

# Glamping, Touring & Camping – Terms & Conditions

Please read all the conditions listed below. If you have any queries please do not hesitate to contact us by telephone on 01557 870267 or e-mail at [info@gillespie-leisure.co.uk](mailto:info@gillespie-leisure.co.uk). It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival. Advance bookings are advisable for Easter, Bank Holidays and during the July/August high season.

## **Deposit and Balances**

A non-refundable booking deposit of £30 is payable by debit/credit card at the time of booking, with the balance due on your arrival. Last minute bookings are payable in full at time of booking. Please note: Reminders are not sent.

## **Cancellation and Refunds**

We do not offer cancellation insurance and strongly advise you to take out the appropriate insurance. All cancellations must be confirmed by email or letter.

If you cancel before your holiday starts you will receive a refund according to the following:

Cancellation 0 – 14 days before arrival – no refund

Cancellation 15 – 28 days before arrival – 25% refund

Cancellation 29 – 56 days before arrival – 50% refund

Cancellation 57 days or more before arrival – full refund

The £30 deposit is not refundable as this covers admin and paperwork involved in processing the cancellation.

In extreme circumstances we may need to alter, amend or possibly cancel your holiday booking. If we do so we will contact you as soon as possible, and you may be offered an alternative or a full refund. We do not pay compensation in circumstances where we have to cancel your booking due to Force Majeure.

## **Force Majeure.**

Circumstances amounting to “force majeure” include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

## Glamping

### **Arrival and Departure**

Our Glamping cabins are available from 4pm onwards on day of arrival due to cleaning, checking and maintenance requirements. If the cabin is available you can check-in sooner or use the facilities on the park whilst you wait. We reserve the right to delay check-in times if necessary. Please ensure you vacate the unit by 10.00am on day of departure. The care of your cabin is your responsibility for the duration of your stay and must be left clean and tidy when you leave. You may use the park’s facilities for the remainder of the day.

### **Glamping Cabins**

Our glamping cabins have a fridge, microwave, kettle, heating, lighting and double and single foam mattresses and sleep up to 4. Each cabin has outside decking, outdoor furniture and parking for up to one vehicle. Please bring along all your own camping essentials.

The Company reserves the right to enter the cabins under special circumstances or emergencies, at any time.

### **Occupancy**

Glamping cabins are available from 4.00pm on the day of arrival to allow time for cleaning, checking and maintenance requirements between lets. If checks are completed sooner we can check you in sooner, so do ask if you arrive early. We reserve the right to delay check-in times if necessary. You are welcome to use park facilities before that time. Glamping cabins must be vacated by 10.00am on the day of departure. The care of your cabin is your responsibility for the duration of your stay and must be left clean, fresh and tidy when you leave. The number of people using the cabin must not exceed the number it is furnished to sleep.

We are a holiday park, therefore we do not accept bookings if you want to stay for work or use the park as a base to travel to work.

### **Damages**

The hirer is held responsible for the contents of the glamping cabin whilst in their possession. If you leave the cabin 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.

### **Charges**

Our nightly charges are based on 2 persons and a vehicle. The minimum stay is 2 nights. There is an additional charge for persons over 5 years; maximum is 4 persons per unit. If fido wants to come too, please ask for a pet friendly glamping cabin at time of booking. See our charges online.

### **Age**

We do not accept bookings from customers of 17 years and under. All bookings must include a person of at least 18 years of age and above.

### **Dogs**

Dogs in our glamping cabins are charged a nightly price. Maximum of two dogs per cabin and please ensure you bring a bed or cage for your dog. Dogs are not allowed onto seating or beds and must never be left alone in the cabin unless caged. No puppies.

Animals other than dogs can only be accepted with specific permission from the park.

If we think your dog is causing a nuisance on the holiday park you will be required to remove it from the park. Dogs must be kept on a lead at all times on the park. It is the responsibility of pet owners to clean up after 'fido' on the park and on nearby paths in the woods and elsewhere.

We have a specially designated, fenced off five-acre dog exercise area on the beach foreshore and other lovely off-lead walks to enjoy. No dogs allowed on the pitch and putt, golf course and mountain bike trails. Owners of dogs found chasing farm animals will be asked to leave the park.

## **Touring and Camping**

### **Arrival and Departure**

Pitches are available from 1pm onwards on day of arrival. If the pitch is available you can check-in sooner or use the facilities on the park whilst you wait. Please ensure you vacate the pitch by 11.00am on day of departure. The care of your pitch is your responsibility for the duration of your stay and it must be left clean and tidy when you leave. You may use the park facilities for the remainder of the day.

## **Pitches**

If you book a particular pitch this does not guarantee that you will be able to stay on the specific pitch or (exceptionally) on the same pitch for the duration of your stay. If we need to move you to a different pitch during your booking which is at a lower rate than the rate at which you booked, we will refund you the difference.

The pitch charge is based on 2 persons over 5 years and one vehicle.

There is no guarantee that pitch bookings can be extended beyond the dates originally booked.

Please contact reception as soon as possible to avoid disappointment.

Some pitches on our park are all natural grass. They will wear due to use during the year and the weather. Your pitch will be usable but may not look exactly like the website pictures which were taken at the beginning of the season.

Positioning of your tourer or motorhome on pitch is for the tow bar to be facing towards the road. If putting up an awning it will be on the right side of the tourer when looking towards the tourer. The company does not take responsibility for any damage to awnings due to bad weather; erection it is at your own risk.

We are a holiday park, therefore we do not accept bookings if you want to stay for work or use the park as a base to travel to work or for residential use.

## **Charges**

Our nightly charges are based on 2 persons with a touring caravan and vehicle or motorhome. There is an additional charge for persons over 5 years of age, an additional car, dogs, gazebo etc. Please see our charges online.

## **Age**

We do not accept bookings from customers of 17 years and under. All bookings must include a person of at least 18 years of age and above.

# **General**

## **Special needs**

Guests with special needs are welcome at all our parks. Brighthouse Bay offers pitches suitable for holidaymakers with wheelchairs or mobility difficulties. However certain pitches and locations may not be suitable. If you or someone in your party has special needs, please tell us before you make a booking so that we can try to ensure the pitch is suitable for you. If you don't tell us we cannot be responsible if it is not suitable.

## **Dogs**

Dogs are charged at a nightly rate price. No puppies in glamping cabins. Animals other than dogs can only be accepted with specific permission from the park.

If we think your dog is causing a nuisance on the holiday park you will be required to remove it from the park. Dogs must be kept on a lead at all times on the park. It is the responsibility of pet owners to clean up after 'fido' on the park and on nearby paths in the woods and elsewhere.

We have a specially designated, fenced off five-acre dog exercise area on the beach foreshore and other lovely off-lead walks to enjoy. No dogs allowed on the pitch and putt, golf course and mountain bike trails. Owners of dogs found chasing farm animals will be asked to leave the park.

## **Assistance dogs**

For our special needs guests you may bring an assistance dog to the park if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an Identification Book or other appropriate evidence. In these circumstances the assistance dog is exempt from charges. Dogs must be kept on a lead under the control of a responsible adult at all times and wear a collar with an identity tag.

A responsible adult must clean up after the dog. Assistance dogs are allowed in all the park facilities (excluding the swimming pool, Jacuzzi, steam room).

**WiFi**

You are choosing a holiday in a rural location. Our broadband service is also rural! You may find it slow, intermittent or simply unavailable. We are sorry for any inconvenience but are not able to guarantee the service.

**Late arrival**

Please telephone the park if you intend to arrive after 5.30pm on the arrival day.

**Early departure**

No refunds will be offered for early departures from the park.

**Personal Possessions**

You are responsible for your personal possessions on park and we are not responsible for any loss or damage to these. If you leave any personal possessions behind at the end of your holiday we will try to return them to you. There will be a minimum fee of £10.00 to cover administration and packaging costs as well as the postage charge.

**Smoking**

Facilities are strictly non-smoking. Anyone found to be smoking will be asked to leave.

**Noise**

As this is a family park, out of respect for your fellow visitors, noise must be kept to a minimum from 10.30pm with absolute quiet between 12 midnight and 8am. This includes children and adults shouting, dogs barking, playing of music or general chatter that might disturb other customers.

**Behaviour on the park**

Our park is a family holiday park and therefore we ask all our customers to ensure their behaviour is appropriate and is not noisy, offensive or aggressive, causing harm or upset to other customers and staff. If we feel any customer(s) or any member of their party is noisy, offensive and disruptive or commits a serious breach of this Agreement or any of the rules displayed at the park, we may terminate the booking. If the breach is capable of a remedy, then, before cancelling the booking, we will give you a written notice which gives you the opportunity to remedy the breach within a reasonable period. Depending on the nature of the breach, this period may be short. We do not allow the use or storage of firearms, weapons or illegal substances of any form on the park. We reserve the right to refuse entry into any facility, or the provision of any service or accommodation to any person if they appear to be physically or mentally impaired by the consumption of alcohol or use of recreational drugs, (including appearing hung-over or smelling of drugs or alcohol), and are considered a risk to, or have a potential detrimental impact on themselves, visitors, guests, staff, or property.

**Alcohol**

The park takes 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 valid identification card. Please ensure that young adults in your party are aware of this and bring acceptable ID if they wish to consume alcohol.

**Vehicles**

This is a family park and we ask that all vehicles on the park abide by the park's speed limit of 10mph. All vehicles on the park must be taxed, insured and have passed the MOT regulations. You should comply with speed limits and parking and other traffic regulations on park. Vehicles brought onto the holiday park are at your risk and we are not responsible for any loss or damage to these, except where it is caused by our negligence or default, or that of anyone we are responsible for. You are not permitted to give anyone driving lessons on the park. We do not permit learner drivers to drive on our park.

Quad bikes, mini mopeds, scooters or any other motorised off-road toy or farming vehicles are not permitted on the park. Jet skis are not allowed on the park or in the Bay.

### **Leisure Club – Entertainment**

We reserve the right to change or cancel the on-site entertainment at any time without prior notice.

### **Leisure Club – Swimming Pool**

Children under 15 years of age are not allowed in the pool unless they are supervised by a parent/guardian (minimum age 16) who is either using the pool or attending at the poolside.

**Footwear** All footwear must be removed on the green mat outside the changing area and left on the shoe rack outside the pool reception. Otherwise blue shoes are provided at reception.

There is no diving, jumping and running allowed at the poolside.

Any person/s who behave/s in an anti-social or dangerous manner will be asked to leave the pool immediately.

Strictly NO glass, food, drinks or smoking is allowed in the pool, shower area or changing areas. For your own safety please remove all jewellery before entering the pool, Jacuzzi and steam room.

For the enjoyment of others, large inflatables and ball games are not allowed in the pool during busy periods.

Do not enter the pool if you have just eaten a meal.

Leisure Club staff will remove any items left in unlocked lockers.

Customers deemed to have been drinking alcohol will be refused entry to the pool.

**Babies and small children** if you have babies or small children that are not toilet trained would you please make every effort to make sure that accidents do not occur in the pool or changing area. Swim nappies, which are preferable, are available at the pool reception.

### **Laundry**

We have laundry facilities available on the park including sinks, irons and ironing boards. Washing machines and tumble dryers are coin operated; coins can be purchased at the shop. We do not permit washing lines at pitches.

### **Fires and Barbecues**

We do not allow any fires on the park and beach.

Raised purpose-built BBQ's are allowed. Small disposable ones must be raised off of the ground.

No BBQ's in tents and no open fires or fire pits. Disposable BBQ's must be disposed of in the bins provided but only when cold.

### **Drones**

In accordance with the Civil Aviation Authority's 'Drone Code,' drones cannot be flown within 50 metres of a person, vehicle or structure not under the control of the pilot, nor can they take off or land where the pilot does not have landowner's permission to do so. The use of drones on the holiday parks is strictly prohibited.

### **Complaint**

We like all our customers to have an enjoyable holiday with us but sometimes things may go wrong. If this happens please notify our Reception staff immediately so we can help you. It is more difficult to investigate a complaint if we only hear about it after you have left.

If you decide to stay and do not give us the opportunity to put things right at the time you will not be entitled to a refund.

### **Brochure and Website accuracy**

We have taken every care to make sure the details on this website and in our brochures and other literature are correct at time of going to print. However, we cannot accept responsibility for any errors or the results of these. Please note that photographs of accommodation are examples

only and furnishings, layout and decoration may vary. We are not responsible to you for unforeseen events or matters over which we have no control.

**Insurance**

We strongly advise you to take out the appropriate holiday insurance when booking with us in case of emergencies or cancellations, as we do not offer cancellation insurance.

**Liability**

We cannot accept responsibility for temporary non-function of facilities, withdrawal of an activity or for theft, damage or injury caused during your stay. All persons, cars and vehicles of all descriptions and their contents enter the grounds at the owner's risk.

Wardens reserve the right to refuse entry or request customers to leave. Adverse weather conditions may result in the cancellation of some activities at certain times of year.

**Value Added Tax**

All tariffs include VAT at the current rate. Any change in the rate will be implemented.

Terms & Conditions are issued to protect the health and safety of all parties and to ensure the environment, facilities and the amenities of the park are preserved for the enjoyment of guests.

We reserve the right to amend or add conditions as required.