated one parking space per accommodation unit or pitch. Any additional vehicles must be parked on the car park for which an additional fee will be charged. Vehicles must not exceed five miles per hour within the boundaries of the park, and one way systems should be followed. Vehicles must be driven only by holders of a current driving licence having adequate third party insurance.
- 9) Children remain the responsibility of their parent or guardian at all times, we appreciate that there will be high spirits on holiday but offensive behaviour, wilful damage, unruliness and inconsideration for others guest staying on-site are unacceptable. The staff and management should not be diverted from carrying out their day to day duties in order to deal with complaints from guests relating to unacceptable behaviour or breaches of the code of conduct. Moreover, site managers can not assume parental responsibilities. Motoring & Leisure Services Ltd can not tolerate unacceptable behaviour and will exercise these conditions to the fullest.
- 10) Members may book one additional unit for occupancy by non members (for occupancy over the same period of time) at member's rate. Any other additional unit will be charged at public rate.
- 11) CSMA Club membership is not transferable to any third party and you may not permit anyone to use your membership number to book a unit or pitch to obtain member rate.

Code of Conduct

A copy of the code of conduct will be forwarded with your deposit and confirmation letter. This code of conduct forms the rules of the park and failure to comply with the code of conduct by any members of your party could result in any offenders being asked to leave. In such circumstances no refunds or compensation relating to unused accommodation or pitches will be given. The code of conduct has been established in order that all our visitors get maximum enjoyment from their stay. Failure to comply may result in financial penalties, refusal of further bookings or expulsion from CSMA Club.

Feedback

The enjoyment of your holiday is important to us and as such we provide the 'Promise of Fair Play', Maintenance cards and comment cards. Your Valuable comments are used to Monitor and improve our service to meet the needs of all our guests. We ask you to notify a member if staff immediately in the unlikely event that our standards do not meet with your expectations. This will give us an opportunity to resolve any issues at the time. Please note there will be a duty manager available to answer any questions you may have during your stay. We cannot accept liability in relation to any claim unless notified in writing within seven days from the end of your stay.

Additional Terms & Conditions of Bookings for Pitches

- 1) Caravans must not be awning to awning as this is a Fire Regulation and you **MUST** adhere to the pitching instructions provided.
- 2) Gazebo's are strictly prohibited.

- 3) Pitches are available from 2pm on the date of arrival and must be vacated by 11am on the morning of departure. Depending on occupancy and time of year late stay may be available at an extra charge-we regret this cannot be pre-booked.
- 4) Your booking is for one caravan or one tent plus one car only. An awning is permitted with your caravan or alternatively a pup tent although only one of these is permitted pre pitch. You must not have two tents on a pitch.
- 5) Your booking is for one car per pitch, additional cars must be parked on the car park close to reception- additional charges may apply.
- 6) Pitches may be occupied by a maximum of six persons. Only those persons listed on the registration card can occupy you pitch and use the park facilities.
- 7) Dogs are permitted, to a maximum of two dogs per pitch. There is no charge for the first dog, but a £2.50 a day charge for a second dog applies.
- 8) There is minimum stay of three nights for all pitches during all bank holiday periods. There is a minimum stay of 2nights every weekend.
- 9) Breathable ground sheets must be used on grass pitches.
- 10) Please note, you may book a caravan pitch for use as a tent pitch at caravan pitch rate at the discretion of the park management in order to preserve grass pitches.
- 11) Other terms and conditions as per the code of conduct apply.

The management has been given complete discretion by Motoring & Leisure Service Ltd, in dealing with unsociable and intolerable behaviour, including inappropriate attire. This may include a requirement for offenders to leave the property. In such circumstances, no refunds or compensation relating to unused accommodation will be given. The circumstances may also be referred for appropriate further action.

These terms and conditions of booking are governed by and construed in accordance with English law.