

## **General Information on Houghton Holiday Park including Additional Terms and Conditions**

### **Booking Online**

Please be aware that online booking applications are not confirmed until we contact you and a non-refundable deposit of £20 has been paid. Customers who do not want to use our online booking service can book their holiday by contacting the park directly by telephone 019755 62107. **Offline** - by telephone, email or at the park are welcome using these methods:

- Book by telephone, providing your contact details and credit or debit cards for making

### **Booking**

- the deposit or full payment transactions.
- If you have not notified us to cancel or amend the booking in advance of your arrival (see cancellation policy terms) and if you do not arrive at the park for the first night of booking, the entire booking will be deemed cancelled and no refund will be given.
- We require a minimum £20 deposit for touring visitors and 20% deposit for Holiday Homes/Flats.
- On acceptance of your booking and your deposit payment at confirmation of booking will be sent detailing the full cost, deposit paid and balance due by when.
- All balances for the Holiday accommodation must be settled in full no later than 6 weeks prior to arrival.
- Failure to pay the balance by the due date may result in the cancellation by us of the booking.
- We will endeavour to meet special requests, please give us as much notice as possible.
- You will not be reminded by us to settle balance payments, please settle the balance on time.

### **Touring & Camping Park – Pitch Hire**

- On arrival you may be allocated a pitch number, please ensure you have parked on the allocated pitch. Failure to pitch correctly and as directed by our staff may result in you being required to reposition or relocate to another pitch.
- Open campfires including fire-pits are strictly prohibited on our touring parks. Please ensure that any portable/disposable barbecues do not damage the grass, these must be on raised legs or concrete slabs. You are required to observe and follow the park rules that will be issued to you upon your arrival with your park map. Ashes must be disposed in marked bins.
- You may need a 25m cable to make connection to some electrical hook-ups.
- Potential visitors to your pitch/accommodation must report to reception and are expected to adhere to the rules of the park. They are not permitted to stay past 10pm or overnight. Visitor numbers will be limited at the discretion of the park manager any visitor cars must park at the front of the mansion house, please mention this to the Site Office on arrival of visit.

- Some parts of our parks have slopes and where levelling ramps may be required. Please check in advance and come prepared.
- Arrival time – any time between 1pm and 8pm. If a later arrival is required or in case of emergency whilst travelling to the park, please contact the park direct.
- Departure time – if you want to stay an additional night, pitches must be re-booked and paid for by 10am on day of departure or vacated by 12 noon.
- Electricity hook ups are 16 amp and have the standard round commando socket.
- Bookings can only be made by a person over 21 years of age who are in attendance during the holiday and agree on behalf of all persons in their party to abide by the conditions of booking and the rules of the park.
- Most breeds of dog are welcome at our parks. We do not accept any other pets. If hiring park accommodation, then dogs are NOT permitted. A maximum of two dogs per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed so if in any doubt check with us when you book. There is no booking charge for eligible assistance dogs. Dogs must always be under the control of a responsible adult, kept on a lead and wear a collar with identity tag. You must clean up after your Dog. Dogs (other than assistance dogs) are not allowed in any facilities or play areas.

### **Cancellation of your Booking**

- The cancellation policy applies to any complete cancellation of the booking, or a reduction in the booking of either nights or number of pitches/people.
- Any cost incurred by us and associated with credit card charging and refunding will be deducted from your refund total otherwise the below scale will apply.
- 100% refund notified 90 days prior to the booking start date.
- 85% refund notified 75 days before the booking start date.
- 60% refund notified 30 days before the booking start date.
- 35% refund notified 15 days before the booking start date.
- 15% refund notified 7 days or less before the booking start date.
- No refund: no prior notification and non-arrival on first day of the booking.
- We recommend that you invest in your own holiday insurance incorporating a cancellation policy.

### **Complaints Procedure**

- If for any reason you are not satisfied with a product or service you receive from us, in the first instance please contact the Manager at the holiday park. We will make every effort to resolve your concern. Contact details for our park can be found at the foot of these terms and conditions or speak to the park directly.
- If in the unlikely event we are unable to resolve a complaint, then you may elect to use an Alternative Dispute Resolution (ADR) platform. Such a platform can be found here <http://ec.europa.eu/consumers/odr/>. Your statutory rights are not affected.

### **Additional Terms and Conditions**

- The charging of electric vehicles is strictly prohibited on our park. You are prohibited from connecting your electric vehicle to any holiday accommodation or touring bollard, building electrical outputs and as it is considered wholly unsafe to do so.

- Our park is a family holiday park so please ensure your behaviour is appropriate and not noisy, offensive or likely to cause any harm or upset to other guests, staff or property at the holiday park. If we feel your behaviour is illegal, offensive, disruptive, or inappropriate or is disturbing other guests you may be asked to leave the holiday park and a charge made for costs incurred.
- All prices are current at time of print and are subject to change so could increase or decrease. The price confirmed when you book is the final price and will not change unless you alter your booking. All prices include VAT and insurance premium tax (where applicable) at the current rate. If the rates increase, prices may change to reflect the increase.
- We do not accept bookings from or allow anyone to stay on a holiday park who is listed on the Violent and Sex Offenders Register (or any register which supersedes this). By making a booking, you are confirming that no one in your party is on this Register.
- Lost property that is found on the park will be kept for 6 weeks from the date that it was found. If the property has not been claimed within the specified timeframe, then it will be donated to a local charity shop or otherwise disposed of. Please contact the park directly should you be seeking support in finding lost property. Should you wish to have an item of found property returned, we will require the date of your stay and holiday reference together with a description of the item. An administration charge of £15.00+VAT plus the postage/packaging charge will be made for the return of the item/s dependant of the size and nature of the property. The postage/packaging charge will be agreed with you in advance. You are of course welcome to collect your property or make your own arrangements for courier collection.
- All our accommodation is non-smoking, and smoking and use of E-cigarettes are not permitted in any accommodation. If we find that smoking has taken place in your accommodation, you will be required to pay an additional fee of £80 for deep cleaning.
- Travel cots and highchairs, subject to availability, can be requested for use in our hire accommodation. We suggest that you request these when you book. A deposit may be required on arrival. You will need to bring your own cot linen.
- All children must be supervised by parents or guardians throughout the holiday.
- Our park is in rural location so there may be areas of uneven ground, unmade paths and limited lighting. Close to the park is a pond and river so please make sure you know about these features and supervise children appropriately.
- You should comply with speed limits, parking and traffic regulations on park. Vehicles are brought into the holiday park at your own risk. Quad bikes, Monkey Bikes, Mini Motorised Vehicles, E-scooters, Segway, hover boards and similar are not allowed on park. Please note we do not currently have a facility to charge hybrid cars. You are not permitted to charge your car using the holiday home or pitch electricity supply. Reception can assist you with locating the nearest local EV charging services.
- We sometimes have TV and other companies filming or taking photographs on park. We will do all we can to ensure you are not disturbed by this. We can't accept any responsibility or offer any financial award if you do appear in films or photographs. The use of drones is not permitted at any holiday park.
- We have taken all care to make sure our brochure and website are correct at time of going to print/being published. Photographs of accommodation are examples only and furnishings, layout and decoration may vary.
- Subject to availability we can extend your stay beyond booked dates however we cannot guarantee that the same pitch will be available.

- We endeavour to ensure that all on site services and facilities are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us, and you will not be entitled to a refund.
- We endeavour to ensure there are enough amenities available during your stay and in line with site licensing guidelines. We also reserve the right to alter or withdraw amenities or facilities due to repairs, refurbishment, maintenance, weather conditions and circumstances beyond our control and were reasonably necessary. However, where possible and if this is the case, you will be notified in advance of arrival.
- Children under the age of 12 should be supervised by an adult at all times.