

Terms of service

TERMS AND CONDITIONS – TOURING

1. Postponement and cancellation

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so. The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

- 1.1 We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.
- 1.2 Either of us has the right to cancel your holiday, or any unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Unavoidable Costs"). If your holiday has started, then we will refund in full any days unused when we cancel, again less any unavoidable costs. We will not charge an administration fee.
- 1.3 Either of us also has the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any unavoidable costs.
- 1.4 An administration fee of 25.00 will apply to all cancellations over 84 days. A £25 administration fee is also applicable for amendments requested after booking, however, any minor amendments to the booking will not incur any charges. The administration fee is non-refundable

2. Changes to our facilities and services

2.1 We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

2.2. If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to

cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee, and we will not deduct any unavoidable costs.

3. Booking Conditions

3.1 We cater for families and couples and do not accept bookings from large groups. We reserve the right to refuse any booking and bookings can be made in the following ways:

- By telephone
- Online

3.2 The person who signs the booking form is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated on the booking form. This is also an acceptance and acknowledgement that the information supplied in relation to all the details of the Motor Home or Touring Caravan, including the size, is correct.

4. This Contract

4.1 This contract is with Coastdale Parks, 9 Burscough Street, Ormskirk, Lancashire, L39 2EG. A contract exists as soon as we have issued our confirmation form and you should 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.

4.2 The terms contained in this contract do not affect your statutory rights.

5. The Price of the Holiday

5.1 To confirm your booking you must pay a deposit of 15% of the total cost of the holiday (minimum £50). There is a minimum charge of the price of a one-night stay. The price will not be subject to any change unless the rate of VAT changes in between your booking date and when final payment is made when we may adjust the VAT rate you pay (unless you have already paid for any services in full before the change in the VAT rate takes effect).

5.2 The balance of the price of your holiday must be paid at least 56 days before the start date. No reminder will be sent to you. If the balance is not paid by the deadline then we are entitled to cancel the holiday and retain your deposit, unless we are able to re-let the pitch in which case we will refund your deposit, less any incurred expenses. We will confirm the deadline date for final payment when we confirm your booking.

6. Cancellation of the Holiday by you

6.1. You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable as follows:

More than 84 days - Refund minus £25 administration fee.

56-84 days - Full deposit due

22-55 days - 50%

8-21 days - 75%

7 days or less - 100%

7. Change or Cancellation of Holiday by us

7.1. If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

7.2. This will include unforeseeable or unusual occurrences beyond our control to include war, threat of war, riot, terrorist activity, natural or nuclear disaster, fire and flooding.

8. Holiday Behaviour Standards and Termination

8.1. By making a booking with us you have entered a contract in which you agree to, on behalf of yourself and the people in your party (including children), to keep to the following standards of behaviour:

To act in a courteous and considerate manner towards us, our staff and anyone else on the Park, including other customers.

To supervise children properly so that they are not a nuisance or danger to themselves or to other people using the Park.

8.2. You further agree that you will not:

- Commit any criminal offence on the park or in its vicinity or undertake any criminal activity;
- Commit acts of vandalism or nuisance on the Park or in its vicinity;
- Keep or carry any firearm or any other weapon on the Park ;
- Keep or use any unlawful drugs on the Park or in its vicinity;
- Create any undue noise or disturbance or commit antisocial behaviour at the Park or in its vicinity;
- Carry on any trade or business whilst on the Park.
- Quiet hours are from 11.00pm until 8.30am. Please respect your fellow guests and keep noise to an absolute minimum.

9. Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

10.1. The speed limit on the park is 5mph

10.2. All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.

10.3. Guests are not allowed to bring Lorries or other commercial vehicles onto the park. This includes motorised scooters.

10.4. Nothing in these rules prevents the use of a disability scooter where this is required to support a disability.

10.5. No mechanical or repair work is to be undertaken on the park, with the exception of emergency breakdown agencies.

10.6. Only one vehicle can be parked next to the pitch. All other vehicles including trailers must be parked in the main parking area and even then, only by prior arrangement made at the time of booking. The number of vehicles on the park per booking, should not exceed one.

10.7. In the unlikely event of a natural disaster or emergency requiring implementation of the park's Emergency Action Plan you will be notified by our Management.

10.8. Please make yourself aware of your nearest fire point. This information can be found displayed in Reception.

10.9. Our full health and safety policy and Emergency Action Plan are displayed for inspection in Reception.

11. Dogs and Other Pets

11.1. You must not bring any pets or animals when you visit the Park except the following: Not more than 2 dogs(s) (other than any of the breed's subject to the Dangerous Dogs Act 1991 and any subsequent amendments made to it).

11.2. If you bring your dog with you when you stay with us you must:

- Keep the dog on a short lead on the park at all times
- Clean up after your dog
- Use the designated bins provided for dog waste
- Do not leave your dog unattended at any time and always in the care of a person aged 18 years or over
- Do not permit your dog to cause a noise nuisance to other guests
- We reserve the right to ask the owner to remove their dog from the park if it is a nuisance or danger to others.

12. General

12.1. You must not have external fires, including incinerators. However, adequately supervised barbecues are permitted with the prior permission of the park.

12.1. Only breathable type ground sheets are permitted on grassed areas.

12.2. The use of generators is not permitted.

12.3. Please note that should you wish to extend your stay beyond the booked dates, although we will try to accommodate your request we are unable to guarantee either the extension or that the same pitch will be available.

12.4. No refunds will be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

12.5. The prices listed include VAT.

12.6. The information supplied on the Booking Form will be stored securely on computer for administrative purposes.

12.7. The information supplied will only be kept as long as it is necessary to administer your booking, and to fulfil any regulatory requirements.

12.8. If you wish from time to time to receive news of special offers from our park please tick the appropriate box on the booking form, which will confirm your assent to these terms.

13. Pitches

13.1. The size of your unit inclusive of the tow bar (in metres) must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

13.2 Please advise us if you are likely to arrive later than 9pm. If we have not heard from you within 48 hours of your expected arrival and you have not notified us of the reason for your delayed arrival we will consider you to have cancelled your booking.

13.3. All pitches must be vacated by 10am on the day of your departure otherwise an additional night's pitch fee will be charged. You are requested not to arrive before 12 noon and no later than 10pm.

13.4. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

13.5. Your pitch number and directions to it will be confirmed on arrival. Please contact the park to make arrangements for arrival outside of normal working hours. If you are in any doubt whether you are on the right pitch, please check with a member of staff. Any guest on the wrong pitch will be required to move.

13.6 Please note that where you have paid for an awning, the cost will not be refundable in the event of the weather preventing you from using it.

14. Complaints

14.1. If you have a complaint about anything during your holiday, please raise it with a member of our staff immediately.

14.2 If you wish to pursue a complaint following your departure please email: customercare@normanhurst.net or write to us at: Coastdale Parks, 9 Burscough Street Ormskirk Lancashire L39 2EG, within 7 days of your departure. However, we do ask that where possible, you raise your complaint while you are on holiday.