

Holiday Terms and Conditions

Please read these terms and conditions carefully as they set out the basis on which we arrange your holiday accommodation and other services.

Countrywide Park Homes Ltd trading as Countrywide Holidays, act as agents for our private subletting owners.

1. The Holiday Contract Terms

The terms and conditions set out within this document, easy ways to book section and special offers section within our brochure and on our website together constitute the contract between you/your holiday party and Countrywide Park Homes Ltd and will apply to your booking. The person booking the holiday accepts the contract on behalf of all members of their holiday party and any guests that may stay with them in the accommodation with our prior agreement. It is the responsibility of the person booking to ensure that all members of the holiday party accept the terms of the contract set out in these terms and conditions. References to “we”, “us” and “our” in this document are to Countrywide Park Homes Ltd.

The contract between you and Countrywide Park Homes Ltd will become legally binding:

- if you book by telephone when we accept your initial payment (or full payment if you are booking less than 6 weeks before the start of your holiday),
- if you book through an agent when the agent confirms your booking,
- if you book online when your booking is confirmed.

Please note we cannot accept bookings from anyone under the age of 18. Our holidays are primarily designed for people to enjoy peaceful and relaxing settings. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of your booking.

You must check your booking confirmation and booking as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way you must let us know immediately. We regret we cannot accept any liability to make changes if we are not notified of any inaccuracy in any document within 10 days of our sending it out. The terms and conditions of booking may change from time to time, please check at the time of booking. The contract will be subject to English Law and the exclusive jurisdiction of the Courts of England and Wales.

2. Prices

Please note that prices are inclusive of VAT. We reserve the right to alter the prices in our brochure and on our website, which may go up or down in response to changing market pressures. We will advise you of the current price before you make your booking. All of our holiday lodges and leisure homes are owned by Countrywide Park Homes.

3. Use of Your Holiday Home

The duration of your stay will either be for 14 nights (Friday to Friday, or Monday to Monday) 11 nights (Monday -following Friday), 10 nights (Friday-following Monday), 7

nights (Friday to Friday, or Monday to Monday), 3 nights (Friday to Monday) or 4 nights (Monday to Friday).

The usual check in time is 4pm unless otherwise stated on your booking confirmation. The checkout time is 10am. You are obliged to leave everything in a clean and tidy condition and you are responsible for any damage done or loss sustained during your stay unless any damage or loss was caused through our own negligence. Every unit of accommodation is kept in prime condition, and to maintain this standard, the accommodation should be vacated in the same clean and tidy condition that it was in on arrival. Each unit of accommodation is equipped with cutlery, crockery bedding, etc. We reserve the right to charge your credit/debit card, or issue an invoice either during your stay or following your departure for the cost of replacing damaged property or for any cleaning considered to be more than what would reasonably be required.

4. Late Arrivals

As our parks are secured by gate access and an office which is open 9am – 5pm, if you are planning to arrive after 5pm, please let the park know in advance so we can make arrangements for you to gain access to the park and your accommodation.

5. Number in Your Party

The total number in your party must not exceed the capacity of the accommodation as advertised by us. Babies under the age of 2 will be included into the total capacity of your accommodation. Cot space in some of our accommodation is limited and may only fit in the lounge. Call for further details. The person named on the booking is responsible for providing all the party details. Should you arrive at the park and the party details are different to those given on the original booking and you have not notified us of the change in details we reserve the right to refuse to hand the accommodation over to you. In these circumstances, you will have the option of either booking an alternative accommodation at full brochure price (subject to availability) or not checking in. Should the latter option be chosen, you will still be liable to pay our full fees for the holiday and will not be entitled to any refund of any fees already paid. With our sites being for family holidays, we are unable to accept booking from non-family parties.

You are also required to notify us if you intend to invite any guest to the accommodation and notify us of their identity prior to their arrival. If you do not do so, we reserve the right to terminate this agreement and you will still be liable to pay our full fees for the holiday and will not be entitled to any refund of any fees already paid.

6. Paying For Your Booking

When you book you must pay the applicable deposit requested. Standard deposit is 30% of the total at the time of booking. Your balance is due and payable by the printed date in your booking confirmation invoice which will be 6 weeks before your holiday start date. If you book within 6 weeks or less of your holiday start date, payment will be due in full at the time of booking. If the deposit and/or balance is not paid on time, we reserve the right to cancel your booking but only if we have written to you reminding you to pay the deposit and/or balance within 7 days from the date you have made the booking and you have failed to pay the amount outstanding.

7. Changes To Your Booking Made By You

Once a booking has been confirmed by us to you, should you require it to be amended or re-confirmed for any reason then, if we accept this change, an admin fee of £25 will be charged. Up to 6 weeks before the holiday start date you may change your accommodation to another grade within the same park as your original booking and within the same calendar year, or to another holiday park within the brochure or website, subject to availability, payment of the above fee and any outstanding difference in price between the accommodation originally booked and the new accommodation. You may transfer your booking to someone

else/another party (introduced by you and on the basis that they accept and comply with these terms and conditions) at any time providing you pay the administration fee of £25 and any other outstanding balance. Note: Bookings may not be transferred to other parties after the booking has been cancelled by you or us.

Any changes must be made at least 6 weeks before your holiday start date and be confirmed to us in writing by the same person who made the booking or their agent. Where changes are sought to be made within 6 weeks of the holiday start date it will be treated as a cancellation and be subject to the cancellation charges in these terms and conditions.

8. Special Offers

Please claim any special offers when you first make your booking. We are sorry we cannot honour special offers if you do not claim them when you first book. New special offers cannot be applied to existing bookings. Please note where discounts are available these are applicable to new bookings only, promotional availability and may be withdrawn at any time. All discounts offered are to be deducted from the accommodation price only and not the total holiday value.

9. If You Cancel Your Booking

It may be necessary to cancel your holiday due to illness, accident or change of circumstances. As soon as you know you need to cancel please call on 0800 150 3333 (calls charged at standard national rate) and confirm the cancellation in writing. The letter must be signed (where possible) by the person who made the booking or their agent.

The minimum cancellation charge is the deposit paid at the time of original booking. Where repaid, payments by debit/credit card will be refunded back on to the same card. Unless you have a policy providing cover in the event of cancellation, we cannot guarantee any refund of any monies paid will be given. Payments made by voucher or credit note will be refunded by the same method of payment.

If you have not arrived by 10am on the morning after your holiday start date or contacted the park concerned to confirm when you will arrive, we will assume that the holiday is cancelled and the total holiday cost will be forfeited.

Time Length Prior To Arrival Start	Cancellation Charge
42 Days or more	Deposit Paid
41-22 Days	50%
21-8 Days	75%

7 Days or less	100%
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10. If We Cancel Your Booking

Very occasionally, in circumstances of “force majeure” as defined in clause 12 or because we have cancelled the booking because you have not paid the deposit and/or balance of the booking fee, we may have to cancel your holiday. We will always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change as soon as possible and give you the following options:

- a) Accept the alternative arrangements as notified to you,
- b) Choose another available holiday from us at the advertised price
- c) Cancel your holiday with a full refund of any money you have paid

We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

11. Force Majeure

We cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstance which amount to “force majeure”.

Circumstances amounting to “force majeure” include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation which cannot be reasonably remedied to a satisfactory standard before the start of your holiday through fire, flood, explosion, storm or other weather damage, break in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, acts of government, acts of god, epidemic and all similar situations beyond our control.

12. Limitation Of Liability

We accept responsibility for those arrangements for your holiday that are within our control, but we cannot accept liability for any injury, loss or damage suffered by you or any member of your party, unless one of the following applies:

- a) There was wilful damage by us, our employees or agents, or
- b) Death or personal injury was caused by the negligence of Amroth Castle – White House Country Park, our employees or agents.

Our limitation of liability for any loss or damage is limited to the cost of your holiday, except in the case of death or personal injury.

Please note that your personal belongings are your responsibility at all times and we cannot be held responsible for any loss or damage.

We accept no responsibility for information in this brochure relating to local attractions, including details of distances, timings and activities. We provide this in good faith for information purposes only but make no recommendations in respect of any attraction. We have not verified that the listed details are accurate or up-to-date and accept no responsibility for any reliance by you on them. You must make your own enquiries and

arrangements (including, where appropriate, having any necessary insurance cover in place) regarding the attractions with the operators and local tourist information centres. Where we list attractions in this brochure we do not do so as agent for the owner or operator of any attractions and so have no liability for any loss or damage suffered by you whether in contract or negligence as a result of any reliance on the information contained herein, or for any loss or damage suffered by you in visiting or purchasing any ticket for any such attraction.

13. Activities & Facilities

We reserve the right to alter or withdraw amenities or facilities or any activities where reasonably necessary due to repairs, maintenance, weather conditions and circumstance beyond its control. If we have to withdraw amenities or facilities or any activities due to repairs or maintenance then, on the basis that the repairs or maintenance are not emergency repairs or maintenance, we will notify you before your holiday what those closures will be. We regret that we may not be able to notify you of adverse weather conditions or any unforeseen circumstances affecting the activities and facilities on the park. The opening and closing dates of some of our facilities are shown on each brochure entry and the website. For all other opening and closing times please contact the park direct. Opening times may be limited outside the main holiday season.

Swimming pools – Please be advised pool rules are there for guest safety and must be adhered to and that none of Amroth Castle – White House Country Park, Swimming Pools are manned. Children under the age of 8 must be supervised by an adult in the swimming pool. One adult may not supervise more than two children under the age of 8 in the swimming pool.

14. Use Of Facilities

For health and safety reasons some of our facilities have age and/or height restrictions. Please check these when you book. At busy times access to facilities may be restricted. Occasionally we may need to close or withdraw certain facilities (e.g. for health and safety reasons or maintenance or reasons beyond our control) and we are not liable to you if we do so.

15. Infectious Diseases

Infectious or contagious diseases could easily be passed to other guests whilst on holiday. You must inform the Park Manager should you contract any such illness while on holiday. In order to protect all of our park users anyone found to have such an illness may be confined or requested to leave the park. Please note that in such circumstances we are unable to offer refunds and we therefore recommend you take out your own insurance.

16. Licensing Laws

In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 or over. We may require you to show proof of age using an approved form of identification. We accept the following forms of ID; full passport, a new style driver's licence incorporating a photograph, a proof of age card.

17. The Holiday Parks

Most of our parks are in country locations and we try to preserve the rural character. Therefore the park may have areas of uneven ground, unmade up tracks and paths and limited lighting. We ask you to take special care to avoid accidents. Some parks may also have lakes, ponds, rivers and other features. These will be shown in your welcome literature and you should ensure you know about these features and supervise children appropriately.

18. Children

All children must be properly supervised by parents or guardians throughout the holiday. On some of parks we are happy to provide special programmes of events and other facilities, these are not childcare facilities and children remain the responsibility of their parents or guardians at all times. Please make sure you always know where your children are.

19. Guests With Disabilities

Guests with disabilities are welcome at all our parks. Please check for suitability of needs before booking. We do have some parks where we offer specific accommodation suitable for holidaymakers with wheelchairs or mobility difficulties. However, certain accommodation and locations may not be suitable. If your party includes someone with special needs you should tell us about this before you make a booking so we can try to ensure the accommodation and the park are suitable for you. If you don't tell us we can't be responsible if the park or accommodation is not suitable. If you do have special requirements please let us know. We will try to accommodate these but we cannot guarantee this. We also require confirmation as to whether the disabled visitor will be accompanied on their holiday by an individual to attend to all their requirements.

20. Allergies

If any member of your party suffers from an allergy we would strongly recommend that you do not book accommodation which accepts pets.

21. Smoking

Please note all of our accommodation is non-smoking.

22. Damage To Accommodation

You are responsible for any damage caused in the accommodation during the period of your hire. We have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). Accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found. Where accommodation is owned privately and sublet through us as an agent you consent to us passing on your details, and details of any damage done to the private owner.

23. Unreasonable Behaviour

We have the right to refuse to hand over accommodation if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests or to members of staff. In such cases all hire charges paid will be refunded in full as quickly as reasonably practicable, the contract will be terminated and we will have no further liability. We reserve the right to

terminate a holiday after the keys have been issued, if the unreasonable behaviour of anyone in your party is likely to impair the enjoyment, comfort or health and safety of other guests or members of staff. In these circumstances it is unlikely that a refund will be given. Please note we cannot be held responsible for other people's behaviour whilst on holiday with us.

24. Your Vehicle

You should comply with speed limits and parking and other traffic regulations on park. Vehicles are brought into the holiday park at your risk and we are not responsible for loss or damage to these except where it is caused by our negligence or default or that of anyone we are responsible for. Please note most of our accommodation has parking for one vehicle outside of the accommodation. If you are bringing more than one vehicle please contact the park in advance. Sleeping in cars or motorhomes anywhere within our parks or the erection of any sleeping, play or toilet tents is not permitted.

25. Pets

No pets are allowed in any of the properties.

26. Special Requests

We always endeavour to meet any requests made by our guests, however this is not always possible. On that basis we cannot guarantee them, but every effort will be made to satisfy them.

27. Brochure & Website Accuracy

We take every care to ensure that the details in our brochure and on our website are accurate at the time of going to print and continuously update our website, however information and prices may have changed by the time you book. There may be small differences between the actual accommodation and facilities and its description, as we are always looking for ways to make improvements. We will take all reasonable steps to notify you of any changes to, or inaccuracies in any information contained in our brochure and on our website as soon as reasonably practicable after we become aware of that change or inaccuracy. However, we cannot accept responsibility for any errors or results of these. We are not responsible to you for unforeseen events or matters over which we have no control.

28. Data Protection In order to process your booking and to carry out the services we need to use the information you provide to us such as name, address, any special needs etc. Please be assured proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law or under this booking. We will not, however, pass any information onto any person not responsible for part of your accommodation. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. In making this booking you consent to this information being passed onto the relevant person. Your data controller is Countrywide Park Homes Ltd. You are entitled to a copy of your information held by us. If you would like to access this please contact us. All data is held in accordance with the Data Protection Act 1998. Please note we operate the use of CCTV cameras at some of our

parks for crime prevention and safety reasons.

29. Marketing Information

We will hold your information, where collected by us, and may use it to provide you with holiday or special offer information. If you do not wish to receive such information please write to us at our head office address. We will not pass your information on to any third parties for marketing use without your permission.

30. Damage Release

Upon your arrival to the Park you may be required to sign a credit card authorisation form and a damage release document confirming that you accept responsibility for any damage to the Lodge or its contents caused by either yourself or any member of your party. Refusal to sign this document will lead to a cancellation of your holiday and we will not be liable to provide any refund to you.

31. If You Need To Contact Us

If you have comments or feedback about any part of your holiday experience, please in the first instance, report it to the reception on the park as soon as possible. In the majority of cases they will be able to help you immediately so that you can enjoy the rest of your stay. If however, after reporting, you are still dissatisfied and feel that we have not dealt with your complaint satisfactorily, please write to the guest relations department at our head office using the email address below: -Holidays@countrywideparkhomes.co.uk

Please ensure you contact us with the full details, quoting your booking reference number, no later than 28 days after your holiday departure date so that we can conduct a timely investigation into any of the issues you raise. Please note we cannot take any action in respect of any complaint, if it has not in the first instance, been brought to the attention of our park team to allow them the opportunity to rectify the problem.