

# **Campsite Booking Conditions**

## **Introduction**

The named person who makes the booking must be one of the guests who stays. She or he must be over 18 years old. This person is responsible for making sure that the terms of booking are adhered to.

All pitches have a maximum occupancy number of 6, which you must stick to. If you plan to bring more than one vehicle we may ask you to park one of these elsewhere on the park to avoid over-crowding. Charges apply so please see our pricelist.

We reserve the right to refuse a booking or to terminate a booking of any person whose conduct is deemed detrimental to the well-being or comfort of other park visitors but of course we treat everyone equally and fairly.

Accommodation is let strictly for holiday use and no 'right to remain' exist for the guest or anyone in the party.

We strongly recommend that you have holiday insurance. Your insurance should cover all risks including cancellation, accident, breakdown, loss or damage to personal property.

Franchis Holidays shall not be held responsible or liable for any loss or damage suffered by you or members of you party.

## **Website accuracy**

Whilst every care is taken to ensure that the details in this website are correct at the time of being published, we cannot accept responsibility for errors contained therein or results thereof. We are not responsible to you for unforeseen events or matters over which we have no control.

## **Online Booking**

Please check all personal details at the time of booking. We cannot take responsibility for booking or personal detail errors. All address and contact information must be correct at the time of booking for a successful payment to be processed. In the event of an unsuccessful payment we reserve the right to cancel your holiday if payment is not received within 5 working days.

All communications are sent via an automatic email server and rely on a valid email address being supplied. We cannot take responsibility for loss of communication e.g. booking confirmation emails etc... if contact information is incorrect. We will make every effort to supply you with the relevant booking confirmations and receipts.

## **Communicating with you**

We carry out most communication with you by email. We tend to phone only in emergency or if we can't get you by email. We will keep your details on record. We promise never to pass information on to other companies. We will only email offers and updates about Franchis Holidays a few times a year, and of course we'll take you straight off our mailing list if you ask us to.

## **How to pay**

All payments need to be made in pounds sterling.

The easiest way to pay for your holiday is online, through our secure payment system provided by Barclaycard. BACS payments are also easy and we will email you our bank details should you wish to do this. Please note that we no longer accept credit card payments or cheques. We will notify receipt of all payments by email.

For camping/touring a non-refundable deposit of £50 per week or part week is required for each pitch at the time of booking.

Site fees are due 6 weeks before the start of your holiday, unless agreed otherwise, and are only refundable in the event of cancellation where we are able to re-let the pitch. If this is not possible then no refund can be made. If payment is not received within 4 weeks of your arrival date then the accommodation can be re-let.

## **Non-availability**

In the very unlikely event that the pitch you have booked becomes unavailable or unsuitable for your holiday for reasons beyond our control, we will make every reasonable effort to arrange suitable alternative accommodation. If this is not possible, or is not acceptable to you, all rental monies paid in advance will be refunded in full and you will have no further claim against Franchis Holidays.

## **Arrival & departure times**

For camping/touring bookings are from 1.30pm on the day of arrival until 10.30am on the day of departure.

If you fail to arrive on the date you have booked then your pitch may be re-let from 10am the following day, unless we have been informed of your delay.

Please note that no arrivals are accepted after 8pm

## **Dogs**

We love dogs but respect the fact that not everyone does.

Up to 2 well behaved dogs are welcome outside of 'high season' but must be kept on a lead no longer than 2 metres at all times and never left unattended. Only one dog per pitch is allowed in 'high season'. All dog mess must be cleared up immediately and disposed of in the dog bins provided. Dogs are not to be walked around camping/touring areas but must be exercised in the dog field only.

## **Smoking**

We ask you not to smoke inside any building please and to clear any smoking litter outside.

## **Safety and security during your stay**

Our park has large areas of woodland and a small stream. Please have fun, but also be aware of the risks and supervise and advise children accordingly.

The speed limit throughout the park is strictly 5mph.

Bikes are allowed on the site provided they are ridden slowly and with care.

Barbecues are allowed but must be kept off the ground. Campfires are not allowed. Fire pits are only allowed if wood is not burned, due to the smoke produced.

At all times the enjoyment of others must not be compromised by excessive noise or rowdy/nuisance behaviour and we ask for total quiet from 10pm.

We cannot take responsibility for injury however caused.

### **Force Majeure**

We regret we cannot accept liability and no compensation will be payable where the performance or prompt performance of our contract with you is prevented or affected by 'force majeure'. In these fair trading terms, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, have foreseen or avoided. Such circumstances may include war, threat of war, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions and all similar events outside of our control.