

Our Booking Terms and Conditions

1. **Who your agreement is with.** When you book your holiday, your agreement is between yourself and Spreyer Holiday Parks Limited.
2. **The Agreement.** This is the contract you enter into when you book your holiday with Spreyer Holiday Parks Limited. The person making the booking accepts the contract on behalf of all the members of your party. Unfortunately, we cannot accept bookings from anyone under the age of 18 years old.
3. **Alterations to your Booking.** Once you have booked your holiday you cannot transfer or change the details without agreement from Spreyer Holiday Parks Limited. If you want to make small changes e.g. type of accommodation or party members, we will try our best to help. For any changes to the original booking there will be an administration fee of £20 pounds. Any amendments that may include change of dates for your holiday will also incur the administration fee plus the possibility of an additional charge to reflect the change in holiday rates.
4. **Cancelling your Booking.** If you cancel your holiday less than 4 weeks from the start date of your holiday you will pay the full cost of your holiday. If you cancel more than 28 days from the start date of your holiday and you have paid the balance of your holiday, you may be entitled to a partial refund, this will depend on whether we have been able to rebook your original booking. All holiday deposits are Non Refundable.
5. **Paying for your Holiday.** When you book your holiday, you will need to pay a Non Refundable deposit. The balance of your holiday payment must be made 28 days before the start date of your holiday. You will receive booking confirmation of your deposit payment, and balance to pay, along with details of your holiday booking. If at the time of booking, your holiday start date is less than 28 days you will be required to pay the full amount of your holiday booking. If you wish to make periodic payments off of your final balance, you are able to do so, with prior arrangement.
6. **Special Offers.** To claim any special offers, discounts, promotional codes etc., please let us know at the time of booking. Unfortunately, if you do not let us know we may not be able to apply these discounts at a later stage. All special offers and discounts etc. are subject to availability.
7. **Prices.** All prices are current at the time of print and are subject to change. The price confirmation when you book is the final price and will not change unless you alter your booking. All prices are inclusive of VAT.
8. **Who's in your Party.** When you book we will need to know who is coming on holiday with you included in your booking. We will need to know their names and ages. Only those people included in your booking can occupy your holiday home or pitch. Anyone not named in your booking will not be allowed to stay on the park. In these circumstances no refund or compensation will be given. Can you please bring ID (passport, driving licence) with you as you may be asked for this on arrival or during your stay.
9. **VISOR.** We do not accept bookings from or allow anyone to stay on our Holiday Park who is listed on the Violent and Sex Offenders Register (or any other register which supersedes this one). By making a booking with us, you are confirming that you and no one in your party are

on the register. Failure to disclose this information will result in you and your party being asked to leave the park.

10. **Numbers in your Party.** The total number of people in your party (including children and babies) must not exceed the maximum capacity of the holiday home or pitch (6 people per touring/ camping pitch).
11. **Single Sex Parties.** If you wish to book a holiday for a single sex party, you must inform us of this at the time of booking. There may be restrictions on bookings from all male or all female parties of over 4 people. There are also restrictions on the number of people who can occupy the holiday home or touring/ camping pitch.
12. **Groups.** Family and friends who live at the same address or know each other or who travel together will be considered as making a group booking, even if you have made separate bookings. Because of the family nature of our Holiday Parks, there are additional restrictions on group bookings at certain times of the year, including over the festive period and peak season. Please call our reception team for clarification on these times. Also, because of the popularity of the festive period, we may restrict bookings to previous customers. Group bookings (whether made by one person or a number of people) of 5 or more holiday homes and/or pitches or where there are 20 or more people in the party, bookings must be made through our reception team on 01795 880888. If your group booking is not booked via the reception team, we will cancel any bookings which form part of a group booking. If you wish to make a booking of 10 or more holiday homes and or pitches, please call our reception team on 01795 880888. We will only accept group bookings made via the reception team and where all parties have given their names and addresses. The lead booker for a group will be responsible for the conduct of all members of the group and for ensuring they comply with these Terms and Conditions. We may require the lead booker to provide a deposit as security in the event of any damage by any member of the group.
13. **Arrival and Departure Times.** If you have paid a priority arrival charge, please check your booking confirmation for the time your holiday home or pitch will be available for you to check in. In all other cases, your accommodation will be available from 4pm (12pm if a touring / camping pitch) on the day of your arrival. If you think you may arrive after 11pm (8pm if a touring pitch) please let us know as soon as possible. If your accommodation is not occupied by 10am on the day after your expected arrival date, and you have not informed us you will be arriving late, we will treat your booking as cancelled with no refunds given and re-let the accommodation. Please ensure you leave your accommodation by 10am on the day of your departure.
14. **Children.** All children must be supervised by parents or guardians throughout the holiday. Where we have children's entertainment, special programmes of events and other facilities for children, these are not child care facilities and children remain the responsibility of their parents or guardians at all times.
15. **Guests with Additional Needs and Requirements.** We offer specific accommodation suitable for holidaymakers with wheelchairs and/or mobility difficulties. Although unfortunately, due to their weight, electric wheelchairs and mobility scooters are not able to be used in our accommodation. Not all our accessible holiday homes have wet rooms, so please ensure you confirm this when booking. If you or one of your party has any additional

needs or requirements, please tell us about this before you book, so we can try and ensure the accommodation and park are suitable for you.

16. **No smoking.** All our accommodation is non-smoking, including the use of E-cigarettes.
17. **Your Accommodation.** If you would like accommodation that has always been pet free, please inform us at the time of making your booking. There may be an additional charge for this accommodation on some promotional bookings.
18. **Pets.** Most dogs are welcome on our park, but only in the pet friendly accommodation, with a maximum of 2 dogs per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed on park, so please check with us when you book. If you have other pets, please check if they are allowed on park at the time of making your booking. Except for assistance dogs, there is a charge of £50 pound per week, or £35 pound per short break. Dogs must be kept on a lead and under control of a responsible adult at all times. Dogs must also wear a collar and identity tag at all times. You must clean up after your pet. Dogs (other than assistance dogs) are not allowed in any of the facilities or play areas. Pets should not be left unattended in holiday homes and must not be allowed on the bedding or seating. If we consider your pet is causing a nuisance or damage you will be required to remove it from the park. If you take a pet into a holiday home that is not booked as pet friendly, you will be asked to vacate and will be required to pay an additional fee of £150 pound for the deep cleaning of the accommodation.
19. **Use of your Holiday Home.** At the end of your holiday, please leave everything in a clean and tidy condition. You may be required to pay for any damage you cause to your holiday home during your stay. We have the right to enter your accommodation for maintenance purpose or in special circumstances and in emergencies.
20. **Your Personal Possessions.** You are responsible for your personal possessions on the park or in your holiday home. We cannot accept any responsibility for any loss or damage to them. If you leave your personal possessions behind at the end of your holiday, we will try to return them, but will not be responsible for them.
21. **Cots and Highchairs.** Travel cots and highchairs may be hired at an additional charge, subject to availability. If you require a travel cot or highchair please request them at the time of making your booking. A deposit may be required on arrival. Cots can normally only be accommodated in the living area of the holiday homes. Unfortunately, we do not supply cot linen.
22. **Park Facilities.** For Health and Safety reasons, some of our facilities have age/and height restrictions. Children under the age of 8 must be supervised by an adult in the swimming pool and one adult may not supervise more than two children under 8. All children under 4 must be supervised by an adult on a one-to-one basis. At busy times access to the facilities may be restricted and a booking system may operate. We may have to close facilities (e.g. for health and safety reasons, maintenance reasons, or reasons beyond our control), and we are not liable to compensate you if we do so.
23. **Glass** is not permitted within the swimming pool complex area.
24. **Entertainment.** You will be given entertainment passes, which you will need to show to access facilities and entertainment. Any day visitors you have, will need to buy day entertainment passes to access facilities and entertainment. If we have to change or withdraw entertainment or close facilities, we are not liable to you. It is against the law to smoke in buildings open to the public and we provide outdoor smoking areas. E-cigarettes

are not permitted in our facilities. You are not permitted to bring your own alcohol, food, or other drinks into the entertainment complex, bar or restaurants. Lights and flash photography may be used during some of our entertainment.

25. **Gambling Restrictions.** If any member of the booking has self-excluded themselves from any other gambling premises, they must highlight this to the Park Management on arrival. We cannot accept any liability for any losses incurred where a guest has self-excluded themselves from another gambling establishment and gambled on the park.
26. **The Holiday Park.** Our parks are set in rural locations, so there may be areas of uneven ground, unmade paths and limited lighting. Please take special care to avoid accidents, and please make sure you supervise your children appropriately.
27. **Your Car and Other Vehicles.** You should comply with the speed limits around park, parking and traffic regulations. We try to provide parking next to or near your holiday home or pitch, but we cannot guarantee this. Please check at the time of booking about the parking arrangement for your holiday home or pitch. Vehicles are brought onto the holiday park at your own risk and we are not responsible for loss or damage to these except where it is caused by our negligence or fault. Quad bikes, Segways, hover boards and similar, pick up and any commercial or working vehicles including large vans are not allowed on the park. Please note we do not currently have a facility to charge hybrid cars. You are not permitted to charge your car using the holiday home electricity.
28. **Behaviour on Park.** Our park is a family holiday park so please ensure your behaviour and that of your party is appropriate and not noisy, offensive or likely to cause any harm or upset to other guests, staff or property at the holiday park. If we feel your behaviour is illegal, offensive, disruptive or inappropriate or is disturbing other guests, we will ask you to leave the holiday park and no refund will be given.
29. **Filming and Photography.** We sometimes have TV and other companies filming or taking photographs on park. We will do all we can to ensure you are not disturbed by this. However, we cannot take responsibility or offer financial award if you do appear in films or photographs. No photography is allowed in swimming pool areas. The use of drones is not permitted at any of our holiday parks.
30. **If you Have a Problem.** We do all we can to make sure you enjoy your holiday with us, but sometimes things may go wrong. If this happens, please tell the Park Reception straight away and we will try and put things right, this may include offering you and your party alternative accommodation. Where this is not possible, we will give you a full refund. Should any problems identified during your holiday not be resolved, please contact our Customer Relations team by email at holiday-ws@outlook.com, no later than 7 days after the end of your holiday.
31. **Cancellation By Us.** Very occasionally, we may have to cancel your booking. If we have to do so we will tell you as soon as possible and you can choose either to have a full refund, or accept alternative arrangements which may include you booking another holiday with us at the current price.
32. **Keeping Safe your Personal Data.** The information you give us in connection with your booking is held by Spreyer Holiday Parks Ltd (as a Data Controller) in accordance with the General Data Protection Regulations 2018. We use this information to help us provide and improve our service to you and to provide you with information about our holidays and holiday homes.

We may disclose this information to companies in the Spreyer Holiday Park Ltd group, and to our agents, contractors, insurers and insurance brokers and their advisers, and to others if we are legally required to do so, or where we believe it is necessary to protect our or another persons' rights, property or safety. When you make any enquiry or purchase with us, we will process your data for marketing purposes. If you do not wish us to send you any marketing information about our holidays or holiday homes, please contact us using the telephone number, address below or email us as owners-ws@outlook.com , so you can opt out. We use CCTV cameras at some locations at our Holidaypark for crime prevention and safety reasons and telephone calls may be recorded for training and monitoring purposes. You should ensure other members in your party know the information you provided and how we use it and agree to it. For further information on how we process your personal data please see our privacy policy.