

Conditions of Reservation

The person who makes the booking is responsible for the reservation and warrants that he or she is over 18 years old and will be an occupier of the camping pitch or self-catering unit
Bookings will not be accepted from non-family parties or groups

Please note, no visitors are permitted Only those persons indicated on the booking form are entitled to enter the park and occupy the pitches or accommodation allocated to them. We do

Payment

Full payment is taken on all *online* bookings
For clients wishing to pay an initial deposit, a payment of:
£50 camping / £100 Leisure Homes / £250 Ninham House & Treetops, is required to secure the booking
The deposit is non-refundable but can be used as credit for a future booking

The balance must be paid 6 weeks before commencement of the holiday and is non refundable
This date is detailed on your deposit receipt

The Law, Your Holiday Contract & Cancellations

No refunds are given in the event of sickness, bad weather, equipment failure, delayed departures etc.
Travel insurance is strongly recommended www.cancellationplan.com

The deposit is non-refundable but can be used as credit for a future booking within the same calendar year
For camping & touring holidays, if you cannot make the dates of the original booking, we will endeavour to accommodate you for different dates within the same calendar year (subject to availability & season)

It is the client's responsibility to ensure that the details of the booking are correct before travelling including ferry tickets where applicable

Start of your Holiday

All visitors must report to the park reception on arrival - there are no exceptions to this requirement

Self-catering guests may collect their keys between 3pm -6pm
For arrivals after 6pm, please notify in advance & arrange with the reception staff

Camping & Touring are permitted to check-in at 9am but their pitch maybe not be available until the occupying client has vacated the pitch (10am) but in some circumstances beyond our control, this may be sometime later

Arrivals after 8pm must not enter the park and will be required to pitch on the 'Late Night Arrival' area

During your stay

Please adhere to the rules as detailed on information given on arrival (rules available on request)
All clients are obliged to recycle & dispose their waste as described clearly on arrival/ information leaflet/ signage adjacent to & on the bins
This request forms part of the site rules and therefore the *Terms & Conditions*

Obviously you are responsible for the welfare & safety of your children & pets on site
If you do have any safety concerns, please do raise them with any member of staff immediately

The Management reserves the right to refuse acceptance or to terminate the visit of any person or persons, who do not adhere to the rules. This includes social conduct & driving behaviour which is detrimental to the enjoyment and/or safety of other guests
The Management will not be responsible for any loss or damage to property or personal injury

Camping & Touring

Electric hook-up points are a 10 amp supply only
Domestic Extension cables are strictly prohibited
Your lead must be weatherproof and have an internal RCD & MCD fitted
Please note: Power failure due to unsuitable leads may be charged at £25 per call out

Self-Catering Clients

Please note that the 'welcome pack' placed in your accommodation form part of the *Terms & Conditions*
If no copy is found, please request from Reception
Breakages and soiled linen should be reported immediately to Reception
A charge will be levied against your Damage Waiver Bond for clients not observing these requirements,
Smoking & Pets are not allowed in any of the Self-catering Accommodation

Ninham House & Treetops

Bed Linen is provided free of charge
High-chairs & cots are free but must be requested in advance
Special linen and blankets for babies are not supplied
Towels can be provided at a charge by prior request only
Leisure Homes:
Linen, cots and high-chairs can be hired in advance only. Hire charges as quoted in the tariff

End of your Holiday

Self-catering guests must vacate & return their keys by 10am

Your damage waiver bond will be returned within 7 working days

Camping & Touring clients must vacate their pitch by 10 am

If clients have a late ferry, they are permitted, **free of charge**, to leave their unit in the *Late Night Arrival Area*

If you would like to keep your pitch past 10am then you will be required to pay for an extra night

Swimming Pool

The Pool is free to all Ninham Clients

You will be expected to adhere to the rules and are responsible for all children in your care

Our pool is not supervised by a Lifeguard; therefore **Children under 16 must be accompanied by an adult over 18**

The Pool is open Spring Bank holiday -May to early September (subject to weather conditions)

Cars

Cars may be parked alongside units but are not to be used for internal transport around the park

A speed limit of 10 mph is imposed on all access roads and 5 mph on internal roads

Please use passing bays provided, adhere to any signage & keep off grass verges

Only fully qualified and insured drivers are allowed to drive onto or within the Park

Your Personal Details

We do not keep your card details on file – so where a deposit has been paid you will be required to provide these details again.

We will never pass your personal details onto another company or third party. We will on occasion send out an email newsletter using the email provided on the booking – if you do not want to receive further correspondence you can easily unsubscribe from this list at the bottom of the email.

Force Majeure

The Management of Ninham Country Holidays shall not be liable for 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); adverse weather conditions (including flood, thunder and lightning), industrial dispute, civil disturbance, riot, terrorism, public utility failures, fire, epidemics or health risks (human and agricultural) or such similar events

Complaints

We would prefer to be given the chance to rectify any unforeseen problem during your holiday

If for any reason you have any issues during your stay please bring it to the attention of the park reception immediately, who will deal with it as sympathetically and helpfully as they can

