

TERMS AND CONDITIONS

Broadhembury Caravan & Camping Park

COVID-19 UPDATE TO TERMS & CONDITIONS

Please note that there will be changes and new procedures in place, in order to protect guests and staff. Some services or facilities may be reduced or withdrawn altogether, dependent on Government guidelines and risk assessments. There will be no reductions or refunds available if this is the case.

Whilst we are doing everything possible to keep guests and our staff safe, it is important to note that we will be expecting ALL our guests to take all necessary measures to observe social distancing and to protect themselves and others at all times.

You will receive up to date COVID-19 Secure Guidelines in relation to your stay 48 hours before arrival – please ensure you read this carefully so that you are aware of all aspects affecting your stay before arrival.

Touring Park bookings

- Full payment is payable at time of booking for bookings of 3 nights or less
- £10 per night deposit for bookings of 4 nights or more; balance due 21 days before arrival.
- Arrival time from 2pm, departure by 12-noon
- We cannot accommodate tent arrivals after 7pm. If you arrive in a caravan or motorhome after 7pm you will be accommodated on our Late Arrivals area, if we have availability – if this area is booked or full, we will not be able to accommodate you.
- In the event of cancellation, with more than 7 days' notice, we will refund your payment, less a £25 cancellation fee. Or if preferred, a credit note to the other full value of your payment can be issued for your future use, at any time.
- If a cancellation is made less than 7 days prior to the start of your stay, no refunds or credit notes will be given.
- Broadhembury's prices vary depending on many factors including time of booking. Only prices stated at time of booking are binding. We sometimes issue special offers and discounts but these cannot be applied retrospectively after the booking confirmation has been received from Broadhembury.

Holiday home bookings

- Bookings must be secured by a minimum deposit of £90.00 per week. Balance is then due 28 days before arrival
- Minimum booking is 3 nights
- Cancellations only on written notification at least 28 days before holiday is due to commence. We will endeavor to re-let, but if we are unable to do so the hirer is liable for the balance of the hire fees.
- The cancellation fee when notice is given at least 28 days before the holiday is due to commence is £90.00 per week (the deposit payment)

- For your protection, please arrange holiday insurance to cover your needs in the event of cancellation.
- Broadhembury's prices vary depending on many factors including time of booking. Only prices stated at time of booking are binding. We sometimes issue special offers and discounts but these cannot be applied retrospectively after the booking confirmation has been received from Broadhembury.
- Unless you have booked a 'Pet Friendly' holiday home, we do not allow pets in our holiday homes.
- We do not permit smoking in our holiday homes.
- Arrival time 3pm, departure by 10.30am
- Please read our COVID-19 secure documentation as this will contain information that affects your stay; it will also give guidance on any additional procedures which may be necessary to maintain our COVID-19 secure status.

Glamping bookings

- Bookings must be secured by a minimum deposit of 30% deposit. Balance is then due 30 days before arrival.
- Included in the rental price of every Belle tent is; the rental of the Belle tent, the use of and access to the site and grounds of Broadhembury, electricity and gas, parking and VAT where applicable. We do NOT include rubbish collection from your tent, placing refuse in sacks or taking it to the rubbish areas, washing up of cutlery or crockery.
- Broadhembury's prices vary depending on many factors including time of booking. Only prices stated at time of booking are binding. We sometimes offer special offers and discounts but these cannot be applied retrospectively after the booking confirmation has been received from Broadhembury.
- Tents are supplied with their own Gas BBQs – they cannot be used with charcoal or any other fuel. Always operate your BBQ with your safety bucket, filled with water, nearby. As with all camping holidays, parental supervision is essential at all times. Broadhembury cannot be held liable for injuries sustained due to parents/guardians failing to supervise children around the BBQs.
- **Arrival time** - You have access to your tent from 2pm on the day of arrival. On the day of departure you must vacate your tent by 10am. We strongly advise it is in your own interest to arrive before 6pm. If your estimated time of arrival is between 6pm and 7pm, please let us know. We do not do late check-ins after 7pm. Travel time from London is at least 2&1/2 hours; please be mindful of traffic delays in busy periods.
- **Cancellations** – in the event of cancellation more than 30 days before the commencement of the stay, 30% of the rental amount will be payable with a minimum of £100. Alternatively, if more than 30 days' notice is given, the holiday can be rearranged once, to another date. In the event of cancellation within 30 days before the start of the stay, the entire rental amount will be payable. In the case of early termination of the stay, the entire rental amount will be payable. Broadhembury Caravan & Camping Park is a holiday company and operates to the same industry principles as travel companies, tour operators and airlines. We strongly advise that you have valid holiday insurance in place that will provide suitable cover for accidents, illness, bereavement, transport difficulties as well as

extreme weather conditions. In the event that you wish to change or cancel holiday arrangements due to these circumstances, we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

- **Making major changes to your holiday** – Whilst we are happy to make adjustments to the options require, if you want to make major changes to your holiday then charges may apply. If, after receiving your booking confirmation, you would like to make some alterations to your booking, we are not obliged to make any changes to the holiday booked. However, we will endeavor to assist when bookings are being moved to a more expensive period. Moreover, should you wish to move to a less expensive period and/or reduce the number of nights then cancellation charges will apply. We strongly advice that you have valid holiday insurance in place that will provide suitable cover for accidents, illness, bereavement, transport difficulties as well as extreme weather conditions. In the event that you wish to change or cancel holiday arrangements due to these circumstances we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

Bookings – General

- **Bookings** cannot be accepted from persons under the age of 25 years.
- **Bookings** can normally only be accepted for those travelling alone, couples and families. We regret that we are unable to accept stag or hen parties. All Group bookings will be sent our Group policy and asked to confirm that they are happy to abide by our terms and conditions regarding groups, by email, prior to arrival.
- **Children** - Unless by special arrangement in advance, school aged children are not accepted during school term times.
- Broadhembury is a **Holiday Park** and can only accommodate people working in the area by advance notice and with prior arrangement.
- 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.
- Your **property** is brought on to 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 considered to be in the best interest of other visitors to the Park.
- **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** – Due to the current COVID-19 Secure guidelines in place, we cannot currently accept day visitors to Broadhembury.
- **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 fueled 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.
- **Open fires** of any kind are not permitted.
- **Firepits/chimineas** (unless only charcoal is used) are not permitted at Broadhembury.

- **Ball games/frisbee/etc.** are not permitted at the pitches on the Touring fields nor on the static fields. Please use the Sports Field next to the Play Park.
- **Cycles:** Ride slowly around the Park, one way only, respect the safety of pedestrians. Skateboards are not allowed.
- **Noise:** Avoid noise that could disturb others at all times. Quiet time is 2230 hours to 0800 hours.
- **Games room:** Games room and TV lounge close at 2200 hours in high season – to use these facilities after 2200 hours please ask
- **Alarms:** If you use a caravan alarm, it must automatically stop after 20 minutes regardless of power cuts or other external factors.
- **Dogs welcome:** Well behaved dogs are very welcome at Broadhembury, but must be kept on a lead at all times. Please do not leave your pet unattended at any time if they are likely to become distressed, bark or cause a nuisance. We welcome responsible dog owners who clear up after their dogs and use the bins provided for this. We cannot accept dogs who are likely to cause a nuisance to other guests, for example, dogs who bark excessively or are aggressive; or owners who do not clear up after their dogs or do not keep their dogs on a lead at all times. Maximum of 2 dogs per touring pitch or dog-friendly holiday home. No dogs are allowed in our glamping tents.
- **Minors:** Any problems caused, or damage done by minors will be the responsibility of the parents or guardians. Children must be accompanied around the Park and in the amenity buildings. Children must not be left unattended on the Park.
- **Awnings or tents on hardstandings:** All awnings and tents must be erected only on the gravelled area.
- **Types of units:** No commercial vehicles may be used as accommodation. Tents, caravans, motorhomes and RVs must be in a tidy condition.
- **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 occasionally spot a professional photographer. They could be shooting photos or video for us. They could be 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.