

## **Holiday Terms & Conditions**

During the Covid-19 pandemic your booking is covered by our 'No quibble guarantee', - in the event of you needing to cancel your holiday you will be able to transfer your booking to a later date without charge or receive a full refund of monies paid, subject you advising us by e-mail or in writing of your wish to cancel at least 72 hours before your holiday is due to commence.

1. A deposit of £100 per week must be made at the time of booking. Please note that the balance of the full cost of your holiday should arrive at Amroth Castle at least 28 days before your arrival date. If this payment is not received by the due date, we will assume that you have cancelled your booking and may re-let your accommodation.

2. All prices are inclusive of VAT at 5%.

3. Your accommodation will be ready by 3:00pm on the day of your arrival. So we have time to sanitise and prepare the accommodation for the next guests, the accommodation must be vacated no later than 10:00am on the day of your departure.

4. Every unit of accommodation is kept in prime condition, and to maintain this standard, should be vacated in the same clean and tidy condition that it was in on arrival. Amroth Castle reserves the right to charge to your credit/debit card, or issue an invoice either during your stay or following your departure for the cost of repairing or replacing damaged property, or for any cleaning that is considered to be more than what would reasonably be required.

5. Each unit of accommodation is equipped with cutlery, crockery, bedding, etc. An inventory list is provided within each unit – please check on arrival and report any shortages to Reception immediately. Any breakages, losses or damage incurred during your stay must be paid for, and Amroth Castle reserve the right to charge to your credit/debit card, or issue an invoice either during your stay or following your departure for the cost of repairing or replacing damaged items.

6. All beds used by small children must be protected by waterproof sheets. Any mattresses found soiled or wet will be replaced and guests will be charged for the cost of replacement as per condition 5 above.

7. Free parking for one car per unit is provided on hard standing within a few yards of your accommodation. Cars must not be driven on any grassed areas. Vehicles may only be driven within the grounds by insured, full licence holders. Young children are playing so for safety reasons it is essential that the Park's speed limit of 10mph is adhered to at all times.

8. Amroth Castle is a family holiday centre so we are unable to accept bookings from nonfamily parties of young people.

9. Children under 16 years of age must be accompanied by a responsible adult in the swimming pool area. There is no permanent pool attendant. For the safety and hygiene of all guests, parents/guardians must ensure that the information and rules on display at the poolside are observed at all times.

10. Children under 7 years of age must be accompanied to our public toilets by an adult.

11. No assignment of booking of any accommodation or any sub-letting is permitted.

12. Sorry, but we do not allow dogs or pets into the Amroth Castle grounds or any of the accommodation.
13. Sleeping in cars or motorhomes anywhere within the Amroth Castle grounds or the erection of any sleeping, play or toilet tents is not permitted.
14. No garbage or refuse may be discharged on to the grounds or anywhere except into refuse/litter receptacles provided.
15. Musical instruments, radios, CD players or other sound equipment must only be played at a volume that displays due consideration for other guests. Please remember that Amroth Castle is a family holiday park, so please keep all noise levels to an absolute minimum after 11pm in the evening.
16. The use, possession or storage of firearms, air or gas operated rifles or pistols, items of an explosive nature (including fireworks) or any other offensive weapon is not permitted.
17. With regard to the interest of our guests, the management reserves the right to decline any accommodation or demand the withdrawal, without notice or refund, of any persons considered undesirable, to be infringing these booking conditions or behaving without due consideration of other guests.
18. Amroth Castle shall be resolved of any liability should the holiday accommodation be unavailable for reasons beyond their control.
19. No liability can be accepted for any loss, injury or damage, either to individuals or their property, arising from or by reason of the occupation of any accommodation or caravan, and the use of any facilities or equipment provided or made available for use by the person or persons occupying and using the caravan or accommodation, or by any other person or persons using the caravan or accommodation by their invitation or permission. The use of all facilities within the caravans, accommodation, park grounds and buildings is at the sole risk of the persons using them