

Cancellation Cover

When making a reservation you will be offered the option to take out our cancellation plan which covers you and your holiday party. Simply add our cancellation protection to your holiday booking:

£16 per full week
£10 per short break
£10 for touring holidays (regardless of the length of stay.)

Our cancellation protection covers cancellation should you or any other member of your holiday party be unable to travel due to sickness, bereavement, redundancy or jury service.

Proof in the form of a doctor's certificate, employer's or court notification will be required in writing, by recorded delivery, prior to your confirmed holiday start date.

Customers covered by our cancellation plan and complying with any of the said conditions in respect of their holiday will be entitled to the following:

56 days or more Full refund given (less the deposit)
55-40 days notice 20% of total holiday cost will be retained (or the deposit, whichever is greater)
40-29 days notice 50% of the total holiday cost will be retained (or the deposit, whichever is greater)
28-14 days notice 80% of total holiday cost will be retained (or the deposit, whichever is greater)
14 days or less 100% of total holiday cost will be retained

No deposits under any circumstances will be refunded. Should you elect not to take cancellation cover and wish to make any amendments to your reservation such as a change of date, change of park or change of accommodation a £20 administration fee will be payable.

If cancellation cover is not taken and you wish to cancel your booking, this will result in full loss of monies.

In exceptional circumstances, at our discretion and providing more than 14 days notice is given, we would consider transferring any monies paid to an alternative travel date within the same season. When changing dates, any difference in the brochure tariff due to a change of dates would be added to your booking.

Data Protection Administrator, South Lakeland Parks Ltd, Helme Bank, Helme Lane, Natland, Kendal, Cumbria, LA9 7PS.

Booking Terms and Conditions

Accommodation

Please be advised that the bed configurations in our holiday homes may vary so please check at the time of booking.

Except for cots, bed linen is provided. Please take bed linen for cots as required. Towels are also provided.

Please be advised that when booking on-line, you will be allocated the first available pitch. Any special requests or requirements must be organised through our reservations team. If you book on-line and want to make a special request after the event and have not taken the cancellation cover, you will be charged £20 administration fee.

As some park irons and ironing boards are only available upon request.

Pricing

The price displayed in the brochure shows the holiday cost for the holiday date and accommodation by park. The prices and charges shown are inclusive of VAT (where applicable). South Lakeland Holidays Ltd reserves the right to amend the VAT element of our pricing in the event of any government changes. Additional supplements may apply such as cots, pets, etc. We guarantee once you have made your booking and paid a deposit we will not increase your holiday price unless you make a change to your booking.

All special offers are subject to availability at the time of booking, and to specific offer terms and conditions. Our offers may be withdrawn at any time and may only apply for a specific period of time and cannot normally be combined with any other offer. Once your holiday has been confirmed, any special offers that are made available can not be redeemed against your existing booking.

Our 2012 price freeze applies to all categories of accommodation, excluding the newly introduced Standard Caravans at Fallbarrow and our touring tariffs. £10 online discount is valid on full price holidays only, excluding touring. £10 discount applies per booking made online and excludes any other offer. £50 low deposit offer excludes touring. Deposits are non refundable.

Payment

Payment can be made in full or by deposit to secure your holiday booking. Deposits will only be taken during our deposit offer period. Full balance payment for your holiday is due no later than 8 weeks before the start of your holiday. Balance reminders will not be sent. Please keep your final confirmation safe as you must present this on arrival at your Holiday Park. **IMPORTANT** - If the balance is not received by the due date then your holiday will be treated as a cancellation. Bookings made within 8 weeks of the holiday start date must be paid in full at the time of booking. Cancellation cover available, please ask at the time of booking.

Check in & Check out

Accommodation is available from 4pm. We ask that you vacate your accommodation by 10am on your day of departure. Touring arrival and departure time differ. See page 18. Guests arriving early are welcome to check in and enjoy the park facilities until their accommodation is ready.

Late arrivals

If you expect to arrive after 6pm please let the park know to arrange key collection.

Non arrivals

Unless the park is notified, accommodation not claimed by 8am on the day following the arrival date will be treated as a cancelled booking and the accommodation may be re-let.

Security deposits

A refundable deposit of £20 (payable by cash or a credit card) will be taken on check-in at your selected park as a key security deposit (£150 if staying at Green Farm Cottages). Some of our parks will take an additional £10 for a barrier pass on park. Touring bookings may be charged a £20 refundable deposit for facility keys.

Damage to accommodation

Holidaymakers are liable for any damage caused to accommodation during the period of hire. Guests are expected to treat our holiday accommodation and park facilities with care and respect so that others can continue to enjoy it in the future.

Any accidental damage must be reported to reception immediately, so that we can make a repair or replacement. Accommodation may be inspected at the end of a stay and any loss or damage will be payable on departure.

Party type

South Lakeland Holidays parks and facilities are primarily intended for family and adult holidays only, although group bookings are considered. Please note, we may request groups to pay a retainer at the time of booking. Please contact our Reservations Team direct to discuss your requirements.

Single sex groups are not accepted unless arranged directly with the Reservations Team.

Guests with disabilities

We aim to make our holidays and facilities available and accessible for all. Our disabled holiday homes are not suitable for independent wheelchair users travelling alone. Please discuss your requirements with us in detail before making your booking to ensure a holiday that will meet all your needs and expectations.

Unreasonable behaviour

We reserve the right to terminate a holiday if the unreasonable behaviour of any member of your party is likely to impair the comfort, enjoyment or health of guests or members of staff. In such cases, no refund will be given.

Children

All children must be properly supervised by parents or guardians throughout your holiday. We are happy to provide children's activities at some of our parks but we do not offer childcare facilities. Children remain the responsibility of their parents and guardians at all times. Please make sure you always know where your children are.

Preserving our parks

Some of our holiday parks are positioned in rural locations and we strive to preserve their unique rural character. Therefore the park may have some uneven ground, un-surfaced tracks, roads and paths and limited lighting. South Lakeland Parks would request that all guests familiarise themselves with the layout of the park and the location of lakes, ponds, rivers and ensure that children are supervised accordingly to avoid accidents.

Your pet

We welcome well-trained dogs in selected accommodation at many Parks but dogs that are specified in the Dangerous Dog Act 1991 are not permitted. You must advise us of the breed of your dog at the time of booking. We charge £35 per dog per week and £25 per dog per short break, with a maximum of two dogs per booking. Touring guests will be charged £4 per night per dog. We reserve the right to require the owner of any dog or pet considered disruptive or affecting the comfort of guests to remove it from the Park. There is no charge for registered assistance dogs for disabled guests in our caravans or lodges.

Other pets may be permitted at our discretion. Please contact central reservations on 015395 69835 to discuss charges prior to making your booking.

Complex passes

Complex passes are supplied to every guest booking holiday accommodation and are included in the price of your holiday if staying at White Cross Bay, Ocean & Regent. Complex passes allow you use of the swimming pools, leisure and entertainment facilities.

Passes will be given to guests on arrival. Charges apply to replace lost or misplaced passes.

Certain facilities and activities are subject to an additional cost or refundable deposit. Touring and holiday hire guests staying at Fallbarrow and Limefitt can use the on-park leisure facilities at White Cross Bay for an additional charge. Payment for use of these facilities must be taken at the time of booking as passes cannot be purchased on park. Age restrictions apply.

Brochure and website accuracy

South Lakeland Parks takes every care that the details in this brochure, supportive marketing literature and online website is accurate and up to date. South Lakeland Parks Ltd is not responsible or liable for any errors, inaccuracies or omissions, misuse, loss (pecuniary or otherwise) or conversion of any data or information contained in, or derived from, this brochure or from the results obtained from the use of any data or information contained on the brochure. All the information provided "as is" with no guarantee of completeness, accuracy, timeliness or results obtained from the use of this information and is provided without warranty or representation of any kind either expressed or implied.

Photographs shown are typical examples of our accommodation fleet. Models and sizes may vary.

Changes by South Lakeland Parks

We reserve the right to make changes or withdraw amenities, facilities or activities without prior notice and are unable to accept liability for the loss of an advertised product or service, or to pay compensation for any inconvenience caused. Where possible, we will advise you of any significant changes prior to booking and endeavour to advise guests already booked of any significant changes as they occur or prior to arrival.

The operation of our Parks is subject to legislation and the guidelines laid down by the Health and Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services in order to meet these standards. In extenuating circumstances accommodation, entertainment, sports activities or any facility may be temporarily withdrawn. This may be due to maintenance, renovation, adverse weather conditions, changes in governmental legislation, or any other factor outside our control. Where this happens we will provide the following options:

- A replacement holiday comparable or superior to the one booked
- A replacement holiday together with the difference in price between the replacement holiday and the holiday booked
- A full refund

In addition to the above and provided it does not arise from circumstances beyond our control, such as adverse weather conditions, we will also pay you compensation for actual losses provided these are supported with receipts. We do, however, reserve the right to make minor changes to the facilities and entertainment published in our brochure without any obligation to notify you.

UK Law

In line with current legislation, please note that with effect from July 1st 2007 all South Lakeland Parks follow the new legislation meaning that all our revenues are designated no smoking areas. Outside smoking areas will be provided. We would also ask all holiday makers to refrain from smoking in all holiday hire accommodation.

In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 or over. We may require you to show proof of age using an approved form of identification. Some venues have age restrictions covering certain times.

Comments or concerns

The Company will do everything possible to give you an acceptable standard of accommodation. However, if there is a problem please report it immediately to reception. We will use our best endeavours to resolve the problem as quickly as possible. If we are unable to resolve the problem we will move you to an alternative unit in the similar or upgraded category (subject to availability). If at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the Reservation Manager at our head office address within 28 days of your return. You will then receive acknowledgement allowing us 14 days to investigate.

Our agreement

The holiday contract is an official agreement between the holidaymaker and South Lakeland Parks Ltd and comes into effect when either of the following "booking conditions" is met:

a. We accept your booking and deposit payment by issuing written confirmation

OR

b. When booking by telephone or online, we inform you your booking is confirmed

For all claims other than death or personal injury, which result from the non-performance or improper performance of our contract, we may compensate you through either monetary payment or offer you a reduced or complimentary holiday break. No compensation will be payable unless matters have been reported in line with our complaints procedure as set out in paragraph 11. Where alternative accommodation has been offered and refused we reserve the right not to make any further compensatory offers.

Data protection

South Lakeland Parks Ltd is registered as a data controller under the Data Protection Act 1998. The Data Protection Act places obligations on users of personal information and lays down principles for its use. Information has to be processed fairly and lawfully and you are entitled to know how we intend to use any information you provide. We use CCTV cameras at some of our holiday parks for crime prevention and health and safety reasons.

South Lakeland Parks Ltd will use the personal information that you or your Travel Agent provide to process your booking and provide you with your holiday. We may also need to pass your information to third party service providers such as insurance companies and travel providers. We will only correspond with the lead customer on the booking. It is your responsibility to inform all other members of your party what information about them you are providing to us, and what we will use it for. Where you have booked your holiday through an Agent, or have asked us to book any additional facilities on your behalf you should also refer to the agent/service provider's own data protection policy for details of how they will use your personal information. South Lakeland Parks Ltd, and carefully selected third parties, will also:

- use your information for internal statistical, market research and recording purposes.
- Share this information with other companies within the South Lakeland Parks Group.
- Use your information to contact you about other services brought to you by South Lakeland Parks Ltd or our trading partners (if you do not wish to receive such information please contact our Reservations Team).

Marketing

South Lakeland Parks will hold information to keep you updated on news and special offers. If you do not wish to receive information from us, please write to us and we will remove you from our mailing list.

Disclaimer

South Lakeland Parks Limited, Helme Bank, Helme Lane, Natland, Kendal, Cumbria, LA9 7PS. Tel: 015395 69835 Fax: 015395 61838 Email: enquiries@southlakelandparks.co.uk Website: www.slholidays.co.uk

South Lakeland Parks Ltd is registered in England and Wales. Company's registered address: Addleshaw Goddard, 150 Aldersgate Street, LONDON, EC1A 4EJ. Registration number 2906868.

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