Coastal Resorts Terms & Conditions and Cancellation

Please read this carefully. When you book your holiday with us you are entering into a contract which binds you and us in various ways.

You'll see we have clearly set out the booking conditions with a list of responsibilities and commitments we and you have towards each other.

 1. The person making the booking (the Party Leader) shall be responsible for the booking and observance by their party of these conditions.

2. The appropriate deposit must accompany your booking form, unless purchasing an Advance/Non-refundable booking, and then payment in full is required. Purchasing a promotional offer through the SUN & Breakfree savers offer are subject to further restrictions.

3. The balance of the tariff is payable 56 days before the commencement date of the holiday and failure to make such payments may be treated by the company as cancellation of the booking. The Onus is on the customer to contact Manorbier Country Park to pay an outstanding balance 56 days before the arrival date. SUN and Breakfree Saver holidays must be paid in full 28 days after you have received our park confirmation, failure to pay may result in your holiday being cancelled and reallocated.

4. We do not accept bookings from groups, groups of persons under 21 years of age or groups of persons of the same sex.

5. Due to the fact all our caravans are regularly upgraded with newer models, the layout will occasionally differ from that shown in the brochure.

6. Accommodation is available from 4.30pm on the stated day of arrival and must be vacated by 10.00am on the day of departure. Touring pitches are available from 12pm on the stated day of arrival and must be vacated by 10am on the day of departure.

7. Accommodation keys must be claimed before 10.30pm. Guests are asked to advise reception if they do not expect to arrive by 5pm.

8. If you have not arrived by 9am the morning after your holiday was due to commence, or contacted us to confirm when you will arrive, we will treat the holiday as cancelled and the total holiday costs will be retained.

(Please note we have no key issue facility after 10:30pm on day of arrival).

9. Inventories should be checked by the hirer on arrival and any shortages must be reported to reception immediately.

10. In the interest of hygiene bed linen must us used at all times, the onus is on the customer to ensure linen is used on beds by all party members. Linen is hireable from reception if required.

11. At the end of your stay the accommodation will be checked and must be found satisfactory before any key deposit is refunded. Touring guests are required to hand toilet and shower facility keys back to the reception in order for their key deposit to be refunded.

12. Any damage or breakages must be paid.

13. Lost property. Any personal items/property to be sent on via post having been left behind on departure will carry a minimum charge of £10.

14. Neither the Company nor its servants or agents accept liability for any personal injury, loss or damage which may be sustained by the applicants or their property during the period they or any of them are at the park except if it arises from negligence by the company, its servants or agents.

15. Only guests listed on the booking form shall be entitled to occupy the accommodation allocated for their use and any breach of this condition shall entitle the company to terminate the booking and to exclude forthwith from the park both the unauthorised persons together with the applicants. Unauthorised persons shall be deemed trespassers.

To ensure the maximum enjoyment of your stay a few common sense rules must be observed.

16. The Guests (being the persons listed on the application form) undertake not to do on their own part or permit to be done by persons under their control anything which may in the opinion of the management at the park be or become a nuisance or annoyance or which shall in any way interfere with the quiet or general comfort of other guests at Manorbier Country Park.

17. Cars must not exceed 10 mph.

18. TV and Radios must be kept reasonably quiet at all times in consideration of other guests. Laundry may be hung only on window drying racks. Drying facilities are available on the park.

**SWIMMING POOLS**

19. There are NO lifeguards on duty at our swimming pools.

20. Children under the age of 15 years old must not be left unattended in the pool area.

21. No lone swimmers are allowed in the pool, if lone swimmers are found they will be asked to leave the swimming pool

**ON-PARK CLUBS**

22. During Busy periods of the season there is usually a cabaret artist on a Saturday.

23. The quoted entertainments may vary due to conditions outside management control and the management therefore reserves the right to amend or cancel accordingly without prior notice.

24. Children under the age of 18 years are welcomed into the club at any time.

25. The management reserve the right to refuse entry to the club at any time.

26. The club are for the exclusive use of guests of Manorbier Country Park only. All other persons will be refused entry.

**CANCELLATION**

27. In the event of a booking being cancelled within 28 days before commencement date of the holiday, the applicants will be liable to the company for a proportion of the total holiday cost, which shall include the deposit in accordance with the following scale.

28. If you cancel your reservation, please telephone us immediately and on the same day send to our Head Office by 1st class mail written confirmation including a copy of your invoice/booking confirmation. Your cancellation is effective from the date we receive your written notification, which will be acknowledged. If you cancel a charge will be payable by you to cover our costs. These charges are set out below:

**PERIOD BEFORE SCHEDULED ARRIVAL DATE CANCELLATION WITHIN WHICH WRITTEN NOTIFICATION IS RECEIVED CHARGES**

Cancelled more than 28 days before commencement Lose 100% of deposit

Cancelled between 28 and 14 days before commencement Lose 30% of total holiday cost

Cancelled between 13 and 1 day before Lose 60% of total holiday cost

Cancelled on day of arrival or afterward Lose 100% of total holiday cost

This scale is only applicable if the full balance of the holiday has been paid. If the balance of your holiday is not fully paid before 28 days of your arrival your holiday will automatically be cancelled and you will lose 100% of your deposit.

29. All deposits are strictly non-refundable.

**ADVANCE PURCHASE, FULL PAYMENT, NON-REFUNDABLE & PROMOTIONAL SUN AND BREAKFREE SAVERS HOLIDAYS**

30. Rules & Restrictions apply. Payments for bookings of Advance Purchase/non-refundable, promotional SUN and Breakfree rates are not refundable and bookings may not be modified. Rates are subject to availability.

31. The Booking may also have further terms & conditions and may include length of stay requirements, day of week restrictions, deposit requirements. Please check with the Park at the time of booking to determine if any additional conditions apply.

32. Full payment in advance required. Must purchase online at least 7 days prior to arrival.

33. You will be called for full payment via debit or credit card once your booking has been approved.

34. Advance Purchase, Non-Refundable, SUN & Breakfree Saver rates discounts vary, and range from five (5) to twenty (20) percent off best available rates.

35. Policies regarding changes to Advance Purchase/Non-Refundable, SUN and Breakfree Savers reservations may vary. Reservations made through certain third parties, and third-party websites and travel agents may not be eligible for changes or refunds.

36. No refunds for changes, cancellation or non-arrival on check in date.

37. Charges cannot be applied to another break.

38. No prices or availability quoted or shown online are guaranteed until full payment is received. Even after full payment has been received, we reserve the right to cancel a reservation without notice if we find the booking to be fraudulent or illegal activity associated with payment for this reservation.

**EVENTS OUTSIDE OF OUR CONTROL**

39. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by an Event Outside Our Control.

40. An Event Outside Our Control means any act or event beyond our reasonable control, including without limitation, strikes, industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, global pandemic or other natural disaster and to include Government instruction or any Government involvement which may affect our responsibilities.

41. If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms:

We will contact you as soon as reasonably possible to notify you; and

Our obligations under these terms will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects our performance of services to you, we will restart the services as soon as reasonably possible after the Event Outside Our Control is over.

42. You may cancel the contract if an Event Outside Our Control takes place and you no longer wish us to provide the services. Should you wish to cancel then please refer to the cancellation terms of your contract.

Manorbier Country Park reserves the right to change or amend these Terms & Conditions without prior notice.