

SECTION A

Terms & Conditions for Rookley Country Park, Hillgrove & Field Lane and Island View.

- 1** A booking is the sole responsibility of the person paying the deposit. It is not transferable to another party without prior consent of the Holiday Operator. **Deposits are non refundable** and you will be liable for the balance of the holiday if we are unable to re-let the accommodation booked by you. Payment of your deposit (regardless of whether the booking form has been received) is deemed agreement that you have read and understand our terms and conditions of booking (which are published alongside our tariff on our website and in our brochure). Insurance against cancellation/loss/damage/injury/death is the responsibility of the person making the booking. **We strongly advise that you take out Insurance against such loss and have made arrangements on your behalf with PJ Hayman 0845 2601634 info@pjhayman.com please contact them directly.**
- 2** Balances should be paid a minimum of 7 weeks prior to the holiday arrival date. It is the responsibility of the person who made the booking to make arrangements for this payment. The payment can be taken automatically on the due date with your permission from your credit/debit card. **A budget plan is available please speak to one of our holiday sales advisors (01983 721606).** Unless full balance is received by this date we have the right to cancel your holiday without further notice to you. A charge of £4.00 will be applied to all credit card payments. No charge for debit cards.
- 3** You are expected to ensure that the accommodation allocated to you is kept in a clean and tidy condition throughout your stay and is left in a clean and tidy condition. (Failure to do so will result in a minimum £50 charge).
- 4** Any damage/replacement costs will be charged once a quote has been received from any trades/person.
- 5** Accommodation is available from 16.00 hours (4pm) except where an additional charge has been made (bungalows only) for "speedy check-in" at 12 noon (limited number) Please enquire at the time of booking (subject to unavoidable delays, no compensation will be paid in this instance) and 10.00am on the day of departure.
- 6** Cars must be parked in allocated parking bays/car parks at all times.
- 7** Breakages should be reported to reception immediately.
- 8** Whilst all reasonable care and precautions are taken we accept no responsibility for death or injury to any person/persons named on the booking or their guests and any loss/damage or inconvenience caused by circumstances beyond our control.
- 9** Bookings with a two person discount only will be accommodated in 4 berth accommodation (excluding Hillgrove Premier 2). Accommodation must not be occupied by more than the maximum stated persons (including babies/infants). In the event that more than two persons are found to be residing, insurance becomes void. The management shall require additional payment in accordance with our published tariff. In the event that payment is not immediately received, the holiday shall be terminated forthwith (without payment of refund or compensation) and the members of the party shall vacate the accommodation immediately.
- 10** The management reserve the right to refuse or terminate accommodation at our discretion, if in our opinion any person/persons are guilty of behaviour or conduct prejudicial to the well being of others including staff.

- 11** The management reserve the right to enter the accommodation at any time for the purposes of repairs or inspection.
- 12** In the event of a key being lost, the party leader shall reimburse management the sum of £15.00 per key.
- 13** No music shall be played unless within the accommodation and shall not be audible outside.
- 14** The management reserve the right to vary accommodation allocated either before or during the period of occupation (without notice) together with the right to cancel the booking at any time before arrival, without payment of compensation.
- 15** A charge is made for any persons using our Fishing Lakes (01983 721675 www.fisheries.co.uk) Booking is essential during busy periods.
- 16** The person/persons listed shall be held jointly responsible for any loss or damage to the inventory, and they shall check the said inventory on arrival. The inventory is posted within the accommodation. Any discrepancies or damage should be notified to reception within two hours of arrival.
- 17** Should any equipment break down during your stay every effort will be made to restore the same, or replace with a similar item, which has the same function? If it is not possible to restore the same i.e. washing machines, tumble dryers, dishwashers etc all endeavours will be made to rectify the malfunction but no compensation will be payable.
- 18** Parking is available on all our sites for one car per unit of accommodation only.
- 19** In the event that any member of the party shall not have taken advantage of our hire linen service they undertake to provide their own bed linen. (Each unit is supplied with duvets and pillows to accommodate (only) the number listed. We reserve the right upon finding any bed without sufficient linen to hire the same at our published rates, plus payment for cleaning of bedding used without linen.
- 20** Beds are made up for your arrival in bungalow/apartment accommodation only. Towels can be hired through our linen hire service. Unfortunately due to the loss suffered with damaged and stolen towels, these must now be hired or supplied by the holidaymaker. (Please see our hire tariff table.)
- 21** In the event that management allows (for a charge,) a member to holiday with their dog(s) maximum of 2 Rookley Country Park/Hillgrove/Field Lane, Island View Bungalows, in selected accommodation. It is on the following terms:-
- (a)** Owners will clean up after their pets at all times (minimum fine applies)
 - (b)** Animals will be kept on a lead at all times.
 - (c)** Owners undertake as an explicit term of their booking that their pets are of a reasonable disposition.
 - (d)** It is strictly forbidden for dogs to be left in accommodation unattended for long periods of time. Any breach of the above conditions will result in the holiday being immediately cancelled without payment of compensation.

A list of banned breeds can be seen on our website:

www.islandviewholidays.co.uk this is to comply with public liability insurance requirements.

- 22** Swimming pools at Island View Bungalows, Rookley Country Park and Field Lane/Hillgrove may at times be closed due to repair/maintenance/health and safety issues or during low season where there are low numbers residing on site. (No compensation will be paid in this instance).
- 23** We reserve the right to vary prices (including surcharges at our discretion).
- 24** The owner/holiday provider accepts no responsibility whatsoever for any loss/injury or other perils. Disclaimer notices are clearly visible at the entrances to the properties and at each reception.
- 25** In the unlikely event that you should have cause for criticism or suggestion during your stay, please bring the matter to the attention of the duty manager so that efforts can be made to sympathetically meet all reasonable requirements or rectify any problems. It is considered totally unreasonable to make criticism in writing upon your return home should the holiday provider not be given the opportunity to attend to any reasonable matters arising during your stay. Island View Holidays accepts that the customer has the right of suggestion/criticism but does not accept verbal/physical abuse under any circumstances and will defend its staff/management fully through law. Any abuse will be treated with immediate removal from our property/properties. Island View Holidays has a "zero tolerance" approach to such actions.
- 26** Any special requirements should be sent in writing at the time of booking and is the sole responsibility of the person making the booking.
- 27** Whilst we endeavour to meet the requests for specific accommodation the holiday provider cannot guarantee allocation of specific units or areas. No compensation will be payable in the event.
- 28** Parents and Guardians are solely responsible for the safety of their children at all times whilst on our parks, including the use of our swimming pools (there is no lifeguard in attendance) or our communal areas including play and sports areas.
- 29** You must notify us if you are bringing medical supplies such as hypodermic needles etc onto our parks. This is to ensure safe and proper disposal procedures are adhered to for the safety of yourselves/staff and other guests. (Sharp boxes are not supplied by Island View Holidays and are the responsibility of the person making the booking).
- 30** In the event of a private function taking place in the Midnight Bar (Rookley Country Park) provision will be made in the Lakeside Restaurant during this period for entertainment. (Notice shall be given on arrival of any such event taking place). No compensation will be paid in this instance.
- 31** Any changes by the person making the booking once confirmation has been recorded will incur a £15.00 amendment fee per amendment.
- 32** VAT at standard rate.
- 33** One discount only applies subject to availability, excluding high season and festivals, subject to terms and conditions.
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