

FLOWER OF MAY HOLIDAY PARKS LTD TERMS & CONDITIONS

CUSTOMERS – PLEASE ENSURE YOU READ THE FOLLOWING PRIOR TO MAKING A BOOKING

Our agreement with You – Please consider the following prior to making a booking:

Our agreement with you binds you, the person named on the booking, and all members of your party, including children and any day visitors. You must ensure that all members of your party are aware of, and accept all of this agreement. It starts from the day the booking is made and continues until the last member of your party has left the park (and includes any extensions of time to your booking).

We have the right, at our sole discretion, to refuse to accept any booking, and obtain the name, age, address and gender of each member of your party before confirming your booking or at any time. You must provide us with full details of your party, which must include you, prior to arrival.

We have the right to cancel your booking, or to instruct you or your party to leave the Park immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly relating to the terms where behaviour and conduct have not been complied with, or where you or any member of your party has been asked to leave any of our Parks on a previous occasion.

For any change in the booking made, please confirm in writing; there is an administration charge of £15.00

There is a £20 charge for unpaid cheques.

Confirmed bookings cannot be altered on the day of arrival. Please notify us if you are going to arrive later than 6pm or at a later date. There are no refunds. The management cannot be held responsible for any change in circumstances.

You must be over 21 to make a booking and there must be at least one capable and responsible adult over the age of 21 on each touring pitch, or in each unit of accommodation. You may not have the majority of persons on any booking aged between 17 & 21. You will be asked to leave if more than the persons stated on the booking form occupy the accommodation/pitch. The members of your party and the allocation of guests in each accommodation/pitch must remain as notified to us. All female & male parties must apply in writing before a booking can be confirmed. You must comply with any adult/child ratios we detail you. Stag & hen parties are not permitted and we reserve the right to ask such parties to leave without refund.

Only ONE car may be parked at each pitch/accommodation. Excuses will not be accepted for a greater number of vehicles. Extra vehicles MUST be parked in the car park and a ticket purchased from reception and displayed in the vehicle window. Transit vans, work or commercial vehicles must be parked in the car park, and are by arrangement only. In the event of any accommodation booked not being available, for any reason whatsoever, the liability of the proprietors shall in no circumstances exceed a refund of any amount already received by them. Flower of May Holiday Parks Ltd. recommends that customers take out their own travel insurance.

Our aim is to provide a relaxed Holiday Park suitable for families.

Please note whilst staying on the Park the following applies:

Flower of May Leisure Centres (where available) are chargeable on a pay-as-you-go basis.

Pitches – you are expected to ensure the area around your pitch is kept clean and tidy. Full facilities may not be available early and late season – please telephone for further details. All young children must be accompanied to all facilities (including bars and leisure complex). It is impractical for them to use the facilities by themselves.

Behaviour and Compliance with this Agreement – your behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated. We may ask you or any member of your party to leave immediately if your conduct is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of other customers, staff or the general public, or is likely in our belief, to breach any of our agreement with you. No refunds or compensation will be given in these circumstances.

Children's Supervision & Parental Responsibility – you are responsible for the supervision of your party under the age of 21. You must supervise your children and babies at all times. Children under 8 must be accompanied at all times on the Park by an adult.

Legislation & licensed premises – We reserve the right to refuse to serve or sell alcohol to anyone who:

- Is under the age of 18, or
- Appears to us to be under 18 (and cannot prove otherwise), or
- We, in our sole discretion, consider a person to have been drinking excessively.

You may not bring or use any shotgun, knife, firearm, archery equipment, fireworks (including sparklers), lanterns, illegal substances or similar to any Park under any circumstances.

BBQ's & Fires - Customers are welcome to bring a bbq to use at their pitch. Please note if you are bringing a disposable bbq it must be lifted off the ground. Our wardens usually have a supply of bricks for you to borrow for this purpose. Customers must not, under any circumstances, light fires or use fire bowls at their pitches.

Photography - Please note still, digital or video photography is not allowed in any changing area or swimming pool. We occasionally take photographs for advertising purposes. If you do not wish to appear in any such material please inform us at the time.

Dogs - Customers bringing dogs onto the Park please note the following:

- Dogs must be kept on a lead at all times.
- Dogs must be exercised either off the Park or on the designated dog exercise area.
- All dog waste must be picked up and disposed of in the bins provided.
- Dogs must not be left unattended at any time.
- Dogs are not allowed in the buildings, on the patio area or playground.
- Flower of May – 1 dog only at any period (subject to prior arrangement).
- Riverside Meadows, Rosedale & Goosewood – 2 dogs only allowed at any period (subject to prior arrangement, touring park only).

Barrier cards - There is a £10 refundable cash deposit required on arrival, at all parks for a barrier card.

Touring/Tents - Strictly no pup tents or gazebos. We do not accept group bookings. Maximum persons per pitch = 6. Please have the size of your tent available when booking, as all confirmed bookings are for the size stated only. ***h V All pitches are allocated on arriva**

Pitches are available from and to be vacated by 12 noon. All our parks have first class, fully tiled toilet and shower blocks. These incorporate disabled toilet facilities, baby changing areas and pots and pans rooms. A non-refundable deposit of £30.00 per pitch is required at the time of booking: the balance is payable on arrival.

Self-Catering Accommodation - All our accommodation is inclusive of electricity, gas and water, and fully equipped with television, microwave, full sized cooker, fridge/freezer and fully fitted bathroom.

Cottages— linen is provided and beds are made up for your arrival.

Caravans/Lodges— there are duvets and pillows for each person, but customers must provide their own linen (sheets, pillowcases, duvet covers and towels). You may hire bed linen/towels- beds will be made up for your arrival. If you wish to hire linen please tick the box on the booking form, or inform at the time of booking.

All 4 berth accommodation has a king size bed, and 6 berth is a standard double, except Rosedale Cottages. Whilst we strive to accommodate requests for a specific unit number –we cannot guarantee this in advance, and reserve the right to offer equal or greater standard accommodation. Pets permitted in specific accommodation only by prior arrangement.

All accommodation is strictly non-smoking.

A non-refundable deposit of £100 per unit per week/part week is required at the time of booking; the balance is payable 6 weeks prior to arrival for all accommodation. No reminder will be sent.

Holiday period

Weekly: Saturday-Saturday: Mini-break: Monday-Friday or Friday-Monday

Flower Of May Holiday Home arrival time - 2pm. Departure time 9.30am

Cottages & Lodges arrival time - 4pm (Rosedale & Goosewood). Departure time 9.30am

Can we help? - Any concerns or assistance you require should be brought to our attention immediately. We always aim to give prompt assistance to you if you are in difficulty and to respond promptly to any concerns you raise so that you can continue to enjoy your holiday. Please note we are not responsible for any matter of which you were aware and did not bring to our attention during your holiday.

And Finally! - If you have any questions or require more specific information regarding our facilities, leisure or entertainment programmes, do not hesitate to contact our booking office 01723 584311 and we will be only too happy to provide further information.