

# Terms & Conditions of Booking

## • BOOKINGS

- A non-refundable deposit of 30% must be paid at time of booking.
- Bookings are only secured by receipt of deposit, and confirmation has been posted or emailed.
- The balance is payable no later than 14 days before the commencement of your holiday. If we do not receive the balance within this time, your pitch may be re-let. The deposit will not be refunded.
- All payments should be in £ Sterling and can be made by most Debit cards or Personal Cheque (Business cheques will not be accepted) payable to Tamar Valley Camping Ltd. and posted to "Tamar Valley Camping Ltd. The Old Rectory, Gulworthy. Nr. Tavistock. Devon. PL19 8JA." Bookings must be made in advance of sending any cheque.
- Please note regrettably we do not accept Credit Cards.
- Alternative payment methods are possible – e.g. BACS (preferred), Paypal, Debit Card). Guests should enquire for the relevant details to be provided.
- Should you wish to change your booking we can only do this once– should you require a further change then an administration fee of £25 will be applied.

## • PODS

- Pods are to be kept clean and tidy. Smoking is prohibited inside the pods
- One-night stays are valid from Sunday through to Thursday
- Two-night stays are valid Friday & Saturday
- There is a minimum of 3-night stays for all Bank Holidays.
- Responsible dog owners are welcome and the following specifically applies to all bookings:
  - 1 Dog per Pod are allowed - additional fees charged.
  - Dogs are not to be left alone in a Pod.
  - Dogs must be exercised on a lead and always kept under strict control while in the property and grounds. (We are a smallholding and have free-roaming animals and rare-breed animals). There is a designated dog exercising area on site when they may be let off lead.
  - Any fouling must be cleaned immediately.

## • TOURING PITCHES

- Occupation of pitches is from 2.00pm on the day of arrival. The latest time of arrival is 9.00pm unless by prior arrangement.
- Pitches are to be vacated by 11.00am on the day of departure. Failure to do so will incur an additional half day charge.
- Early arrivals prior to 14:00 are at the discretion of the management and may be contingent upon pitch availability.
- Guests returning from activities outside the park, post 9pm, are requested to leave their vehicles in the car parking area. Guests returning by taxi are requested to be dropped off at the entrance gate and walk through. This is to avoid unnecessary disturbance to other guests when noise and headlamps may be intrusive.
- Responsible dog owners are welcome. The following specifically applies to all bookings:
  - 2 Dogs per pitch are allowed – additional fees charged.
  - Dogs must be exercised on a lead and always kept under strict control while in the property and grounds. (We are a smallholding and have free-roaming animals and rare-breed animals). There is a designated dog exercising area on site when they may be let off lead.
  - Any fouling must be cleaned immediately.

- HOLIDAY COTTAGE & APARTMENT

- Our Holiday Cottage & Apartment is for the sole use of our booked guests. Party's are not to be held for entertaining additional visitors. All visitors must be notified to the management in advance of any visit.
- No visitors are to remain in the properties overnight.
- The Cottage is for personal use only. Business users and those intending to use the Cottage as a point of travel to work will not be allowed to stay. Should bookings be received having not disclosed the intention any residing guests may be asked to leave immediately when no refund will be provided.
- The Apartment is suited to short terms stays and Business users are welcome.
- Minimum stays in the Cottage are 2 nights and in the Apartment are 1 night.
- Linen/Towels
  - Bed linen is included in the Cottage & Apartment. Towels are provided FOC and consists of one bath towel and one hand towel per registered guest. Towels are not to be removed from the property to be used as e.g. beach towels. Towels are also not to be used for makeup removal – replacement of towels which cannot be cleaned will be charged for.
- Pets (Not allowed in the Apartment)
  - Responsible dog owners are welcome and the following specifically applies to all bookings:
    - Only 1 well behaved dog is permitted. Please note alternative pets are not accepted.
    - Dogs must be exercised on a lead and always kept under strict control while in the property and grounds. (We are a smallholding and have free-roaming animals and rare-breed animals). There is a designated dog exercising area on site when they may be let off lead.
    - Any fouling must be cleaned immediately.
    - The owner is required to bring the dog's own blanket and/or basket to sleep on – dogs MUST NOT be allowed to lie or sleep on cottage provided linen and towels or furnishings and any hair must be well cleaned up before departing.
    - Dogs MUST NOT be left alone in the property.
    - Dog owners must ensure that their pets are free from parasites./fleas before they occupy the property. Failure to do so may incur a cleaning charge.

- GENERAL

- Everybody must follow any further safety notices / rules that may be posted around the site.
- The proprietors reserve the right to ask any party to leave or refuse entry on to the site of any person or persons, where in our opinion they are causing noise / nuisance / annoyance to other guests, or not adhering to any other rules or conditions of the site. If this happens, there will be no refund given.
- Please keep noise to a minimum in the morning and late evenings.
- Management must be informed of all visitors to the site.
- Use care whilst using barbecues, do not burn the grass or hedges, use the bricks provided for disposable BBQs.
- Always keep to the 5mph speed limit throughout the site.
- Parents are responsible for their children's behaviour at all times and MUST accompany them to the toilet block and use of the facilities in the play area.
- While we encourage visitors to see our animals, we ask that children are always supervised, and obey any keep out signs, do not feed the animals unless invited to by the owners, and treat them with respect. Failure to comply will result in your party being asked to leave the site, without any refund.

- Anyone using the park and its facilities do so entirely at their own risk and we will not accept liabilities for loss or damage to persons and / or property.
- Parents are responsible for their children's behaviour at all times and MUST accompany them to the toilet block.
- Our intention is to provide you with an enjoyable holiday in a safe clean park. Please help us with this ensuring you place all rubbish in the bins provided, and keep your pitch tidy
- Vouchers (Red Letter Days, BuyaGift, Smartbox) are only to be used for bookings of the PODS. They may not be used in conjunction with any other offer and cannot be exchanged or redeemed for money. Vouchers from 3<sup>rd</sup> parties purchased before 30<sup>th</sup> April are eligible to be used up to 31<sup>st</sup> July. We are ceasing using 3<sup>rd</sup> party providers.
- The Site has various buildings with appropriate signs advising of its non-smoking policy in and around public buildings. Any disregard for this policy will result in guests and any visitors being asked to leave with any booking payments being forfeited. Please note to smoke in and around buildings used by guests is considered a Criminal Offence.
- Use care whilst using barbeques, do not burn the grass or hedges, use the bricks provided for disposable BBQ's and place used disposable BBQ's in the bins provided. Wood from hedges and hedgerows is not permitted to be collected or used for any BBQ's or Firepits.
- The use of Firepits is at the sole discretion of the owners and intended use of them must be checked with the owners before their use.

### **Cancellation:**

- If you cancel your booking more than 28 days before your arrival date, you will receive a 100% refund (less the deposit which is non-refundable). If you cancel more than 14 days before your arrival date, you will receive a 75% refund (less the deposit which is non-refundable). If you cancel 14 days or less before your arrival date, no refund will be made. We recommend you take out travel insurance to insure against any cancellation you may make.
- Except as provided above, no refunds are given unless under exceptional circumstances. This does not include bad weather. Any decision is at the sole discretion of the management.
- Once a booking has been confirmed using a voucher (Red Letter Days, Buyagift, Smartbox) it cannot be changed. No refunds are provided for any cancellations. Requests to move/change a booking once confirmed will be at the management's sole discretion, subject to availability and may be subject to an administration charge.

### **(COVID Statement & modification to our terms (These legacy terms are now superseded by 'business as usual', however they may become re-enforcable should either guests fall ill whilst staying, or the Government issues new guidance.**

*These following terms take precedence over all terms above where there is any conflict:*

- *All bookings will be accepted without a deposit until such time as Government guidance allows us to operate as per pre-Covid period – i.e., prior to the 23<sup>rd</sup> of March 2020.*
- *When Government advises that we can re-open, we may approach those who have made reservations to pay a deposit to confirm their stay. This deposit will be non-refundable & non-transferable in ALL circumstances and reflects our administration costs.*
- *Final payments will be accepted when guests arrive on site.)*

- Should a further lockdown or restriction occur, guests will be entitled to remain on the site until the end of their booked stay when they should return to their primary place of residence as per Government Covid restrictions guidance.
  - Whilst the Covid pandemic may have receded any guests who fall ill and need to stay to self-isolate beyond their booked period will be required to pay for the duration of that extended stay in advance and shall not be greater than a maximum of 14 days.
  - Regrettably guests needing to leave before the end of their booked stay will not receive a refund for any unused days.
  - We strongly advise guests to ensure they have sufficient travel insurance in place to mitigate any risks to them fulfilling any booked stay.
- Any clarifications required in advance of booking should be sought. Booking shall be deemed to be accepting these conditions of booking without reservation.

These Terms & Conditions are continually reviewed and may be subject to change/modification without notice.

In keeping with the Data Protection Act we are registered with the Information Commissioner's Office for the purposes of processing payment transactions and the collection of any personal data as a consequence. We do not maintain or use the data either for marketing purposes or onwards transmission. All our booking tools are PCI-DSS compliant. Under new GDPR regulations (May 2018) and DPA 2018 we maintain compliance as we do not process any data other than for bookings and such data is subsequently destroyed. We may in the future as a consequence of developing our services seek to broaden our marketing approach and, in those circumstances, expressed consent will be sought before any use of that data.