

Booking Terms and Conditions

The person who books the holiday will be accepting the booking conditions on behalf of the holiday party. Please ensure you read and understand the following terms and conditions prior to booking.

The agreement binds you and all members of your party. It is your responsibility to ensure that all members of your party accept the agreement of the contract set out in the terms and conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the agreement and loss of the booking.

Please note that your personal belongings are your responsibility at all times and we cannot be held responsible for any loss or damage.

We always do our best to limit any changes to your holiday during your stay, however we cannot accept responsibility nor compensate for circumstances such as industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances we reserve the right to do so. We will inform you of the change of date or cancellation as soon as possible and give you the following options:

- a. Accept the alternative arrangements as notified to you
- b. Choose another available break from us at the advertised price
- c. Keep or refund monies

We do not pay compensation in circumstances where we have to cancel your booking

In the event that you decide to cancel your booking, we are unable to issue refunds.

For booking amendments and queries please call: 01304 374155 or email: beth@sutton-vale.co.uk

Our opening hours are as follows:

Monday to Thursday 12.00am – 6.00pm
Friday to Sunday – 11.00am – 6.00pm

For any queries relating to special requirements or information about the Park please telephone the Park direct on 01304 374155.

Park Rules and Regulations

All children under the age of 18 must be supervised by an adult at all times whilst on the park.

The park does not accept any twin-axle touring vans or oversized camper vans, the maximum length we accept is 7 meters. If you or any other member of the party arrive with an unauthorised vehicle, entry onto the park will be refused.

We do NOT accept Dogs or Pets

There is a maximum of seven people per Camping and Touring Pitch.

We reserve the right to decline or terminate the booking of any guest(s) whose behaviour interferes with the general comfort and safety of other guests and staff. In this event no refunds will be made. This may include, but is not limited to, verbal or physical abuse and will be up to the management's discretion. We cannot be held responsible for other people's behaviour whilst on holiday with us.

Your pitch is available on your holiday start date from 2.00pm. You will need to vacate your accommodation by 10am on the day of your departure.

Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers

and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.