



## Terms and Conditions

### Booking Confirmation

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Deposits are non-refundable and may only be transferred at the park's discretion. Please bring your booking receipt and payment card when checking in at reception. Any booking that has not had its balance paid by the due date will be cancelled with all monies already paid being forfeited.

### Deposits

A 20% non-refundable deposit is due at the point of reservation. The full balance of your booking total will be due **4 weeks prior to the date of arrival**. If the balance is not received by this time we reserve the right to cancel your booking with no refunds due. Any balance paid is also non-refundable and we strongly recommend you obtain sufficient holiday insurance to cover you for any cancellations that may occur.

### Conditions of Booking

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Eastern Beach Caravan Park and its facilities are intended for family holidays. We are therefore sorry that we cannot accept any single sex parties.

### Changes to your holiday during your stay

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

### Amendments to your booking

Any date changes or transfers of your booking are solely at the Park's discretion and will incur a £20 administration fee.

### If we make any major alterations to your booking

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

### Arrivals and departures

Check-in is from **3pm** and we ask guests to leave by **10am** on their day of departure. Fees will be incurred for delayed departures. Please visit the Reception upon your arrival in order to check-in.

### Use of your holiday accommodation

Only those people listed on the booking sheet can occupy your accommodation. Any unregistered guests will be asked to leave and could result in your booking being cancelled with no refunds given.

## **Park Rules**

- All persons should use the park safely and not cause danger to others.
- No loud music that interferes with other guests' enjoyment.
- Quiet time is from 10.30pm. Children must be in caravans by 10.30pm.
- Alcohol may be consumed in your caravan or within the licensed areas.
- No smoking in holiday caravans or inside communal areas.
- Open fires are strictly prohibited.
- Barbecues are allowed by prior permission.
- Clothes lines outside caravans are not permitted except for window airers.
- All vehicles must be roadworthy and no mechanical repair work is to be undertaken on the Park.
- The speed limit is 5pm and we ask this limit to be observed at all times.
- Refuse should be placed in the bins provided and not left by your caravan.

## **Children**

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. Any child whose behaviour is deemed inappropriate by the Park will be asked to leave along with the rest of their party.

## **Pets**

Well behaved dogs are very welcome on the Park, in our communal areas and to stay in our designated pet friendly holiday homes. You accept full responsibility for the behaviour and conduct of your dog. Dogs must be kept on a lead at all times. Please ensure you pick up after your dog (bins are provided). Dogs are not allowed to be left unattended in the holiday homes whatsoever. Any guest found flouting these rules will be asked to find immediate, alternative accommodation for their pet.

## **Rules and Regulations**

The person completing the booking is responsible for the conduct of their party, It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Eastern Beach Caravan Park reserves the right to ban individuals from future use of the park.

## **Liability**

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any park facility or other resident's property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Eastern Beach Caravan Park or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person in the park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

## **Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Eastern Beach Caravan Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.