

Lovat Holiday Parks – Booking Terms & Conditions

Paying for your holiday

A £50 deposit, or full payment if the total balance due is less, is required per break or per week booked at the time of booking to secure your holiday.

Full payment is due 6 weeks prior to arrival. If the arrival date is within 6 weeks, then full payment will need to be made at the time of booking.

We accept credit or debit card payments only (no cheques) and no holiday booking can be held for payment on arrival.

In the event that we do not receive full payment within 48 hours of the due date we reserve the right to cancel your holiday booking and no refund will be due to you.

All deposits are non-refundable.

Holiday Information

If you will be arriving after 5pm please notify the park directly to ensure arrangements are made for a late check-in.

If you do not check-in for your holiday on the booked arrival date without prior notice, we reserve the right to cancel your booking after 1pm on the following day and no refund will be due to you.

If you check-out before your booked departure date no refund will be due to you.

It is your responsibility to check that all the details shown on your holiday booking confirmation are correct. If there are any errors, please notify the park directly as soon as possible.

Terms and conditions of booking

By entering into a holiday booking contract with us you are agreeing;

- To abide by our park rules. This applies to you and all members of your party. Failure to do so may result in you and your party being asked to leave the park and no refund will be due to you
- That your holiday is for recreational and leisure purposes only
- That all vehicles and other items of equipment brought on to the park are maintained to the appropriate safety standards and that you hold appropriate insurance including third party cover

If we need to cancel your holiday booking any payments made will be refunded in full. We accept no responsibility for any incidental or consequential loss that may arise due to the cancellation of a holiday booking and our liability will only extend to payments already paid by you.

If you arrive on the park with equipment different to what was originally booked or more people in your party, we reserve the right to (a) restrict the units / people allowed to use the pitch, (b) allocate

additional units / pitch(es) if available at the appropriate charge, or (c) cancel your holiday booking and no refund will be due to you.

Continental caravans must be arranged at the time of booking and a call must be made to the park to confirm the holiday booking.

We will not accept bookings that exceed the maximum pitch size. If your tourer or motorhome exceeds those limits, you may be required to leave the park or pay for an additional pitch if one is available. This will be at the absolute discretion of the park management team and no refund will be due to you.

You may request a particular holiday home and/or pitch however, this cannot be guaranteed, and we reserve the right to re-locate the holiday booking if we need to without prior notice to you.

We may at times need to close certain facilities throughout the holiday season and where possible we will advise you prior to your arrival. This will be at the absolute discretion of the park management team and no refund will be due to you.

Number plate recognition systems are installed on many of our parks, so we ask that your number plates are clean and undamaged to ensure easy access in and out of our parks. Some non-standard plates may require a barrier remote, for which a £10 cash deposit will be required (this will be refunded on departure).

The electricity supply on our electric pitches is a maximum of 10 Amps. You will need to use your own leads which must have standard campsite plugs and be RCD protected. Anything used on the electricity supply must not cause an overload and hold a current portable appliance testing certificate. Water points are shared with other pitches so cannot be left connected.

If you cause a disturbance which is a nuisance to others, including the prohibited use of generators, you may be asked to leave the park and no refund will be due to you.

Anyone staying on one of holiday parks and using our facilities does so at their own risk. We accept no liability for the loss or damage to any property.

The lead guest on the holiday booking is responsible for all payments and the behaviour of all members of the holiday party. The minimum age of a lead guest is 21.

We only sell alcohol to anyone over the age of 18. We reserve the right to request to see an approved form of identification – passport, photo driving licence or valid identification card when purchasing alcohol on our parks.

If you have any issues or complaints during your stay with us, please let us know before you leave the park as we will not be able to rectify these once you have left.

Guest restrictions

To achieve a friendly, family atmosphere for families and couples, we reserve the right to refuse or cancel bookings (without refund) from (a) persons under the age of 21; (b) all-adult, single-sex groups including hen or stag parties; (c) solo travellers (if we feel the reason for your stay isn't in line with our family focused values); or (d) anyone else who we think might spoil things for other guests.

If you want to travel as part of a group that would occupy two or more holiday homes or pitches, please contact the park directly. Not all our parks are suitable for groups and we reserve the right to

decline your holiday booking. If we do accept your group booking, we may ask for a deposit prior to your arrival

We do not knowingly allow any guest to use or visit our parks who: (a) has an unspent criminal conviction; (b) has an entry on a criminal register (including the sex offenders' register); (c) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour; (d) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (e) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you do not disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your holiday booking and we will ask you and the other members of your party to leave the park and no refund will be due to you.

Holiday Extras

You can add extras such as cots, highchairs etc at the time of booking your holiday. These will be subject to a hire charge and a £10 deposit will be required (this will be refunded on departure).

For peace of mind we can offer Holiday Protection Cover at a cost of £10 per holiday booking.

If you or a member of your party has a disability, restricted mobility or access requirements, please contact the park direct before making a booking. Our team can give you advice and information about our parks, holiday homes and facilities. We will do our best to meet your requirements, but they cannot always be guaranteed.

We accept up to two well trained dogs per holiday booking. We will not permit dogs that are listed under the Dangerous Dogs Act which are: Pit Bull Terrier, Dogo Argentino, Fila Brasileiro and Japanese Tosa. We can sometimes take other types of pet - but this will be at the discretion of the park management team at the time of booking. If you have a dog that is noisy or behaving badly, we may ask you to take them away, so please keep your dog on a lead and make sure a responsible adult is looking after it.

We accept accredited guide dogs in all of our holiday homes and in all areas of our parks. This does mean we cannot guarantee that we have never had any dogs in our holiday homes.

Changing or cancelling your holiday booking

If you need to make changes or cancel your holiday booking, please call the park as soon as you can.

Certain changes such as adding more people, changing a name, changing dates etc may be subject to further charges. Any changes made to your holiday booking after 72 hours will incur a £20 administration fee and all changes are subject to availability.

If you need to cancel your holiday booking and have our Holiday Protection Cover the refund due to you will be calculated on a pro rata basis as shown in the table below;

Cancellation with Holiday Protection Cover

Number of days before your arrival date	Refund due to you
2 days (48 hours) or more	100% refund
2 days (47 hours) or less	30% refund

Cancellation with no Holiday Protection Cover

Number of days before your arrival date	Refund due to you
42 days or more	100% refund minus any deposit paid
41 - 29 days	50% refund minus any deposit paid
28 - 8 days	10% refund minus any deposit paid
7 days or less	No refund

Cancellation charges are calculated from the date we receive your verbal instructions.

Your holiday booking cannot be transferred to another person.

Please note only the lead guest can call to change or cancel the holiday booking.

Refunds will be issued back to the original payment card.

Smoking, drugs and offensive weapons

We have a zero-tolerance policy on drugs, firearms and offensive weapons. If you take illegal drugs or any other illegal substance or are in possession of a firearm or offensive weapon, we will ask you to leave the park and no refund will be due to you.

Please use dedicated smoking areas on the park. We do not allow smoking of vaporisers, e-cigarettes and tobacco in any of the public areas, buildings or holiday homes on the parks.

Illness and contagious diseases

If you or any member of your party have an illness or contagious disease that will affect any of our other guests, you need to let us know. If we become aware, or have reasonable grounds to suspect, that you have contracted an illness or contagious disease that may infect other people you and your party may be asked to leave the park and no refund will be due to you.

Damage to accommodation

If your accommodation is damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs. We may also go into your holiday home at a reasonable time (and on reasonable notice) during your holiday to check things. Any damage to your accommodation could result in your holiday booking being cancelled and no refund will be due to you. If there is an emergency, we can enter your accommodation without warning.

If you leave something behind

If you leave something behind, please let us know as soon as possible. If we find it, you will need to cover the postage costs for us to return it to you. We accept no liability if we cannot find it or if it is damaged.