

NAPPS BOOKING TERMS AND CONDITIONS

NAPPS is a family park for touring caravans, trailer tents, tents and motor caravans. Our guests' enjoyment and safety is paramount, and together with an emphasis on respect and consideration, our aim is to provide a quiet, friendly and relaxed atmosphere for all to enjoy, consequently we think it is fair to insist that parents supervise the conduct of children and young people in their party, particularly during evening and night hours. Please consider this carefully, if you or your children are unable to accept these conditions and standards of behaviour, we respectfully ask that you make your booking at another park. We reserve the right to ask guests who contravene these Terms and Conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any costs or losses incurred by you.

BOOKING CONDITIONS.

We cater for families and couples, and do NOT accept bookings from single sex groups of three or more persons. We reserve the right to refuse any booking.

Bookings may be made in the following three ways:

- 1) Posting the booking form enclosed in our brochure, paying your deposit by cheque, or supplying debit/credit card details.
- 2) Downloading our on-line Booking Form from our website, and using as above.
- 3) Telephoning 01271 882557, to book, providing details of your debit/credit card.

The person who signs the Booking Form or makes a telephone booking is responsible for the booking, and guarantees that they are over 18 years of age. Your booking constitutes a legal contract, and once made, you are responsible for the total pitch fees. The balance of all monies due, according to the booking made must be paid in full as follows: **For all bookings – balance due 28 days before arrival date, the date this balance is due will be shown on your confirmation. No further reminder will be sent. Should any balance of fees owing not be received when they are due, we reserve the right to cancel the booking and re-let the pitch.**

HOLIDAY BEHAVIOUR STANDARDS AND TERMINATION

The Booking is accepted on the strict understanding that persons under 18 years of age are not permitted to buy, or drink, alcoholic beverages, or smoke, anywhere on site. Persons found so doing will immediately be expelled from the park, together with all persons occupying the same pitch. Young people must show identification to prove they are over 18 years of age if they wish to purchase alcohol or tobacco on site. By making a booking with us, you have entered into a Contract in which you undertake, on behalf of yourself and all the persons in your party, to adopt the following standards of behaviour:

- 1) To act in a courteous and considerate manner towards us, our staff, and other guests.
- 2) To supervise children properly to ensure they are not a nuisance, or a danger to themselves or others.

You further agree that you will:

- a) **Ensure all persons in your party under 18 years of age are with their parents after 10.00 pm.**
- b) **Ensure no person in your party will use the play area after 10.00 pm.**
- c) **Ensure no person aged 15 years, or younger, enter the pool area, unless accompanied by a parent.**

Cancellation of the Holiday by You

You may cancel your holiday at any time. Any cancellation must be made in writing. Cancellations will be effective on the day it is received by us. Cancellation charges are payable as follows:

NOTICE GIVEN		CANCELLATION CHARGE
Over 8 weeks	...	No penalty. Deposit refunded
4 – 8 weeks	...	Deposit only.
4 weeks and under	...	100% of total holiday cost.

Please note we do not give refunds for any reason (including adverse weather) once your balance is paid. It is your responsibility to ensure your equipment is suitable, and that you have adequate holiday insurance.

Change, or Cancellation of the Holiday by us

If we are unable to provide the booked holiday and have to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. No claims for compensation in respect of the above events can be accepted.

Pitches

The size of your unit, including any pup tent or gazebo, must be stipulated at the time of booking to ensure that your allocated pitch is suitable. Should you subsequently alter your requirements we will not guarantee to provide an appropriately sized pitch.

You must advise us if you are likely to arrive after 7pm. **If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch. All pitches must be vacated by 10 am on day of departure. Your pitch will be available from 12 noon on arrival day, you are requested not to arrive before 12 noon.**

In consideration for your fellow guests, the latest pitching times on day of arrival are, 9pm during mid and high seasons; 7pm during low season. Please note: it is entirely your responsibility to ensure that you arrive before latest pitching times, failing this you must not arrive on site until 8.30 the following morning to check in and pitch. No exceptions will be made concerning traffic conditions or breakdowns.

We will do our best to site parties of two or more units together, or site you on a specific pitch, if requested. However it must be clearly understood that the acceptance of a booking is not conditional on the allocation of a particular pitch or pitches.

Your pitch number and directions to it will be confirmed when checking in at reception. If you are in any doubt whether you are on the right pitch you must check at reception before pitching. Any guest on the wrong pitch, or not following pitching instructions, will be required to move.

We allow a maximum of 6 persons per pitch.

Only one car may be parked on your pitch. Any additional car, or boat, must be parked in the designated area. Your pitch may be supplemented by one pup tent (subject to size) or one gazebo (not both)

If guests receive **Day Visitors** they must register, and pay, at reception.

Pets

We accept pets by arrangement only under the following conditions:

- a) Keep the dog on a short lead at all times
- b) Ensure your dog is exercised off site and clean up any accidents.
- c) Never leave your dog unattended

We reserve the right to require dog's removal if it becomes a nuisance or danger to other guests. We also refuse to accept breeds we consider inappropriate.

Health and Safety

The speed limit on the park is **5 MPH**.

Guests may not bring lorries, or other commercial vehicles on the park

No recreational vehicles may be used at NAPPS. This includes motorised scooters and skateboards.

Open fires, ground level barbeques or generators are not permitted.

In respect and consideration for all our customers we ask that noise be kept to a minimum after 10pm. Loud music, etc. is not permitted at any time.

We endeavour to ensure the availability of all facilities advertised, but shall not be liable for their non-availability, due to circumstances or events beyond our control.

Data Protection Act - All customers' names and addresses will be kept on file for administration purposes.