



## Booking Conditions

The usual check-in time is from 12pm (subject to unavoidable delays). The checkout time is 10:30 am and is shown on your invoice. You are obliged to leave everything in a clean and tidy condition. You are responsible for any damage done or loss sustained during your stay. Prices include VAT (where applicable), taxes are at the rate applicable at the time of printing and are subject to change if the rates or application of the tax changes. In the event of a change in the rate of VAT during the course of the year, your holiday will be invoiced at the new amount of VAT unless you have already taken your holiday or paid the balance in full prior to the date of change. Our invoice and booking acceptance is not a VAT invoice.

We reserve the right to correct errors in advertised prices. We will advise you of any error at the time of booking.

We also reserve the right to correct errors in confirmed prices. In this case we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error. We promise we will not seek to correct any error in a confirmed price within 8 weeks of the start of your holiday or more than 7 days after you make your booking.

Making a booking. When you book you are accepting, on behalf of your party, the terms of these booking conditions. A binding contract comes into existence once we have received your deposit and we have issued a hire invoice.

The contract shall be deemed to have been made by our offices and be subject to English Law. We agree to submit any dispute to the exclusive jurisdiction of the Courts of England and Wales. In all cases these Booking Conditions form the basis of your contract.

You must check your invoice and booking acceptance as well as any other documents we send you carefully as soon as you receive them. If any of the information is incorrect you must let us know straight away. We regret we cannot accept liability if we are not notified within 10 days of us sending the documents out.

# Payment

When you book you must pay the applicable deposit requested. Your balance is due and payable 2 weeks before arrival.

## Cancellation by You

Telephone us immediately if you have to cancel your booking and on the same day send us written confirmation quoting your invoice number. Your cancellation is effective from the date we receive your written cancellation. If you cancel a charge will be payable by you to cover our costs.

WE DO NOT operate a scheme of holiday cancellation insurance. Therefore, if you have to cancel your holiday for any reason whatsoever, your deposit is not recoverable. If you have paid in full for your holiday but your holiday booking has to be cancelled because of sickness, accident or injury, jury service, redundancy qualifying for statutory payment, death of any member of your party or a close relation, please submit supporting evidence of claim i.e. redundancy notice, jury service or Doctor's certificate.

Jubilee Fields Caravan Park cannot entertain claims that fall outside these specified reasons for cancellation and any refunds even in these circumstances remain at the discretion of the Park Management.

PLEASE NOTE THAT WE DO NOT provide refunds due to poor weather.

We do charge a small admin charge if you wish to change any details regarding your booking.

We cannot accept bookings from anyone under 18 years of age.

## Cancellation by Us

Very occasionally, in circumstances of 'force majeure' we may have to cancel your booking. If we do we will tell you as soon as possible and offer you an alternative or a full refund. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change.

## Terms and Conditions

We reserve the right to alter or withdraw amenities or facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

# Unreasonable Behavior

We ask all guests, group bookings in particular, to be respectful to other guests during their stay. Please keep noise and foul language to a minimum wherever possible. We have the right to refuse or hand over a pitch if the unreasonable behavior of anyone in your party is likely to cause offence to other guests or to members of staff. We reserve the right to terminate a pitch after it's been handed over, if the unreasonable behavior of anyone in your party is likely to impair the enjoyment, comfort or the health of other guests or members of staff. In these circumstances, no refund will be given.

## Party Type

Group/party bookings, the organiser or leader of a group or party booking is responsible for providing the party details. Should you arrive at your location with such group without notifying us of the required details we have the right to refuse entry to the site. A noise and behavior deposit may be taken on arrival.

Single-sex group bookings are allowed at the managers' discretion. Please contact us prior to making a booking.

A noise and behavior refundable deposit may be required.

## Force Majeure

We cannot accept responsibility or pay any compensation where performance or prompt performance of our contract with you is prevented or affected by reason of circumstances, 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 reasonably be remedied to a satisfied standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

## Children

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. **The site has a deep water dyke adjacent to the recreational area.**

## Your Pet

You must tell us if you are bringing a pet when you make your booking.

**Pets must not be left unattended in accommodation or elsewhere on site and must be exercised on a lead under adult supervision**

**DOGS MUST BE KEPT ON A LEAD AT ALL TIMES**

Animals other than dogs can only be accepted with permission from us first.

In the interest of visitors' safety and the following government legislation we are sorry but we cannot accept the following types of dogs: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino even if the dogs are muzzled as required by government legislation.

Any dog waste is to be picked up immediately and placed into the waste bins provided if it is not dealt with, customers may face a fine of up to £50 at the managers' discretion

## Liability

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any park facility or other resident's property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Jubilee Fields' or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person in the park.

Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

## Comments or Concerns

You must notify any shortcomings with your accommodation to us immediately so remedial action, if appropriate can be taken.

If a significant problem is not resolved to your satisfaction please contact us during your holiday.