

You have signed to adhere to the following Conditions of Booking

1. 'CHECK IN' time for bookings in Lodges & Caravan Holiday Homes is from 3.00pm on the day of arrival (usually Saturdays). For arrivals after 5pm, please make arrangements with the park reception. It is requested that you vacate your accommodation by 10.00am on the day of departure.

2. Time extensions to short breaks or week long holidays may be possible depending on the time of year. Prior arrangement with the park managers is required.

3. Both parties (hirer & park) shall be released from their respective obligations in the event of a National Emergency, War, and Prohibitive Government Regulations or if any other cause beyond the reasonable control of the parties or either of them renders the performance of the Agreement impossible.

4. Please notify the park if your time of arrival is anticipated to be after 5pm, in order that arrangements can be made for key collection. Please be aware that in most cases the park is also the park managers home and your consideration & co-operation is appreciated.

All late arrivals should show consideration to others.

5. A £6.00 deposit per night for Lodges & Caravan Holiday Homes must be paid with a written confirmation of booking (Booking Form). The balance of the holiday must be forwarded forty two (42) clear days (6 weeks) before commencement of holiday. Payment should be made by credit card, cheque or postal order. Please do not send cash unless in a registered envelope.

6. Cancellations must be notified to us in writing, by recorded delivery. If the cancellation occurs after the balance of your account has been paid, or is due to be paid (i.e. within 6 weeks of the holiday commencement date), there can be no refund. WE THEREFORE STRONGLY RECOMMEND that you take out our Cancellation Insurance Plan (see below).

We reserve the right to re-let your accommodation if the balance is not received in the specified time. Notification of our intention to re-let your accommodation will be sent to the address on the booking form, and your deposit will be forfeited. If we are unable to re-let the accommodation then we reserve the right to receive the balance from you.

7. The management are relieved of all liability should the accommodation not be made available due to circumstances beyond their control. The deposits and all other payments will be refunded in full.

8. Whilst every effort is made to reserve the accommodation requested, we reserve the right to change if necessary.

9. No dogs or pets of any kind allowed in all accommodation at Surf Bay Holiday Park, Beachside Holiday Park & River Valley Country Park. However, from time to time you may see dogs on leads owned by our

private customers at Surf Bay Holiday Park & River Valley Country Park. We ask them to exercise off the park and to keep their dogs on leads at all times.

10. Group/Party - The organiser or leader of a group or party booking is responsible for providing the party details. Should you arrive at your accommodation without notifying us of the required details we shall reserve the right not to hand over the accommodation to you. You may be asked for a security deposit at time of take-over.

11. Single-sex group bookings - The accommodation we provide caters primarily for family holidays. Single sex groups (i.e. those consisting of more than 2 adults of the same sex) should make contact with their preferred park before making a booking. You may be asked for a security deposit at time of take-over.

12. Under 18's will be accepted at the parks discretion

13. No liability will attach to us in respect of any loss or damage to anything brought onto the park at your request or for persons coming onto the park at your request.

14. You will be responsible for all loss of or damage to property at the park or brought onto the park, and for any injury to persons, animals and things caused by or in consequence of any act or omission on your part, your agent or your servants and you shall keep us indemnified in respect of any loss, damage or injury.

15. If you have an accident at the park involving the accommodation, the equipment supplied, or the grounds you MUST inform the park management immediately where practical, but no later than your day of departure. If you do not inform the park before you leave, our ability to investigate could be seriously hampered. Therefore, unless there is a valid reason for the delay in informing the park of the accident, we will not deal with it.

16. Please adhere to the parks speed limit and any 'one way' traffic systems in place.

17. The management reserve the right to terminate the hirer without notice if: The Hirer or a member of his/her party causes nuisance or danger to other guests on the park by their actions and does not refrain from doing so when asked.

18. Where linen is supplied, this includes a bottom sheet, duvet cover & pillow cases. Please ensure you hire linen or bring your own. A full linen pack to hire also includes a bottom sheet, duvet cover & pillow cases. We reserve the right to charge laundry costs for any soiled items.

19. For the comfort of all our customers, we would ask that you refrain from smoking in our accommodation.

Cancellation Insurance Plan

- 1 We cannot emphasise too strongly the wisdom of taking up this insurance. Please note that no refunds of any kind, for whatever reason, can be entertained for those who do not choose to take advantage of these insurance arrangements.
- 2 This is priced at £3.00 per night for Timber Lodges and Caravan Holiday Homes. You will not be required to pay the balance or, if already paid, will have it refunded, if you are forced to cancel due to circumstances such as; Redundancy • Jury Service • Accident • Injury • Illness • Death
- 3 Please give as much notice as possible, and provide the appropriate authoritative document to support your reason for cancellation i.e. Doctors note, Death certificate, Redundancy notice under the Employment Protection (Consolidation) Act 1978, or Jurors letter.
- 4 All other cancellations are subject to section 6 of Conditions of Booking.
- 5 The decision of Surf Bay Leisure on all claims will be final.

Period before scheduled arrival date within which written cancellation notification is received	Refund as a % of total costs (excluding insurance premium and deposit which are non-refundable)
More than 42 days	100%
36-42 days	50%
29-35 days	40%
22-28 days	30%
15-21 days	20%
14 days or under	Nil

Surf Bay Leisure is a division of 3T's Leisure Limited. Registered office: The South West Caravan Centre, The Airfield, Winkleigh, Devon, EX19 8DW.
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