

## Booking Conditions – Lodges

Please read these conditions carefully. 'We', 'us' and 'our' means Wicksteed Park Ltd (company number 1183177). 'You' and 'your' means all people named on the booking.

### **1.Booking.**

All offers and bookings are subject to availability. We reserve the right to alter prices on the website. We will advise you of the current price at the time of booking. A binding contract comes into existence once we have received your deposit and we have issued a booking acceptance by e-mail, fax or post. You must check your booking acceptance as well as all other documents. If any information appearing on any document appears to be inaccurate in any way, you must let us know straight away.

### **2.Duration of your stay.**

The usual check-in time is 4.00pm (subject to unavoidable delays). The check-out 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.

### **3.Pricing**

We aim to make sure that the information shown on our website, in brochures and other promotional literature or material we produce and provide is presented accurately. There may be small differences between the actual property and its description. Occasionally, problems mean that some facilities or services are not available or may be restricted. If this happens, we will tell you as soon as reasonably practical after we become aware of the situation.

### **4. Changes to your booking.**

We are able to change bookings to other available dates. A fee of £10 will be charged

### **5. Unforeseen circumstances.**

We cannot accept responsibility or pay any compensation where the performance of the contract is prevented or affected by reason of circumstances which are unforeseen. Such circumstances include the destruction or damage of your accommodation which cannot reasonably be remedied to a satisfactory standard before the start date of your booking.

### **6. Our legal responsibility to you.**

We cannot be held responsible for noise or disturbance which comes from beyond the boundaries of the property. We cannot be held responsible for the failure of public utilities such as water, gas and electricity.

### **7. Disabilities and medical problems.**

It is essential that all booking requests from parties including people with special needs, give us full and clear details of those needs at the time of booking. We also require confirmation as to whether or not the visitor with disabilities will be accompanied on their holiday by an individual able to attend to all their requirements. If we feel unable to properly meet that person's particular needs, we must reserve the right on their behalf to refuse or cancel the reservation.

## **8. Special requests.**

If you have any special requests you must let us know when you make a booking. We cannot guarantee that any request will be met.

## **9. Number in your party.**

The total number in your party must not exceed the capacity of the accommodation as advertised by us.

## **10. Linen, towels and keys.**

Except for cots, bed linen is provided unless stated otherwise. This may be duvets or blankets and sheets. Keys are to be collected from the main park office or security out of office hours (tel. 07739 030124)

## **11. 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 not have any further liability.

## **12. Damage to accommodation.**

You are liable for any damage caused in the accommodation during the period of hire. We have the right to enter any accommodation if special circumstances or emergencies arise, for example if repairs need to be carried out.

## **13. Pets & Assistance dogs**

Pets are not allowed. Registered assistance dogs are accepted free of charge at all locations, subject to the availability of accommodation.

## **14. Your vehicle(s).**

Your vehicle(s), their accessories and contents are left entirely at your risk. We are not responsible for any loss or damage from or to any vehicle from any cause whatsoever.

## **15. Governing law.**

Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law.

## **16. Data protection**

To process your booking we will need to collect and process personal information.

## **17. Cancellation**

Subject to receipt of satisfactory documentary evidence, you will be entitled to a refund for your accommodation less a £25 administrative charge provided that your reason for doing so is any of the following: the death, bodily injury, illness or admission to hospital of any person in your party where the cancellation is certified as medically necessary by a Qualified Medical Practitioner.

