

Booking Conditions

1) Booking Contract. Sutton Vale Caravan Park Ltd owns Sutton Vale Holiday Park or Sutton Vale Country Club. The renting of a en-suite room, holiday caravan or camping pitch (the Accommodation) will form a bonding contract between the person (the Client) signing the booking form (who must be 21 years old or more) and Sutton Vale Caravan Ltd. (the Company). The contract is made between the client and the Company on the basis of the information in the brochure including the booking conditions. The client may not sublet the accommodation or assign the booking to another party without the permission of the company. The Client accepts responsibility of the actions on the booking form. A contract is agreed when a deposit or full balance is paid in cash, by cheque/postal order or by credit/debit cards and the Company has provided written confirmation of the responsibility of the client to check that written confirmation is correct.

2) Payment – Holiday Caravan. In the first instance please contact us to check on availability. To provisionally book a **NON REFUNDABLE** holiday deposit of 50% of the total holiday cost is required within 3 days of confirmation of availability to secure the holiday accommodation.

3) Payments Methods. We accept debit cards, credit cards, paypal & personal cheques. Please make cheques payable to "Sutton Vale Caravan Park Ltd." With your booking ID number on the reverse.

Bank transfer should be made to the following account.

Acct name - **Sutton Vale Caravan Park Ltd.**

Bank name- **Barclays Bank**

Acct no - **60333115**

Sort code - **20-88-13**

International Banking - **IBAN GB57 BARC 2088 1360 3331 15**

4) Balance of monies. The client will notify the Company of any delay in forwarding the balance of monies by the due date (35 days, i.e. 5 weeks) prior to the holiday. If the Company is not notified it will assume that the holiday is cancelled. The company will retain the deposit and re-let the accommodation.

5) Inventory/Linen/TV remote - Deposit refund. On vacating the holiday caravan and after a signed inventory inspection, a refund by either credit/debit card or cheque (NOT CASH) subject to everything being intact and in good order will be paid. Cheque refunds will be forwarded to the address on the booking form. Please allow 7 working days for the cheque to arrive. **Inventory deposit comes into force only when the booking is fully paid.**

6) Camping pitch – FULL PAYMENTS for each week or part week booked must be enclosed with your booking form when you initially book.

Please note camping pitch balance of monies is not refundable.

7) Cancellation. Cancellation of the booking should be advised to the Company's office immediately and then confirm in writing. The Company will transfer monies already paid (including deposits) to another holiday in the same or following season. There is a transfer charge of £25.00 per unit of accommodation for each week booked is made. Your attention is drawn to the cancellation insurance scheme offered. Please note the specific areas covered. No monies except those covered under the cancellation insurance schemes are refunded.

8) Cancellation Insurance scheme. The cancellation insurance scheme is subject to the following terms only when the booking contract is fully paid:-

→ **Holiday Deposit, Non Refundable** – regardless of inventory deposit.

→ **50% of the rental price deducted by us** if the cancellation is made more than 42 days before arrival.

→ **75% of the rental price deducted by us** if the cancellation is made between 36 days – 41 days before arrival.

→ **100% of the rental price deducted by us** if the cancellation is made 35 days or less before arrival.

It is the customers responsibility to insure against problems of health, bereavement, redundancy etc.

9) Claiming your accommodation. The Company must be paid in full before the accommodation is made available to the client. Accommodation should be claimed within 24 hours of the due arrival time. There are no refunds on unclaimed accommodation. Please advise the office of delayed arrival. Where payments has not been made in full the management will re-let the accommodation at midday on the day following the due arrival day. On arrival an inventory card or by cash and an inventory inspection carried out and signed.

10) Non-availability. Where accommodation booked by the client becomes unavailable due to circumstances beyond the Company's control the Company reserves the right to supply accommodation of a similar, or better grade to that booked. Under these circumstances special request for units may not be fulfilled.

11) Family Holiday Park – unsuitable persons and unreasonable behaviour. The Company reserves the right to refuse a booking, to refuse entry, or to eject from the Park and its accommodation and any person (or persons) who in the opinion of the Management of the Company is (are) unsuitable to take charge of the accommodation or who during their stay cause a danger, nuisance or disturbance to other persons on the Park. In such cases monies shall NOT be refunded to the client. The contract shall be deemed discharged when the client has left the Park. The Company does not accept bookings from all male or all female groups, or similar groups.

12) Circumstances beyond the control of the Company (Force Majeure). The Company is relieved of legal and financial liability where damages arise which is due to circumstances beyond its control. These shall include but not be limited to riots, civil disturbance, terrorist activity, industrial dispute, epidemic, storm, fire, water or power cuts.

13) The Company's Liabilities. Except where a statutory liability arises in circumstances of death and personal injury the Company's liability to the Client shall be limited to the price paid for the holiday as detailed in the brochure. It is an express condition of this booking that the Company is relieved of liability for any other accidents or loss or damage, which may sustained by clients or their property. Clients should make their own arrangements for insurance of personal property.

14) Weapons, Firearms, Air guns, Knives or similar weapons are not allowed on the Company's Property. If found The Management will remove them to safe custody.

15) Breakages. All breakages or damages must be reported to the office. The Company reserves the right to charge for damage caused although it will not normally do so where damage is accidental.

16) Licensed bars – Clients are required to observed the licensing, gaming and any other statutory regulations thereto.

17) VAT. All charges quoted are inclusive of VAT but the Company reserves the right to amend this or any other tax elements in the event of a rate of tax change.

18) Amenities and entertainments. The Company will make every effort to provide facilities amenities and entertainment as specified in the brochure. However if due to sickness, lack of support from performers, breakdown of equipment or other similar circumstances which are out of control of the Company it may at times be necessary to withdraw a service or close an amenity or facility without notice. The Company reserves the right to withdraw or alter a service facility or amenity and change the entertainment programme without notice or refund money's to client.

19) Responsibility for children. Clients who bring children or young people on holiday are responsible for them at all time. They must insure that under 18's do not consume alcohol on the Park. They are responsible for insuring that all under 18's return to their unit by midnight. Noise, which disturbs others after midnight is not acceptable. Clients who do not respect these conditions and who disturb others, or who have children or young people in their party who disturb or cause a nuisance to others or the staff on the Park, **WILL BE OBLIGED TO LEAVE THE PARK. THERE WILL BE NO REFUNDS IN THIS CASE.**

Some activities and entertainment including play equipment are provided for children. There are no childminding facilities provided by the Company.

Children are the responsibility of parents and/or guardians at all times and if necessary must be supervised when enjoying the activities and entertainment and play equipment provided by the Company. Children under the age of 12 are not allowed in the Pool building without supervision. The Pool staff have the absolute authority to eject any person from the pool area.

20) Arrangements for Disable and Handicapped guest. Facilities for the less able guest are limited (but improving) at Sutton Vale Holiday Park. In particular we draw your attention to doorways, which are too narrow for wheelchair users. Please ring and discuss your requirements with our staff, and confirm them in writing at the time of booking. Special arrangements cannot be guaranteed unless confirmed in writing.

21) Times of Occupation and Vacation of Accommodation. The Company will endeavour to have accommodation ready for clients by 3pm on the arrival date. On very busy weeks or in circumstances beyond the control of the Company, accommodation may be available later that this but will normally be available by 6pm. Checking-In times are available until 8pm unless a special prior arrangement has been agreed. Accommodation should be vacated by 10am on the departure date. If accommodation is not vacated by 11am then the Company (by Management decision) may remove all personal possessions from the accommodation and will make reasonable efforts to safeguard the property for collection by the client as soon as is reasonably possible.

22) Vehicles. Vehicles must not exceed 5MPH within the boundary of Sutton Vale Holiday Park and **MUST ONLY BE DRIVEN BY INSURED LICENSE HOLDERS.** Drivers will be responsible for any loss or damage to property or persons howsoever caused.

23) Comments and Complaints. If you have a comment or complaint about Sutton Vale Holiday Park then please bring it to the attention of our staff immediately. They will normally be able to help you. Otherwise please forward your comments within 14 days of your departure. In the event of a complaint it is unlikely that the company will be able to help you at a later date when the problem could have been solved on the spot. We ask that you read our brochure carefully. Although it is supposed to give a general impression it does contain much specific written and pictorial information on which you base your holiday choice and sign a binding agreement with us.