

# booking information

At Cofton we cater for families and couples. Our guests' enjoyment is most important so we operate a code of conduct that ensures the uninterrupted pleasure of our guests and we expect a complementary standard of behaviour in return. It is the responsibility of parents to supervise children and young people at all times. We operate fair and strict conditions in regard to the use of the bars and amenities and regarding unnecessary noise and anti-social behaviour.

The terms and conditions apply to all members of the party on whose behalf the booking is made.

## contract

A booking is accepted when you receive a written confirmation from Cofton Country Holidays Ltd. Please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours. If you do not receive written confirmation within 10 days please contact reception immediately. Bookings are not transferable. The terms contained in this contract do not affect your statutory rights.

## booking

The Company reserves the right to refuse acceptance or terminate the visit of any person whose conduct is detrimental to the holiday park or the comfort of other visitors. We cater for family holidays and couples and regret that we do not accept bookings from all male or all female parties of three or more persons. We accept bookings from families on the strict understanding that parents are prepared to supervise children and young people on the Park, especially during the evening and night hours. The persons hiring accommodation shall be exactly as stated on booking. The number of persons, including children and babies occupying the accommodation must not exceed the stated number of berths as shown. Any breach of this condition shall entitle the Company to terminate the booking and to exclude forthwith both the unauthorised persons together with the applicants themselves. The lead name for any booking is responsible for the booking and warrants that he or she is over 18 years of age and that the party will not exceed the numbers stated.

## access statement and policy

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park. This includes a copy of our Terms and Conditions and a booking form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware.

## deposit and balance

We require a deposit of £60 per week in Holiday Homes, Cottages and Apartments or £30 per week for Touring and Tent Pitches, plus the optional Cancellation Plan. The balance is to be paid 28 days before the commencement of your holiday; failure to comply may result in the loss of the deposit and the cancellation of your booking. A reminder will not be sent. The full amount will be due if booked within 28 days of arrival.

## changing your booking

If you want to make a minor change to any of the details of your booking e.g. changing to a different pitch of the same standard or changing the name of a member of your party, we will do our best to assist you, subject to availability. There will be no charge for minor changes.

A change of dates, or any change that affects the price of your holiday, will be treated as a major change. Major changes made at least 28 days prior to the start date of your holiday will incur an administration charge of £20.

Major changes made within 28 days of the start date of your holiday will be treated as a cancellation – see below for cancellation charges

## cancellation

You may cancel your holiday at any time. If you wish to cancel your booking you should advise us immediately by telephone and then send a confirmatory letter via recorded delivery. Cancellation charges are payable on the following sliding scale:-

More than 60 days	Deposit only
29 to 59 days	30% of total holiday cost
15 to 28 days	80% of total holiday cost
8 to 14 days	90% of total holiday cost
7 days and under	100% of total holiday cost

We therefore strongly recommend that you take out our Cancellation Plan. Should you fail to notify us of a cancellation in writing by recorded delivery, you will remain liable for the full cost of the holiday. Refunds will not be made once a booking has been taken up and no refunds can be made if guests depart prior to the end of the booked holiday.

Booking fees will not be refunded for individual party members not arriving or days not taken up due to inclement weather or events beyond our control.

## cancellation plan

Holiday Homes, Cottages and Apartments £2 per night. Touring and Tent Pitches £1 per night. Our Cancellation Plan must be taken out at time of booking and covers your entire party up to 24 hours before your holiday commences against cancellation due to (a) Redundancy or jury service of a member of the party, (b) Accident, injury, illness or death of a member of the party or of a close relative of a member of the party, (c) Pregnancy of a member of the party or close relation. THE DECISION OF THE COMPANY ON ALL CLAIMS WILL BE FINAL.

We guarantee to refund the FULL AMOUNT of deposit and balance paid to Cofton Country Holidays Ltd under this scheme. Please give as much notice as possible and provide the appropriate authoritative document in confirmation of your reason for cancellation, i.e. Doctor's Note, Redundancy Notice or Death Certificate qualifying for statutory payment. Claims outside the specified reasons for cancellation cannot be entertained. The cancellation plan is non-refundable.

## accuracy of description, maintenance or closure of facilities

The Company shall not be liable in the event of accommodation or other advertised facilities or amenities being unavailable due to circumstances beyond their control. Availability and opening times may be subject to change. Some Touring Fields are only available during peak season.

## liability

The owners will not accept liability in respect of any person or the property of any person using the Park however caused or sustained.

## park rules

Additional transportable electric or gas heating appliances or gas primus stoves are not allowed within the Holiday Homes, Cottages or Apartments. Open fires and ground level barbeques are not permitted. Cofton Country Holidays Ltd aim to provide a relaxed holiday and we make as few rules as possible. Those that do exist are for the benefit of all our guests and therefore we ask you to abide by them.

## bars

Bookings are accepted on the strict understanding that persons under 18 years of age are not permitted to drink or buy alcoholic beverages in the park shop or Swan Pub. Young persons must bring some form of identification to prove they are over 18 years of age if they wish to buy or drink alcohol. It is the responsibility of parents to ensure that children and young people under the age of 18 do not consume alcohol on the Park. The onsite bars do not have a club licence and we do not wish to provide this type of facility. The bars close at 11pm and we expect the Park to be quiet shortly thereafter. Parents are responsible for children and young people and must make sure they are with them as from 10pm. Alcoholic and other beverages purchased elsewhere must not be consumed in the licensed bars.

## special requests

Please let us know if you have any special requests when making your booking and we will do our best to accommodate your needs. Every effort will be made to allocate accommodation and Touring Pitches as requested but this cannot be guaranteed.

## dogs

Dogs and other pets are not permitted in Holiday Homes, Cottages or Apartments. Dogs are accepted if you are booking a Touring Caravan or Tent Pitch on condition they are kept on a short lead at all times and exercised in the designated dog walk area. Dogs must never be left on site unattended. Due to health and safety dogs are not allowed in the pool area or inside the bar area. Dogs are allowed on the outside patio area adjoining the bar and pool.

## cars

Car parking is provided for guests using Holiday Homes, Cottages and Apartments. Within the Touring Section we allow 1 car per pitch, 2nd car to be parked in the Car Park. Commercial vehicles are not allowed on the park. Vehicles must not exceed the speed limit displayed within the boundary of the park and must only be driven by holders of a current driving licence, having adequate third party insurance.

## visitors

The accommodation and other facilities are provided for the use of our residents and all visitors to the park are chargeable on a daily basis. Coarse fishing is only available to our guests and not day visitors.

## accommodation

Every effort will be made to ensure your accommodation is available from 3pm, however due to circumstances beyond our control you may have to wait. Cofton Country Holidays Ltd will not be held responsible for any delay. All accommodation should be left in a clean and tidy condition for the next occupancy. You may be responsible for any loss, damage or breakages that occur during your stay.

## coarse fishing

Fishing permits must be purchased from Reception prior to going fishing. Anglers over the age of 12 must be in possession of an Environment Agency Rod Licence which can be obtained from a Post Office. All anglers must observe the fishing rules available from Reception.

## internet access

WiFi is available on the park at a charge and is to be used at your own risk. The user is bound by UK law and Cofton Country Holidays Ltd accepts no responsibility for any loss or corruption of data or damage to equipment.

## lost property

A charge is made for returning lost property to cover postage. Please notify us as soon as possible as lost property is only kept for a short period, after which it is given to charity.

## vat

The VAT Tax Point is the date that monies are received. VAT is included in the tariff at 17.5%. In the event of change in the rate of VAT an adjustment will be made.

## data protection

The information supplied will be stored on computer for the purposes of the future distribution to you of our advertising material and under no circumstances will be passed onto a third party.

## general information

The details in General Information are deemed to be part of the Conditions of Booking.

## complaints

If you have a complaint about anything during your holiday please raise it with Reception immediately and if you wish to pursue it following your departure please write to us within 28 days. However we do suggest that you try and complete a report about the complaint while you are on holiday.

Prices are correct at time of going to print. e&oe.