

Conditions of Booking

The holiday contract is between you and Bryanston Kenmore Southview Leisure Park when either of the following bookings conditions are met

- 1 We accept your booking and deposit payment by issuing written confirmation or
- 2 When booking by telephone we inform you your booking is confirmed

The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept these terms and conditions of the booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking

Your total holiday cost

The price grids show the holiday cost for the holiday dates and accommodation you have chosen. This includes facility passes element in the self catering holiday. Add to this all supplements for hire goods, pets, per person supplement touring and not forgetting our cancellation plan to arrive at the total holiday cost.

Price guarantee

All prices are inclusive of VAT (where applicable) we guarantee that once you have paid the £50 deposit per week, per accommodation on Self Catering Holidays and £20 per week, per pitch for Touring Holidays we will not change your holiday price unless you make a change to your booking. We reserve the right to amend the VAT element of prices in the event of a change to the rate of VAT. Customers are reminded that our brochure prices and charges are subject to change and may go up or down in response to changing market pressures.

Holiday payment and Cancellation Plan

Payment can be made in full or by deposit to secure your holiday booking. The holiday cancellation plan is not automatically added to your booking but if this is not taken out **no refund** will be given upon cancellation of holiday. Self catering cancellation plan is £20 per unit per week, £10 per short break. £5 per touring short stay 4 nights or less and £10 touring stay over 5 nights. This covers cancellation should you or any other member of your holiday party be unable to travel due to sickness, redundancy or jury service. Proof in the form of a doctor's certificate, employers or court notification will be required in writing by recorded delivery prior to your confirmed holiday date. Customer covered by our Cancellation Plan and complying with any of the conditions above in respect of sickness, redundancy or jury service will be entitled to a full refund of all monies paid subject to:

- 1 An administration charge of £50 per self catering holiday, £20 per touring holiday. If your cancellation occurs within 48 hours of your start date, the refund will be limited to 30% of the total holiday cost.

If you change your booking

Should you wish to make a change after your booking is confirmed, such as the type of accommodation, we will always try to meet your request, however a charge of £25 per alteration will be payable

Privately owner caravans

Certain caravan holiday homes are not owner by us, but managed and let by us on behalf of the owners. Where owners are not registered for VAT an additional handling fee of 17.5% is incurred making the price similar accommodation identical.

Error

Whilst every effort is made to avoid changes, or errors, we're only human. Please check and/or query the details and price of your chosen holiday at the time of booking

Facility Passes

For all self catering guests passes are included in the holiday price, touring guests will be charged £150 pre person per night, allowing use of the swimming pools, entertainment club house, these can be collected at main reception check in and should be kept safe as there is a charge for replacing lost passes. All holiday-makers names are registered at the club on park. To comply with local Club Licensing Laws, all names and address must be registered a minimum of 48 hours in advance. Passes for Spring and Autumn excluding Bank Holidays are at a lower rate to reflect any reductions in entertainment and facilities and this is reflected in the holiday prices shown on the grid.

Smoking Policy

The park has a no smoking policy in all our accommodation.

Making the most of your holiday

Family and adult holidays. Our Holiday Park and facilities are intended for family and adult holidays. Bookings by 21 years of age or younger whether for couples or groups of this age group and whether single sex or mixed are not accepted. We also reserve the right to not accept single sex bookings of any age. We may apply discretion in certain circumstances. We reserve the right to retain the keys for accommodation if this condition is contravened. We also reserve the right to refuse a booking where we feel that the comfort of other guests may be put at risk.

Unacceptable behaviour

We reserve the right to terminate a holiday without compensation, where unreasonable or anti-social behaviour caused by those persons named on the booking or their guests impairs the enjoyment, comfort or health or other guests.

Comments or concerns

If you have a complaint about your holiday whilst on the Park, you must immediately notify reception at the Park during your stay so that we can resolve any problems immediately. If at the end of your holiday you feel that we have not dealt with your complaint satisfactorily, please write to the General Manager at the Park within 28 days of returning from your holiday. If you do not give us the opportunity to resolve the problem locally by reporting it to the Park, then we may not be able to deal positively with any complaint on your return. Any complaint must be submitted within 28 days to allow it to be investigated properly.

