



APPULDURCOMBE GARDENS

HOLIDAY PARK

TERMS & CONDITIONS

MAKING A BOOKING

- Our online booking system enables you to check LIVE availability and costs and instantly book a holiday online.
- For those guests who don't have internet access, reservations can be made by calling reception on 01983 852 597.
- We are unable to arrange ferry travel for bookings made at short notice. We require a minimum of 24 hours notice prior to the arrival date to be able to process a ferry booking (We cannot guarantee ferry availability at short notice - as this is subject to space on our trade rates - which is completely separate to public availability on the ferry company's websites).
- If you have booked via an agent - please check their T's & C's.

GROUP BOOKINGS

- We do not accept large group / party bookings.
- A maximum of 3 pitches or 3 self - catering accommodation is only allowed per group.

DEPOSITS - STATIC CARAVANS, LODGES & APARTMENTS

- 2 nights stay - Full payment is due.
- 3 - 7 days £50 deposit.
- 8 - 14 days £100 deposit.
- This 'non' - refundable deposit is payable as soon as the booking is made.

DEPOSITS - TOURING CARAVANS, MOTORHOMES & TENTS

- Up to 7 days £50 deposit.
- 8 - 10 days £80 deposit.
- 11 - 14 days £100 deposit.
- This 'non' - refundable deposit is payable as soon as the booking is made.
- If the cost of your stay is 'less than' £50, then the full cost of the holiday will be required.

FINAL PAYMENTS

- The 'Final Balance' of your holiday must be paid **8 weeks** prior to your arrival date.
- The online booking system will notify you via email when the payment is due.
- If the Final balance is not paid within the timeframe, then we are entitled to cancel your holiday and retain the deposit.

CANCELLATIONS

- Once your '**Final Balance**' has been paid, if you are forced to cancel your holiday, for whatever reason, any monies paid less the deposit element and any ferry charges applicable, will be refunded **ONLY** if the accommodation / pitch is re-let.
- Cancellations will become effective on the date we receive written confirmation.
- Once the booking has commenced, no refunds will be given if you decide to depart prior to the end of your stay.
- To cover you for this, loss of deposit element and other eventualities we **STRONGLY** recommend you take out **FULL COMPREHENSIVE** travel insurance.
- We reserve the right to make an administration charge of £20 on all alterations to bookings and ferry reservations made at the request of the client.

BOOKINGS & FERRY AMENDMENTS

- Alterations to holiday dates are to be agreed at the discretion of the holiday park. Any holiday amendment can only be taken within the calendar year and cannot be carried over to the following year.
- It is not possible to alter the dates of your holiday if you have booked to stay during the peak season ie: (May half term week or the summer holidays). Outside of the peak season, this will be discretionary and only under exceptional circumstances. The amendment request will also need to be made 72 hours before the arrival date.
- There will be a £20 amendment fee for alteration of a booking. To add or amend a ferry booking. We require a minimum of 24 hours notice prior to the arrival date to be able to process a ferry booking (We cannot guarantee ferry availability at short notice - as this is subject to space on our trade rates - which is completely separate to the public availability on the ferry company's websites).

FERRY BOOKINGS

- Ferry bookings are made subject to the availability on our trade rates. Please check all details are correct when your ferry tickets are emailed to you. We cannot guarantee that your preferred sailing times will be available and will book the closest to these if they aren't. Please also note that once a ferry booking is accepted, we will not be held liable for any cancellations, delays or missed ferry crossings. We are merely a booking agent for the ferry companies and your main contract lies with them. We will not be held liable for any strike action taken by Red Funnel or Wightlink.

BOOKING CONDITIONS

- Only families and couples will be accepted. We reserve the right to refuse any bookings that in our opinion may be unsuitable, either by reasons of numbers, composition or false declaration.
- We also reserve the right, at our absolute discretion, to refuse or terminate the stay on site of any persons causing a nuisance of any sort or failing to comply with any of the site rules or conditions of the booking. In this event the hirer shall remain liable to pay the hire price and no refund will be due.
- The person who makes the reservation is responsible for that booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated on the booking.
- Anyone under 21 who wishes to make a reservation, must have at least one adult with them for the duration of their stay.
- We do not accept single sex parties without prior agreement.
- We reserve the right to make amendments to our T's & C's without notice.
- Bookings for our self-catering accommodation must be made at least 48 hours before the arrival date.
- Walk-ins are not accepted.
- VISOR. We don't knowingly allow any guest to use or visit our park who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder or criminal damage or any other form of antisocial behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the park, without any refund.

EXCEPTIONAL CIRCUMSTANCES

- Once your '**Final Balance**' has been paid, if you have to cancel your holiday due to bereavement, providing we receive written confirmation of your cancellation, supported by the relevant documentation of proof. If your accommodation / pitch is NOT re-let, you will receive 50% of the cost of the holiday. If your accommodation / pitch is re-let, you will receive the cost of the holiday minus the deposit paid, or you can amend the reservation to a later date subject to our availability.

DEPARTURE & DAMAGES

- On Departure - please leave your accommodation clean and tidy. We reserve the right to make a charge to cover additional cleaning costs if you have left the accommodation in an unacceptable condition.
- Soiled seating / mattresses will be chargeable as they are expensive to replace - Therefore: we strongly recommend protective covers for the young or infirm.
- Any missing items or damage incurred to the self-catering accommodation, must be reported to reception. Broken items or damages to the accommodation will be chargeable to the person who made the reservation.
- The company cannot accept responsibility for loss, damage or accident to persons or private property, including private cars, bicycles etc. however caused.

HEIGHT OF SEASON

- The length of Stay: During the height of the season, is a maximum of two weeks.
- Single Person Occupancy: A minimum pitch fee for 'two persons' will be charged for the duration of the stay.



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QUOTATIONS

- Although every effort is made to ensure the prices and correlating booking system is correct, the park reserves the right to change prices and dates accordingly. The quoted prices include VAT at the current rate.
- If any new tax increases or levies are introduced during the course of the year, we will re-invoice your holiday accordingly this also applies to ferry price increases. Verbal quotations must be confirmed in writing by the company, whilst we attempt to ensure that verbal quotations are accurate, they are given on a basis of 'Errors & Omissions Expected'.

FORCE MAJEURE

- Appuldurcombe Gardens Holiday Park Ltd. Shall not be liable for non-performance of any of its obligations under this agreement. If such non-performance shall occur as a result of circumstances beyond their control which shall include (but not be limited to) industrial dispute, failure of water, electricity, and drainage. fire, floods, riots, adverse weather conditions, civil disturbances, natural or nuclear disasters, government legalisation, epidemics or health risks or such similar events. Prices are subject to unforeseen changes being imposed (i.e., fuel supplements / increased rates of VAT) we reserve the right to apply charges to any of our tariffs and make adjustments to balances due.

ACCESS

- We reserve the right to send our employees into any accommodation on the park whilst let, in order to inspect and carry out any repairs that may be necessary. Guests should report any maintenance problems immediately to reception and NOT attempt any remedial action themselves. Appuldurcombe Gardens Holiday Park will not be liable for any personal injury, direct or indirect loss or damage to any property.

HEALTH & SAFETY & VEHICLE POLICIES

- We take the well-being and safety of our guest's very seriously and we ask that you comply with the following:
- The speed limit on the park is **5 mph**
- Cars are parked in the car park at your own risk. Please park with consideration to other guests.
- Guests are not allowed to bring sign written or commercial vehicles onto the park.
- Guests bringing two vehicles onto the camping field must inform reception at the time of booking as there is a charge for a second vehicle.
- Parents/Guardians are responsible for the safety and good behaviour of their children at all times.
- Open fires or fire pits are **NOT** allowed. Generators are not permitted.

QUIET HOURS

- From 23.00 hrs until 08.00 hrs.
- Please respect fellow guests and keep noise to an absolute minimum within the quiet hours.

COMPLAINTS

- If guests experience any problems or have any complaints during their stay, they should in the first instance, bring this to the attention of reception, where it shall be dealt with as sympathetically as possible. Please note that in order for us to investigate and implement corrective action whenever necessary, the Company cannot deal with any complaints made verbally or in writing after a guest has left the park.

COVID

- There are currently no government restrictions regarding COVID.