

# Booking Information, Terms & Conditions

## 1. RESERVATIONS

We will not accept any responsibility for errors arising from telephone requests. Cancellation or booking amendments must be notified in writing. You must check your booking confirmation.

## 2. BOOKINGS

**A) Holiday Homes** - Reservations are normally for a minimum of one week from Saturday 3.00pm subject to unavoidable delays to Saturday 10.00am. Short Breaks are a minimum of 4 nights available in low and mid season (bookings only taken 2 weeks in advance of arrival date). Please telephone for further details. It would be appreciated if all customers could refrain from smoking in the hire accommodation for the consideration of all guests as we operate a non smoking policy in all of our hire accommodation.

**B) Caravan and Camping Pitches** - During high season, reservations are normally for a minimum of 3 nights. If you wish to book 1 or 2 nights please telephone less than 4 days before arrival for availability. To comply with Health & Safety regulations you must pitch according to the instructions given to you on arrival. The maximum dimension for your accommodation (tourer excluding towbar, tent etc) is 23ft (7m) x 14ft (4.5m). **If you pitch incorrectly you will be instructed to move.** It is recommended that customers with large RV's phone in advance for availability, due to a limited number of suitable pitches. A gap must be maintained between touring units to comply with fire regulations and for safety reasons there are restrictions on the number of tents and other objects permitted on individual pitches. **Gazebos are not permitted. Specific pitches cannot be reserved, every effort will be made to arrange neighbouring pitches for groups, however, as pitches are selected upon arrival this cannot be guaranteed.**

## 3. PAYMENT OF HOLIDAY BALANCE

In the case of Holidays taken in Holiday Homes and Touring Caravan pitches the balance is due not less than 70 days before the start of your holiday. For camping pitches the balance is due not less than 28 days before the start of your holiday. No reminders are issued. If the balance is not received within 70/28 days of the commencement of the holiday the booking will be cancelled. No refund of the deposit will be made.

## 4. INSURANCE

**May we remind you that your booking is a legally binding contract. In the event of cancellation or curtailment we are entitled to retain your deposit and we may ask for further payment to compensate us for our loss. We strongly recommend that you take advantage of insurance to cover your booking and a leaflet will be enclosed with your confirmation alternatively visit [www.guestfirst.co.uk](http://www.guestfirst.co.uk)**

## 5. ARRIVAL AND DEPARTURE

**The period of your stay is from 3.00pm on the day of arrival to 10.00am on the day of departure (11.00am for touring & camping pitches).** We try to have all Holiday Homes and touring pitches ready as early as possible, but cannot guarantee access before 3.00pm. Please report to Reception on your arrival and advise us if you are going to arrive later than 6.00pm. If we have not heard from you by 9.00am on the day after you booked to arrive (Sunday for Saturday bookings) we reserve the right to re-let the Holiday Home or pitch.

## 6. PETS

We make a nominal charge for dogs in hire accommodation to cover additional cleaning. A maximum of two dogs in each Holiday Home is the limit permitted and they are only allowed in certain Homes. There is also a charge for dogs in touring/camping units – maximum of two dogs per booking. **Dogs must be kept on leads at all times on the Parks and exercised in the designated areas.** In both touring/camping units and hire accommodation it is strictly forbidden for pets to be left unattended. All dog fouling on the park must be cleared up. No liability can be accepted for damage or injury caused by them. No Cats or other pets are permitted. The number of dogs booked cannot be reduced after payment has been made.

## 7. PARKING

One car may be parked beside touring units and tents. Guests staying in front row holiday homes at Highlands End must park in the swimming pool car park opposite. All other guests will be shown where to park on arrival. Apartments have private parking. Bungalows have an unloading area but then must park in the swimming pool car park.

## 8. HIRE OF EQUIPMENT

Cots, Highchairs & Linen packs may be hired, subject to availability, please note your requirements in advance on the booking form.

## 9. LAUNDERETTE FACILITIES

Launderette facilities are available including washing machines, tumble dryers, deep sinks and ironing boards. The machines, where available are coin operated. Washing Machine/Tumble dryer provided for Apartments.

## 10. DAMAGES

The hirer is held responsible for the contents of the Holiday Home whilst in their possession. If you leave the Holiday Home in an extremely messy or untidy state, you will be charged for extra cleaning. All damages or losses are chargeable and should be reported to reception before departure or you will be sent an invoice.

## 11. CHARGES FOR LEISURE FACILITIES

Guests are welcome to use the facilities at our other parks, there is an admission fee to use the pool at Highlands End, the pool rules are displayed in reception and membership will be withdrawn from persons not adhering. **Children under 15 must be supervised by an adult swimmer, please note there is no spectator area.** Times are restricted for children during specified periods which vary according to the season. All leisure facilities across the parks incur an additional charge please contact reception for further details.

## 12. LEISURE AND BAR FACILITIES AT HIGHLANDS END

The licensees take their responsibility to prevent under age consumption of alcohol very seriously. Anyone who appears to be under 25 will be asked to provide photographic identification. We only accept the following forms of ID: Passport, Photo Driving Licence or Prove It Card. Please ensure that young adults in your party are aware of this and bring acceptable ID if they wish to consume alcohol. All facilities are open from Whitsun until mid September, outside of this period only limited facilities may be available, however the Pool and Bar at Highlands End are open throughout the season with longer hours during peak periods. Entertainment is advertised each week during peak periods. The Management reserve the right to suspend or change the opening times and entertainment without prior notice.

## 13. DISABILITY DISCRIMINATION ACT

If you require assistance, please do not hesitate to contact a member of staff at any time. For your benefit we have customer assistance packs at all Park Receptions as well as in the Bar and Swimming Pool. These contain useful items to assist you, such as large print menus, pen & paper and magnifying glasses. Access statements are also available, please contact us for a copy.

## 14. GENERAL

**Traffic movements are restricted after 11.00pm to minimise disturbance on the Parks. The speed limit is 10mph and is strictly enforced.** We do not permit the use of any non road legal motorised vehicles e.g. mini scooters, quad bikes etc. All vehicles on the Parks must be taxed, insured and have passed MOT regulations. The play equipment is for children of 12 years and under and may be closed between 9.00pm and 9.00am for the comfort of all customers. With the constant improvements on the Parks, some of the brochure/price list text and photographs may become out of date or inaccurate. All prices include the current rate of VAT. The Company cannot accept responsibility for loss or damage or accident to any persons or private property, however caused, whilst staying on the Parks or using the facilities or amenities. In the unlikely event that you should have any cause for criticism or suggestion during your stay, please bring the matter to the attention of a member of staff so that efforts can be made to meet your requirements or solve any problems. It is considered unreasonable to make criticism in writing upon your return home, should the Park not have been given the opportunity to attend to any matters arising during your stay. Finally, the Parks are family Parks and therefore the co-operation of visitors will be expected in that they will not do, or allow to be done, anything which in the opinion of the management is detrimental to the quiet enjoyment or comfort of other people staying on the Parks. Anyone not complying with this will be asked to leave and no refund will be given.

## 15. SAFETY ON HOLIDAY

When you arrive, please ensure you read the safety advice about the West Dorset Coastline.

## 16. EXCLUSIONS

a) West Dorset Leisure Holidays shall not be liable for any loss of, or damage to any property including motor vehicles and motor cycles or the like, however caused whether resulting from or caused by negligence wilful act, omission or otherwise of West Dorset Leisure Holidays or individual companies operating on the Parks, their servants, agents or concessionaires, or of guests, residents, occupiers or invitees. b) Neither West Dorset Leisure Holidays nor any individual company operating on the Parks nor any subsidiary or associated company thereof shall be liable for any death, injury, loss or damage, directly or indirectly sustained by or occasioned to any person (including persons under the age of 18 years) save in so far as such death or injury results from the negligence of the said West Dorset Leisure Holidays or the individual company operating on the Parks or any associated or subsidiary company thereof as defined in the Unfair Contract Terms Act 1977.