

CONDITIONS OF BOOKING



Watermouth Cove Holiday Park is a family holiday park that welcomes Touring Caravans, Motorhomes, Campervans, Trailertents and Tents. Please read the following Terms and Conditions before making your booking.

The person making this booking will be present and responsible for all damages, liabilities and eventualities of this booking unless, prior to arrival, transfer of responsibility is accepted in writing by another attending party member with the Parks full knowledge and agreement.

Conditions of Booking

All bookings are accepted on the basis that you, the customer, agree to these terms and conditions. If you or your children are unable to accept these standards of behaviour, or are looking for a different social atmosphere than we aim to provide, then we respectfully ask you to make your booking elsewhere.

We also reserve the right to refuse any booking or to ask any guest who contravenes these terms and conditions to leave the Park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

The person who signs the booking form or who makes the booking over the phone will be present and responsible for the booking and warrants that they are over 18 years of age. By making this booking they accept responsibility for all damages, liabilities and eventualities of this booking unless prior to arrival, transfer of responsibility is accepted in writing by another attending member with the Parks full knowledge and agreement.

As we are a family holiday park, we regret that bookings cannot be accepted from all male or female parties. If the complete party were to be all under the age of 18, it must be accompanied by an adult.

The Contract

The submission of a completed booking form, or telephone agreement, shall constitute an offer by the client and a contract will exist when a letter of confirmation is issued. This letter of confirmation should be checked carefully to see that it reflects your needs. Please contact us immediately if there are any discrepancies.

If your holiday is due to start within 7 days of booking, a confirmation document may not be sent.

A deposit of 50% (or 25% for Chalet bookings) plus compulsory *Cancellation Plan of £1.25 per day. This confirms your reservation and is non-refundable.

The balance of the price of your holiday must be paid no later than 4 weeks prior to your holiday start date. We do not send a reminder, and reserve the right to cancel your booking and retain your deposit if the balance is not paid within this time. We reserve the right to pass on any charges arising from re-presenting cheques and processing late payments (min £15.00). Any discount given will be forfeited if balance is overdue.

Cancellation of the Holiday by you

We regret that in the event of cancellation, no refunds will be made except under the terms of the cancellation plan.

We cannot accept cancellations due to adverse weather conditions or any other claim outside the reasons specified in the Cancellation plan. No refunds are available for late arrivals or early departures for any reason.

Neither the company nor its servants or agents accept liability for any personal injury, loss or damage which may be sustained by the applicants or their property during the period they or any of them are at the Park except where it arises from the negligence of the Company, its servants or agents.

Holiday Cancellation Cover

For all bookings a £1.25 per night premium is payable in addition to your deposit. This covers the whole of your party up to and including the day before your holiday commences and will cover you for cancellation due to:

- Accident, illness or death of any member of the party listed on the booking form
- Witness or Jury Service for you or your Spouse
- Fire, Storm or Flood, Subsidence or Malicious damage rendering your house uninhabitable.

Please notify us immediately if any of the above circumstances have arisen. This will need to be followed by written notification with supporting documented evidence e.g. Doctor's note, Death Certificate. In this case, you will no longer be liable for the BALANCE of monies, and providing all the above conditions have been met, we will refund in full the balance of monies you have paid, less your cancellation cover charge and an administration charge of £20. The decision of Watermouth Cove Holiday Park on all claims will be final.

Change or Cancellation of the Holiday by us

If, due to circumstances beyond our control, or in the event of serious breakdown of services, other emergencies, or we are forced to change or alter in any way the services, accommodation or pitch you may have booked, we reserve the right to offer an alternative where possible, or to cancel the reservation with a full refund. No form of compensation will accompany this refund.

Our information is printed long periods in advance and we must reserve the right to make improvements or alterations without notice.

Holiday Behaviour Standards and Termination

On making a booking with us, you have entered a contract in which you undertake, on behalf of yourself and those in your party (including children), to adopt the following standards of behaviour.

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children so that they do not become a nuisance or bring danger upon themselves or others. At all times children remain the responsibility of their parents, guardians or the person signing the booking form. They are not allowed to play with taps, fire extinguishers or in the toilet and shower blocks. On your arrival you must check and understand all swimming pool rules and conditions. Parents/guardians must ensure that no children under 18 consume alcohol on site and no children under 15 years use the swimming pool or the pool area, except under adult supervision.
- You further agree that you and those in your party will not:
 - Commit any criminal offence at the Park or undertake any criminal activity
 - Commit any acts of vandalism or nuisance
 - Keep or carry any firearm or any other weapon at the Park
 - Use any unlawful drugs
 - Carry on any trade or business while on the Park.
 - Create any undue noise or disturbance. Please respect your fellow guests and keep noise to an absolute minimum, especially after midnight.

As your satisfaction of our holiday accommodation is of paramount importance to us, Watermouth Cove runs an 'Auto Debit' scheme, this means that if anyone vacates the park having damaged or violated our terms and conditions they will have their account debited by the amount to rectify that situation. This is to ensure that the standard of our park stays at this high quality.

Watermouth Cove Holiday Park, Berrynarbor, Nr Ilfracombe, North Devon EX34 9SJ Ph: 01271-862504 Fax: 01271-866606

Registered Office: Davisons Ltd, Lime Court, fPathfields Business Park, South Molton EX36 3LH
Registered Company in England & Wales: Midland Holiday Park Ltd. Registration No: 3959042 V.A.T: 762520247

Pitches

Pitches will not be available BEFORE 12 noon on the day of arrival. Chalets will not be available BEFORE 4pm on the day of arrival. All pitches/accommodation MUST be vacated NO LATER THAN 10am on the day of departure.

All arrivals must call in at Reception, before proceeding onto the site. We will then confirm your pitch number and directions to it.

The maximum size of unit permitted on one pitch is 7.5m long x 4.5m wide, inclusive of guy ropes.

Please advise us if you are likely to arrive after 6.30pm. NO arrivals will be accepted after 10.00pm on the day of arrival. If you have not arrived by 9.00am on the morning after your holiday was due to commence, or contacted the Park to advise us of any late arrival, your booking will be considered to have been cancelled and we reserve the right to re-let your pitch. We regret to say, no refunds are available for late arrivals or early departures.

The start of your pitch is from your numbered slab. Do not obstruct beyond this point i.e. windbreaks, parking of cars, extensions etc.

If your unit is of maximum length, your vehicle must be parked to the front of your unit to avoid obstruction. If you are in any doubt as to how to pitch, please see reception, as if pitched incorrectly you will be asked to re-pitch.

Gazebos are permitted provided they are appropriately placed and not obstructing free passage or invading other pitches.

Pup Tents are accepted at owner's discretion only. If you already have a large van and awning, there may be insufficient space available during peak periods.

Groundsheets kill grass and disfigure pitches, therefore we would like to ask that awnings are used either without groundsheets or with perforated/breathable groundsheets.

General

Please note that some facilities onsite may not be available at all times, or may be withdrawn at the discretion of the management. The park uses its best endeavours to ensure the availability of all amenities advertised but shall not be liable if they are not available due to circumstances or events beyond its control.

In the interest of continued improvements, the owners reserve the right to alter or delete amenities or facilities or any part of the programme of activities, either advertised or previously advertised, without prior notice.

Reduced bar opening times are in operation during low season.

Swimming Pools are open from Whit Week until the 1st September. The pools are for residents onsite and are not supervised. As we do not employ lifeguards, children under 15 and non-swimmers must be accompanied by an adult swimmer at all times in the swimming pool area. The temperature of the pools can change due to climatic conditions. We reserve the right to close the pools at any time, if necessary.

Should you wish to extend your stay beyond the booked dates, there is no guarantee that the same pitch will be available.

Young people must bring some form of ID with them (ID Card/Passport/Driving License) to prove that they are over 18yrs if they wish to purchase alcohol.

The prices listed include VAT at the current rates and are subject to change if the VAT rate changes.

Recycling

With the new Land Fill Tax legislation coming in this year, recycling is of the utmost importance. We would ask you to help us by complying with our recycling procedures and place your rubbish in the appropriate bins.

Lost Property

Any personal items/property left behind on departure will be returned to you on receipt of a stamped, self addressed envelope. Items will not be held after 14 days.

Health and Safety

For the safety and enjoyment of all our guests, we ask that you take note and comply with the following:

- The speed limit on the park is 10mph.
- Open fires are NOT allowed anywhere on site.
- BBQs are only allowed if raised off the ground.
- Air rifles, pistols, firearms or weapons of any kind may not be used, or carried in the Park.
- No lorries, track or other commercial vehicles are allowed on the Park.
- No recreational vehicles can be used on the Park. This includes motorised skateboards/scooters, except for disabled use.
- Only 1 vehicle can be parked next to the pitch. All other vehicles, including boats, must be parked in the designated parking areas.
- Please make yourself aware of the nearest fire point.
- In inclement weather, all vehicles must be parked off the main site in designated areas as directed.
- While we accept the use of bicycles and skateboards onsite, they must be used with due care and consideration for others.
- Parents/guardians please be aware that children **MUST NOT** wander through into, or play in, Watermouth Cove Harbour boat storage area due to the stringent Health and Safety regulations governing the Harbour.

Dogs and other pets

Well behaved dogs are welcome. The must be kept on a lead at all times. We would ask our pet owners to remember that not all guests are "pet friendly". Please make sure you clean up after your dog. An exercise area is provided. As a family holiday park we reserve the right to refuse certain breeds of dogs we consider inappropriate.

We reserve the right to require that the owner removes their dog, or any other pet, from the Park if it is a nuisance or danger to other guests.

Sorry, dogs are not allowed on the beach or in the pool area. We do accept pets in certain accommodation, but **only** by prior arrangement. Please contact us for details and costs.

Data Protection

All information supplied on the booking form will be stored on computer for administration purposes. Under no circumstances will this information be provided to a third party.

Day Visitors

Your visitors are welcome, but must first register at reception. As we are unable to give out any information with regard to who is present on site at any particular time, please arrange to meet your guests at the gate when they arrive. If visitors wish to use the facilities there will be a charge of £5 per person.

Complaints

The enjoyment of your holiday is important to us and in the unlikely event of any shortcomings, you are asked to notify the management immediately so that they can be remedied for you. No claim can be considered on shortcomings not so notified.

DON'T FORGET....

**OUR CHECK IN TIMES ARE:
NOT BEFORE 12NOON FOR MAIN FIELD/TENT FIELD PITCHES
AND 4PM FOR ACCOMMODATION
CHECK OUT: BY 10AM**