

TERMS AND CONDITIONS OF YOUR HOLIDAY

Bookings and reservations will be accepted subject to the following terms and conditions.

BOOKING AND RESERVATIONS

The first named person is responsible for the booking and must be 21 years of age or older. He/she warrants that the party consists of a family or part of a family. No Accommodation is available for exclusively under 21s or groups of three or more men or women unless part of an organisation. If party make up on arrival does not comply with terms and conditions admission may be refused. No more than the maximum numbers stated on the booking application shall be permitted to occupy the accommodation booked. Children or babies of any age count as one person. All bookings must have a valid postcode. Hiring bookings are from 3pm on the day of arrival to 10am on the day of departure, but if you arrive before 3pm you are welcome to use our facilities. Accommodation types, pitch types and pitch numbers can be requested but cannot be guaranteed. Touring arrivals are accepted between 10am and 8pm and departure time is 10am. In low and mid season at Holiday Resort Unity, you may stay on until 4pm on payment of an additional fee. A contract is formed by the submission of a completed booking form or a telephone agreement where you pay by credit/debit card.

Pricing Policy.

Booking for special offers must be made 28 days in advance of the holiday start date to be eligible. All offers are subject to availability. Offers are subject to promotional availability and can be withdrawn at any time. Prices include VAT at the current rate where applicable and will be altered if the rate of VAT changes.

Park Roads and Vehicles.

All roads within the park are subject to the Road Traffic Act. Vehicles must not exceed the stated speed limit and must be driven by holders of a current driving licence with adequate third party insurance. All vehicles are parked at the owners risk. We do not accept commercial vehicles on the resort.

Termination/Nuisance.

We reserve the right to decline a booking, transfer a booking, or terminate a holiday. Termination because of unreasonable behaviour or commitment of a criminal offence by any members of the party on the booking form will be without compensation.

Postal Charge

All bookings will be confirmed via email as part of our green policy. Should you wish to receive a printed copy via the post, this can be arranged for a £1.99 postal fee.

PRIVILEGE CARDS

For licensing purposes, all party members names are required to be registered and cards may be required to use certain facilities such as the bars, entertainment, swimming pool, golf course and the hire department. Second vehicle charge applies. Your cards will be sent to you and should be carried with you at all times. They are only valid for the duration of your holiday and must be signed by the holder. (Hiring guests collect their cards on arrival). *Replacement passes - charge £1 per card. Privilege cards are not a suitable form of ID. Should ID be requested in licensed premises, a passport, photo driving License or PASS proof of age card must be shown. A dress code may operate in some venues. The management reserves the right to refuse admission. Persons under the age of eighteen must be accompanied by an adult in all entertainment venues and bars.

PAYMENT

Deposits for bookings are calculated as £20 for touring and camping and £50 for hiring. All balances must be paid at least 42 days before arrival. If the balance is not paid, your booking will be cancelled and your deposit lost. We do not send reminders. Bookings for arrival within 42 days must be paid in full at the time of booking. Your accommodation will only be reserved until 6pm on the day of arrival unless you notify us in advance. There is a charge of £10 should a cheque be returned unpaid or need to be represented, or a charge of £5 should a credit card be declined. Any alterations to a booking are subject to a £10 administration charge. Credit card booking fee £3 per booking/per transaction(Debit/Switch no charge).

Late Bookings.

If a booking is made within 5 days of arrival and it has been agreed by management that payment can be made on arrival, only Cash or Credit cards will be accepted. NO cheques are accepted on arrival. Your accommodation will only be reserved until 6pm on the day of arrival unless you notify us in advance.

Balance Payment Date

For arrivals from 01/12/18 balance payments will be due 10 weeks prior to arrival. (Our tariffs will include this rule but not sure if you need this with regards to taking full payment if arriving within 10 weeks from 01/12/18).

CANCELLATION PLAN

To minimise risks in the unfortunate event of cancellation, you are strongly advised to take advantage of our own inexpensive and simple cancellation plan, payable with the deposit at the time of application for your holiday reservation. You are covered if you have to cancel; a) Because of illness, death or injury of any member of your party detailed on the booking form, b) if you or your spouse are a witness in court or are required to do jury service, c) if the police require your presence for whatever reason, d) if your permanent home is made uninhabitable through fire, storm, floods, subsidence, e) if a close relative suffers injury or dies or the death of a business associate, partner or co-director. You must notify us in writing immediately the circumstances arise and supply supporting evidence. The fee is: Tourers and Camping - £10 per booking. Lodges, Caravans and Rent-a-Tent - £20 per booking. If no cancellation plan is taken out you will forfeit 100% of the booking fees. Cancellation charges shown in grid below.

- NUMBER OF DAYS IN ADVANCE CANCELLATION CHARGES
- MORE THAN 7 DAYS BOOKING DEPOSIT
- LESS THAN 7 DAYS CREDIT NOTE FOR THE CURRENT YEAR

CARE AND RESPECT BOND

The Occupier is responsible for any loss or damage to either the pitch/accommodation or its equipment or any property belonging to the company. Please leave your pitch/accommodation clean and tidy in readiness for the next occupier. Any damage or losses will be charged for. If you occupy company accommodation we will be taking a £50 payment (£75 for Pet Units) via Pre Authorisation on arrival and will then be released back into the account within 7 days after departure provided that there is no loss or damage, all accounts are settled and the accommodation is left clean. We reserve the right to enter the pitch/accommodation to carry out essential maintenance; every endeavour will be made to limit any inconvenience to your holiday. Please note all our accommodation are non-smoking for the comfort of all our guests and this forms part of your care and respect bond conditions.

What is a pre-authorisation? A pre-authorisation is a temporary hold of a specific amount of the

available balance on a credit or debit card. The pre-authorisation is not a charge and no funds have been debited from your account.

How much is a pre-authorisation? The amount that we pre-authorise will be £75 for your Care and Respect bond - which is to cover any damages caused within your accommodation.

When is the card pre-authorised? All credit or debit cards are pre-authorised on check in.

Why is the credit card pre-authorised? When you give us a credit/debit card, the preauthorisation guarantees us that the funds are available to pay for any charges, damages and ensuring the accommodations is left clean and tidy.

When does the pre-authorisation get released from the credit card? This varies dependent on your individual credit/debit card. Upon your check out your accommodation, as long as there has been no damages the pre-authorisation will go back into your account within 7 days of departure.

If you have any more questions about pre-authorisation please ask a member of our front of house team or call our reservations team on 01278 751235.

CHILDREN

Facilities such as the Piglet Club and Sally's Tiny Trotters are provided with a special programme, however we would point out that we do not provide child care facilities and children remain the responsibility of the parent/guardian at all times. Under 8s must be accompanied by an adult during our clubs.

PETS

Pets are permitted on payment of a fee in some areas at our resort and owners are requested to encourage their pets to use the special 'Dog Walk' and not to allow pets to foul on the park. Dogs are to be kept on leads at all times. A maximum of two dogs per unit is permitted. Pets are permitted in some hired accommodation. This must be confirmed at time of booking and fee paid. We reserve the right to refuse certain breeds of dog we consider inappropriate for a family park. If pets continue to foul the park and you do not clear it up, or cause a nuisance, you will be asked to leave the park without compensation.

TOURING PITCHES

Most pitches are individually marked. If more than one pitch is booked, we are not able to guarantee that they will be adjacent although this is normally possible if the parties arrive together. Pitches are allocated on a first come first choice basis. Your pitch reservation will be held until 6pm on the day of arrival. If you are going to be late, please telephone us with your arrival time. Awnings - must only be the same length of the caravan. Breathable groundsheets must be used and lifted daily. No generators allowed. 28 Days maximum stay (14 days on one pitch). We do not accept certain makes of Caravan/Motorhome, you will be notified at time of booking if your reservation is not accepted. We do not accept the following makes of caravans*: Hobby, Roma, Tabbert, Imc, Tec and Weippart *correct at time of print

HOOK UPS FOR TOURING UNITS

Hook ups have a 16-amp EEC 3-pin socket (max 10 amp) which conforms to the 16th edition of the IEE Wiring Regulations. Most pitches share a water tap and waste drain.

ELECTRICAL AND GAS APPLIANCES

These have been safety checked, customers use their own equipment at their own risk. The company will not accept responsibility for the use by you of any unsafe or unsuitable equipment which has not been supplied by the company. Supply charges are included in the hire fee in company accommodation. Telephone calls are charged per unit.

GENERAL

All facilities are subject to availability and all acts and prices are subject to change without notice. The company tries its best to see that all facilities as advertised are available in high season. Some facilities may not be available in mid and low season and have limited opening to either part of the day or weekends only! For reasons entirely beyond our control (e.g. strikes, mechanical breakdowns, illness, non-arrival of any entertainer or weather) such facilities may temporarily not be as advised. We cannot accept liability where such misfortunes occur. No refunds will be given for inclement weather. During inclement weather Eurotents may be affected and all efforts will be made to minimise disruption. No refund can be made on early departure once an accommodation has been paid for and a receipt given. When a specific unit of accommodation or pitch is requested we will do our best to comply with the request but we

cannot guarantee to do so. At all times we reserve the right to refuse to accept any booking for whatever reason. Brochure accuracy - every care is taken to ensure that the contents, prices and opening times in this brochure are correct, but the company cannot accept responsibility for errors contained within and their consequences. Disturbances or removal from the resort may also forfeit the return of any bonds subject to the managements discretion. Park rules must be adhered to. Holiday Resort Unity incorporates the facilities of both Unity Farm Holiday Centre Ltd and Brean Leisure Park Ltd all in one resort. Please note: that a car parking charge applies at the Leisure Park, Unity guests are advised to walk. Facilities at the Leisure Park are also available to day visitors.

MINOR ALTERATIONS

Any minor alterations, such as change of entertainment, withdrawal of certain facilities may be made by Holiday Resort Unity for reasons beyond our control without any obligation.

FRANCHISES/CONCESSIONS

Please note that some facilities are operated on a franchise/concession: Sarah's Pantry, Porkers, Hire Centre, Horse Riding and Fun Park rides, plus Fun Park catering outlets.

DATA PROTECTION

The information on the booking form will be stored on computer for the purpose of future distribution of our advertising material. For the purpose of the Data Protection Act 1984, the signing of the booking form confirms your agreement.

HEALTH AND SAFETY

We have a legal obligation to adhere to and enforce Health and Safety legislation. Because of this and for your own safety and welfare not all facilities will be available to everyone. Please read the 'IMPORTANT INFORMATION LEAFLET' detailing Health and Safety restrictions at the resort. Should anyone be diagnosed as having an infectious or contagious disease, they will be asked to seek outside medical assistance and leave the Resort. We reserve the right to terminate a holiday for failing to adhere to restrictions. No refund will be given.

GUESTS WITH DISABILITIES

If your party includes someone with special needs, please let us know when making a booking. Please ask for our Welcome All leaflet detailing access to our facilities on the Resort.

PERSONAL POSSESSIONS / LOST PROPERTY

We will not be responsible for the loss or damage of any personal possessions brought onto the park or left in holiday homes. Any left items after 28 days after departure will be disposed of unless reported and claimed within this period. There is a charge for returning any property by post.

COMPLAINTS PROCEDURE

If you are dissatisfied with your holiday during your stay it must be taken up with the Reception Manager in the first instance. If he/she is unable to resolve your problem an interview will be arranged with a Director. In all instances any dissatisfaction must be reported before departure. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us immediately or within 7 days of departure in writing.

CANCELLATIONS

We will try hard not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. Reason for this may include (but are not limited to) the minimum number of bookings required not being achieved, or is in our view unlikely to be achieved. We will contact you with your options if this is done.

FORCE MAJEURE

In the event of force majeure* no compensation will be paid.

**Force majeure means circumstances beyond our control (but not limited to) industrial disputes, natural disasters, fire, technical problems, loss of utility supply and bad weather.*

ONLINE BOOKINGS

We take your privacy very seriously. This also includes protecting the privacy of your credit card details when paying for your holiday on-line. To ensure this, we use 'Sagepay' who have SSL (Secure Sockets Layer technology) encryption-protected pages on their server. We endeavour to ensure all prices charged are correct. Where the online booking system generates a price which is incorrect and different to our published tariffs and offers, we reserve the right to correct these and will contact you immediately. In these circumstances if you chose not to proceed with the reservation you will be entitled to a full refund of any monies paid.

PLEASE NOTE

The company will not be liable to any person staying on the park or Brean Leisure Park or to any person visiting either park, for any personal injury (fatal or nonfatal) unless caused by a negligent act or omission by the company or its employees. Nor shall the company be liable for any injury, loss or damage to any property, including motor vehicles, personal effects or luggage, however caused or sustained. Claims other than death or personal injury which result from the non-performance or improper performance of the contract by the company are limited to the total cost per person of the holiday for each claimant.

CONTRACTS ACT 1999

It is expressly agreed that the provisions of the contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement nor for the avoidance of doubt shall the terms and conditions herein confer any benefit on any party who has not expressly executed the same.