

PARK CLIFFE CAMPING & CARAVAN ESTATE
TERMS AND CONDITIONS OF BOOKING FOR TOURERS, TENTS,
MOTORHOMES, TRAILER TENTS & CAMPING PODS

1. These terms and conditions apply to touring caravans, tents, motorhomes, tents and camping pods only.
2. When you wish to make a booking you will complete a booking form (either via the website, over the telephone, by e-mail or at the site itself). Once your booking has been accepted we will issue confirmation. Until such time as the booking confirmation is issued the booking is not complete.
3. By making a booking request you warrant that you have the authority of all persons in your party to book on their behalf, you accept these terms and conditions and agree that you will indemnify Park Cliffe against all loss and damage arising directly or indirectly from any act or default by yourself or any person or animal accompanying you.
4. Bookings are not transferable.
5. You must be over 18 years old to make a booking and to stay on site without other adults.
6. We cater for couples and families and reserve the right not to accept bookings from groups of more than 2 people.
7. We will try to ensure that all services and facilities connected with the site 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.
8. We reserve the right to terminate your permission to stay on site immediately in the event that you or those in your party are in breach of these terms and conditions or are in breach of Park Rules. In the event that permission to stay is terminated as a result of such breach no monies will be refunded to you.
9. Fees
 - a. A deposit of £30 is payable at the time of booking in the case of advance bookings. This deposit is non-refundable.
 - b. The balance is payable not less than 28 days prior to the start date in the case of advance bookings made more than 28 days in advance of arrival. Where bookings are made less than 28 days prior to the date of arrival or for one or two night bookings, payment in full must be made at the time of booking.

- c. In the event that you fail to make payment of the balance as indicated above, your booking will be cancelled and your deposit forfeited.
 - d. Full payment is required for all online bookings.
 - e. The fees payable will be notified to you at the time of booking and include VAT at the current rate.
 - f. Please note that the prices advertised in our brochure and on our website are applicable up to 10/11/19 only.
10. If you want to cancel a booking you must notify us in writing. If you cancel up to 14 days before the start date of your holiday you will forfeit your deposit payment of £30 and any balance payments will be refunded to you. Should you cancel within 14 days of the start date of your holiday all monies will be lost.
11. The restaurant, bar and shop on site will not be open throughout the season. For details of opening times please see our website or contact us.
12. Monies will not be refunded in the event that some members of your party fail to arrive or you leave the site early whatever the circumstances.

13. Pitches

- a. Pitches are available from 2.00pm on the date of arrival and must be vacated by 12.00 noon on the date of departure.
- b. The basic price of your pitch entitles you to locate
 - i. One car and one tent/caravan/trailer tent (accommodating up to 2 people) or
 - ii. One motor home (accommodating up to 2 people) and one car.
 - iii. Hire a camping pod (accommodating up to 2 people) and locate on car.The following incur an additional charge: additional people, pup tents, gazebos, pets and additional vehicles. Please see our website for current charges or contact us.
- c. We will try to allocate you the pitch of your choice but a particular pitch cannot be guaranteed and you will not be entitled to a refund in the event that we cannot allocate you your preferred pitch.
- d. In the event that you decide that you wish to stay beyond booked dates we cannot guarantee that this will be possible nor can we guarantee that the same pitch will be available.

e. The number of people and dogs occupying each pitch must not exceed the number stated in the booking request form.

14. Personal belonging are your responsibility and we will not be liable for any personal belonging lost/damaged during your stay.