

SECTION A

Terms & Conditions for Rookley Country Park, Hillgrove & Field Lane, Island View and Bay Close Court

- 1** A booking is confirmed only when both the signed and completed booking form with the full appropriate deposit are received and our confirmation and receipt has been issued. A booking is the sole responsibility of the person signing the booking form. 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 to make such arrangements.**
 - 2** Balances should be paid six weeks prior to the holiday arrival date. It is the responsibility of the person making the booking to make arrangements for this payment. There is a section on the back of booking form where balances can be taken automatically from your credit/debit card. Unless full balance is received within this period 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. There is no charge for debit card.
 - 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 on your departure (failure to do so will result in a £50 penalty 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 for speedy check-in from 12 noon (bungalows only, limited number). Enquire at the time of booking (may be subject to unavoidable delays). Check-out time is 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 form or their guests and any loss/damage or inconvenience caused by circumstances beyond our control.
 - 9** Discounted bookings for two persons only will be accommodated in 4 berth accommodation (excluding Hillgrove Premier 2 and Bayclose Court). Accommodation must not be occupied by more than the maximum stated persons as noted on the booking form (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, terminate accommodation at our discretion, if in our opinion any person/persons is 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 on the booking form 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.
 - 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 whitegoods i.e. washing machines, tumble dryers, dishwashers etc all endeavours will be made to rectify the malfunction but no compensation will be payable due to unforeseen circumstances. We do however carry spares.
 - 17** Parking is available on all our sites for one car per unit of accommodation only.
 - 18** 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 on the booking form. 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.
 - 19** 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.
 - 20** In the event that management allows for the party to holiday with their dog(s) a maximum of 2 are permitted at Rookley Country Park/Hillgrove/Field Lane only. The following terms apply:
 - (a) Owners will clean up after their pets at all times.
 - (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. Any breach of the above conditions will result in the holiday being immediately cancelled without payment of compensation.
 - 21** Following confirmation of the booking in accordance with the booking form any subsequent alterations will result in an additional charge of £15.00 per alteration.
 - 22** We reserve the right to vary prices (including any surcharges) at our discretion.
 - 23** The 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.
 - 24** 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 solve 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.
 - 25** Any special requirements should be sent in writing at the time of booking.
 - 24** 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 paid in the event.
 - 26** Parents and Guardians are solely responsible for the safety of their children at all times, whilst on our parks including the use of the swimming pools (there is no lifeguard in attendance) or our communal areas including play and sports areas.
 - 27** 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.
- 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.