

Langcliffe Park – Terms & Conditions

Langcliffe 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 Park's full knowledge and agreement.

Condition of Booking

All bookings are accepted on the basis that you, the customer, agree to these items of 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 decline or terminate the booking of any guest(s) whose party makeup or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be given. Any guest who contravenes these terms and conditions will be asked 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 Park's full knowledge and agreement.

As we are a family park, if the complete party were to be under the age of 18, it must be accompanied by an adult.

A maximum group booking of 3 pitches only is permitted when booking on-line and no guarantee can be given that caravans booked together will be beside each other in the park. Group bookings for more than 3 pitches must be arranged directly with the office (call 01729 822387). The park is for use of Caravans, Motorhomes, and Tents, none may be used for commercial or employment purposes. No selling or commercial undertaking, within the park, is permitted. The park reserves the right to deal with any infringement of these conditions.

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.

At the time of making a booking a deposit of £25 per pitch will be required. For all bookings we will confirm your reservation and your deposit 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 will send a reminder email to you, and we 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.

Cancellations

A minimum of 14 days written notice (letter or email), in advance of arrival date will be required for anyone wishing to cancel their booking. If more than 14 days notice is given, the booking may be re-arranged to another date within the season or alternatively a refund can be given minus the non-refundable deposit and a £5 administration charge. Cancellations within 14 days of the customers arrival will not be transferable or refunded. We cannot accept cancellations due to adverse weather conditions. No refunds are available for late arrivals or early departures for any reason.

Holiday Cancellation Cover

Please make sure you have cancellation cover on your holiday insurance policy.

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 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 equipment or in the toilet and shower block. Parents/guardians must ensure that no children under 18 consume alcohol on site.

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 10pm

Dogs and other pets Well behaved dogs are welcome. They must be kept on a short 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. As a family Park we reserve the right to refuse certain dogs if we consider them inappropriate.

Arrivals

Your arrival is welcome from 1pm onwards. All arrivals must call in at Reception, where you will be asked to confirm your occupancy details and sign to comply with the park rules and regulations. Access to the park will not be permitted until payment is received in full. We will then confirm your pitch number and directions to it. If you are in any doubt whether you are on the right pitch please check. Any guest on the wrong pitch will be required to move.

Except by prior arrangement we will not have space if you arrive early. Please advise if you are likely to arrive after 6.30pm week nights, or 8.30pm on a Friday. No arrivals will be accepted after 9.00pm on the day of arrival.

No Shows

If you have not arrived by 10.00am 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 with payment forfeited. We regret to say, no refunds are available for late arrivals or early departures. Please do not ask as refusal may offend.

Departures

All pitches must be vacated no later than 12.30pm on the day of departure. A late checkout of 4pm may be possible at an extra cost, please check with Reception on the morning of departure.

Minimum Stays

There is a 3 night minimum stay over a bank holiday.

Prices

All prices published are inclusive of VAT and may be subject to change without prior notification. However no changes in price will be made on any booking already paid in full.

Pitches

When booking a pitch the size of your unit, e.g. single axle/double axle, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide you with an appropriately sized pitch. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch. We cannot guarantee that caravans booked together will be beside each other on site.

Your pitch is defined by a numbered post. Do not obstruct any unoccupied pitches or numbers i.e

windbreaks, parking of cars etc. If your unit is of maximum length, your vehicle must be parked to the side 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 not allowed owing to fire regulations. Pup Tents are accepted (extra charge) at Park's discretion only. If you already have a large van and awning, there may be insufficient space available during peak periods.

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.

Recycling

With the new Land Fill Tax legislation, 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 the Park
- BBQs are only allowed if raised off the ground, and not placed on wooden picnic tables. No barbecues or gas appliances to be used inside tents or awnings.
- Air rifles, pistols, firearms or weapons of any kind may not be used on 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 one vehicle can be parked next to the pitch. All other vehicles must be parked in the designated parking areas.
- Please make yourself aware of the nearest fire point, in the event of a fire. The designated meeting point is in front of Reception.
- In inclement weather, all vehicles must be parked off the main site in the designated areas as directed.

- Whilst 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 should be supervised.

Liability

Anyone found defacing or causing damage to any building, equipment or property of the Park faces immediate eviction and/or prosecution. The pitch hirer will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any park facilities or to other customers' property. Your vehicles and their contents and accessories are left at your own risk. Langcliffe Park or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the Park nor for any injury, accident or mishap to any person in the Park, unless the same be caused or contributed to by negligence or default on the part of Langcliffe Park or its staff. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

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 except CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

Complaints If you are dissatisfied with any aspect of your stay, please speak to the reception team. In most cases they will be able to help you immediately so that you can enjoy the rest of your stay. However, if you are still dissatisfied you must speak to the Park Management and record your complaint with them. If, at the end of your stay, you feel that we have not dealt with your complaint satisfactorily, please write to the park owners at the office address no later than 14 days after the end of your visit. We can only take action on complaints that are first brought to the attention of the Reception team whilst you are on site and secondly received in writing within 14 days. It is necessary for Langcliffe Park to impose these limitations so that we have the opportunity to resolve the problems experienced.