

CONDITIONS OF BOOKING AND HOLIDAY CANCELLATION PLAN.

Conditions of booking

Accommodation should be ready from 2pm on day of arrival. Please vacate your unit by 10am on day of departure.

The number of persons occupying a unit must not exceed the number of berths stated. The party must be exactly as shown on the booking form and any alteration must be notified and receive approval. This contract refers to all persons named.

All bookings are accepted entirely at the company's discretion. We regret we do not accept group bookings. We reserve the right to refuse to hand over accommodation to any person/s who in our opinion is/are unsuitable to take charge. Any refund will be at our discretion.

We reserve the right to refuse any bookings that in our opinion may be unsuitable, either by reasons of numbers, composition or false declaration. We also reserve the right, at our absolute discretion, to refuse or terminate the stay on site of any persons causing a nuisance of any sort, or failing to comply with any of the site rules or conditions of booking. In this event the hirer shall remain liable to pay the hire price and no refund will be due.

When booking your accommodation please ask for detailed information about access etc. particularly if any member of your party has special requirements and ensure the accommodation and location meet your needs.

Although every effort is made to ensure the price list and correlating booking system is correct, the park reserves the right to change prices and dates. The current quoted prices include VAT at 15%. If this changes during the course of the year we will re-invoice your holiday accordingly. If any new taxes or levies are introduced during the course of the year we will re-invoice your holiday accordingly. To be considered valid verbal quotations must be confirmed in writing by the company. Whilst we attempt to ensure that verbal quotations are accurate they are given on the basis of 'Errors and Omissions Excepted'.

Provisional bookings must be confirmed with a signed booking form and deposit within 7 days or will be cancelled. The appropriate deposit must be paid at the time of booking usually 25% of the total unit hire. Refunds will not be made once a reservation has been taken up, unless the accommodation required or a suitable alternative is not available, then the deposit will be refunded. Whilst we will do our best to meet requests for specific accommodation, we cannot guarantee allocation of specific units or areas.

We reserve the right to alter accommodation booked but only to the equivalent type or upgraded, even when clients have already been advised of the number of their unit.

The balance charge must be received six weeks prior to the commencement of your holiday. Instalments of not less than £30 may be paid at any time before this date. If accounts are not settled by the date stated, ferry bookings, if applicable, will be cancelled. Re-bookings subject to availability will incur a £10 fee. If holiday balances remain unpaid your booking will be cancelled. No refund of the deposit will be made.

Holiday Cancellation plan is compulsory, bookings will not be accepted until the fee for cancellation plan is paid or details of your own policy provided. No refund will be made on bookings without the cancellation scheme. Cancellations must be confirmed in writing and ferry tickets returned to us. Providing the cancellation plan conditions are met all monies paid will be refunded less £25 cancellation fee and the cancellation plan fee. Car ferry ticket refunds are at the discretion of the ferry companies. Should you fail to notify us of a cancellation you will remain liable for the full balance of hire.

We reserve the right to make an administration charge of £5 for all alterations to bookings made at the request of the client. Ferry reservations are made subject to availability and we reserve the right to make an administrative charge of £5 to alter or cancel ferry bookings. Where we incur bank charges as a result of re-presenting clients cheques, a charge of £10 will be made.

We reserve the right to send our employees into any accommodation unit on the Park whilst it is let in order to inspect and effect any repairs that may be found to be necessary. Guests should report any maintenance problems immediately to reception and not attempt any remedial action themselves.

Old Mill Holiday Park Ltd. will not be liable for any personal injury, loss or damage, direct or indirect, loss or damage to any property, however caused, sustained by or occasioned to any person (including persons under 18).

It is the customers' responsibility to notify us if they have left items behind and to request their return. We will not keep items for longer than two weeks, unless requested to do so.

Any problem or complaint that may arise during your stay should be brought to our attention as soon as possible so that we can deal with it as sympathetically and helpfully as we can. Please note that in order for us to investigate and implement corrective action wherever necessary, the company cannot entertain complaints made after guests have left the park.

Force Majeure – Old Mill Holiday Park Ltd. Shall not be liable for non-performance of any of its obligations under this agreement if such non-performance shall occur as a result of circumstances beyond their control which shall include (but shall not be limited to) industrial dispute, fire, flood, riots, adverse weather conditions, civil disturbances, epidemics or health risks or such similar events.

Where we have made travel arrangements on your behalf the conditions of carriage of passengers, luggage, vehicles and goods of the carrying company will apply. Copies may be obtained from these companies. We reserve the right to pass on to the customer any changes in ferry fares. It is the customers' responsibility to check and notify us if ferry tickets are incorrect and that their vehicle is within height/length restrictions stated.

The accommodation must be left in a clean and tidy condition when vacated and any breakages or damage to units will be replaced or paid for before departure. Lost keys will be charged at £5. We reserve the right to charge for any excessive cleaning incurred after your departure.

All accommodation is non-smoking; we reserve the right to refuse bookings from those who do not observe this. Please also note that the reception, games room, laundrette and telephone box are all non-smoking areas.

The park rules regarding dogs must be observed at all times. We reserve the right to refuse bookings from those who do not observe the pet rules. Existing registered pets (sorry no new pet customers) are accepted by prior arrangement and on the condition that pet rules will be read and adhered to. Pets are not permitted in non-pet units at any time of year. During the summer weeks, mid July – end August, exact dates on price list, dogs are not allowed in any units.

Cars must not be parked between holiday units. You may stop your car by unit nos. 21, 28 & 34 for unloading & loading. Please do not drive on the grass. After loading / unloading please return cars to the car parks. Take care when entering and leaving the site.

Playarea/Play/Sports Equipment is unsupervised. Parents/guardians are responsible for ensuring that their children are using the equipment for the use of which it was intended. Parents/guardians are responsible for the safety and good behaviour of their children at all times. Children must not be left unaccompanied on the park.

Skateboards/Roller blades in the interests of safety are not allowed. If taking a bicycle to or from your accommodation please be aware and give way to pedestrians. Please do not cycle on the grass banks. Very young children may ride their bikes along the parks paths but please ensure they do not cause a nuisance to other guests. Ball games and Kites may not be flown/played around the park. For kites, football and cricket games please use St Helens Village green or Duver.

When using your own barbeque please take care not to scorch the grass, paths or balconies. Disposable BBQ's in particular get very hot, we can provide bricks to put underneath them. Please be considerate to other people re: smoke, cooking smells & noise. We do have gas barbeques for hire.

Between November and March inclusive accommodation availability is subject to winter maintenance. Opening times for reception, laundry and games room may differ from those of the main season. Use of the Games room may be limited.

Holiday cancellation plan

The cancellation plan is compulsory on all holidays and is based on an amount per holiday as shown on the booking form. Where however a guest can provide evidence that they have alternative cover already in place, by forwarding at the time of booking details of the company and policy number, this charge will be waived.

The scheme covers holiday cancellation only. Guests are advised to arrange their own insurance cover for personal possessions, vehicle breakdown, emergency expenses, medical expenses etc.

The holiday cancellation plan is designed to protect guests from forfeited deposits/balances in the event that they are forced to cancel their holiday on the park. Refunds under the scheme will be made in respect of cancellations provided the following conditions are met:

Notification of cancellation is made immediately (or no later than 72 hours after an event occurring) and in any case before the date of arrival and confirmed in writing.

A doctors medical certificate or other evidence will be required to show that the cancellation was unavoidable.

Only members of the party included on the booking form and their immediate families are covered i.e. husband, wife, partner, child, parents, grand-parents, brother, sister or in-laws of the above.

The cancellation must relate to actual and certified illness, death or accidental injury, jury service, court of law witness summons and, provided the person is over 21 years of age, redundancy.

No refunds will be made on bookings without the cancellation scheme.