

# Terms and Conditions

## Broadhembury Caravan and Camping Park

### Holiday Home Bookings

- Bookings must be secured by a minimum deposit of £90.00 per week. Balance is then due 28 days before arrival
- Part weeks are charged at 20% of the weekly rate per night. Minimum booking 3 nights
- Cancellations only on written notification at least 28 days before holiday is due to commence. We will endeavour to re-let, but if we are unable to do so the hirer is liable for the balance of the hire fees
- For your protection, please contact us for an insurance application form.
- We do not permit pets or smoking in our holiday homes
- A £10.00 key deposit will be payable on arrival. This will be fully refunded at the end of your holiday
- Arrival time 3pm departure by 10am.
- We do not accept bookings including school age children during school term times

### Touring Park Bookings

- Advance booking is advisable, please forward:
  - Full payment for Bank Holidays and bookings of 5 nights or less.
  - £10 per night deposit for bookings of 6 or more nights. Balance due 21 days before arrival.

### Arrival time from 2pm: Departure time 12 noon

- If your estimated arrival time is after 7pm, please let us know. If you arrival after 9pm, or within one hour of nightfall (whichever is earlier); it is possible that you may be asked to pitch in our secure late arrival's area.

### Cancellations

- Cancellations can only be accepted if we receive notification of cancellation by 12-noon on the day before your arrival. In the event of a cancellation being accepted your payment, less £15 cancellation fee, will be refunded, or if preferred a credit note to the full value of your payment can be issued for your future use. You should consider holiday insurance to off-set losses regarding cancellation. Please contact us if you require a holiday cancellations insurance brochure.

### Bookings - General

- Bookings cannot normally be accepted from persons under the age of 18
- Bookings can normally only be accepted for those travelling alone, couples and families. We regret that we are unable to accept bookings for stag or hen parties
- Should your booking not be available for any reason beyond our control, your money will be refunded in full, but you will have no further claim against us
- Please note that your property is brought onto the park at your own risk and we can accept no responsibility for loss or damage however caused
- We reserve the right of admission at all times, and the right to terminate the stay of any person if this is considered to be in the best interest of other visitors to the park

### Park - General

We are fortunate that Broadhembury Holiday Park is so popular with considerate, friendly people.

To keep it so we ask that all our visitors observe the following simple rules. If they do not, we reserve the right to ask them to leave.

- **Commercial/sign-written vehicles:** Unfortunately Broadhembury is unable to accept commercial or sign-written vehicles at pitches. We may be able to provide alternative parking for you; please do contact us directly if you have a commercial or sign-written vehicle.
- **Visitors:** You are welcome to have day visitors but they must report to Reception immediately on arrival. Maximum of 1 visiting vehicle per booking at any one time. Visitors will be allocated parking on arrival. Visitors staying for less than 5 hours will have their charges refunded. All visitors must leave the Park by 10pm. Charges are available on our website.
- **BBQs:** Gas or charcoal BBQs are permitted if raised off of the ground and situated at least 3 meters away from any hedges or fencing. BBQs fuelled by wood are not allowed. Please always have a bucket of water to hand when BBQ-ing. Ash to be disposed of in the metal bins provided.
- **Firepits/chimineas:** Firepits or chimineas of any kind are not permitted at Broadhembury.
- **Games:** Please use the play area provided, no ball games on the park please.
- **Cycles:** Please ride slowly and respect the safety of pedestrians. Skateboards are not allowed.
- **Noise:** Avoid excessive noise at all times. Quiet time is between 2230 hrs and 0800 hrs
- **Games room:** Games room & TV lounge usually closes at 2200 hrs - to use these facilities after 2200 hrs please ask us for a key.
- **Alarms:** If you use a caravan alarm, it must automatically stop after 20 minutes regardless of power cuts or other external factors

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- **Dogs (maximum 2 per pitch):** Dogs are welcome, but must be kept on a short lead at all times. Please use the exercise area provided and do not leave your dog unattended in your tent or caravan. No dogs allowed in any of the buildings, sports field or play areas.
- **Minors:** Any problems caused, or damage done by minors will be the responsibility of the parents or guardians. Children must be accompanied in the amenities buildings. Children must not be left unattended on park.

#### **Photography**

Please bear in mind that we don't allow guests to film or take photographs in facilities buildings. But while you're with us, you may spot a professional photographer. They could be shooting photos or video for us. They could be shooting anywhere on the park but we'll try to make sure the filming doesn't affect your holiday and that you always know what's going on.

With this agreement, you give us the rights (free of charge) to anything containing your image (or the image of the other people with you) that's made while you're with us. (This doesn't affect your own photos or videos of course!). So if you don't want to be in shot, please try to stay away from the filming area. And if you or someone in your family does stray into a photo or video without meaning to we'll do our best to remove the image from our library, but we won't pay you any fees as a result.