

# Frequently Asked Questions

## ARE THERE ANY AGE OR GROUP BOOKING RESTRICTIONS?

The park is a family holiday destination. The first named person is responsible for the booking and must be 21 years of age or older. He/she warrants that the party consists of a family or part of a family. No accommodation is available for exclusively under 21s or groups of three or more men and women unless part of an organisation. If, on arrival, the party make-up does not comply with terms and conditions, admission may be refused.

## WHAT IS THE POLICY ON MAKES OF TOURERS ACCEPTED ON SITE?

We do not accept certain makes of caravan/motorhome and you will be notified at time of booking if your reservation is not accepted. We currently do not accept the following makes of caravans\*: Hobby, Roma, Tabbert, LMC, TEC, Weippart . \*Correct at time of print.

## WHAT IS THE MAXIMUM DURATION WE CAN STAY ON SITE?

28 days and, if you are on a grass pitch, you must change pitches after 14 days.

## CAN WE USE OUR LOYALTY CARD ON SPECIAL OFFERS – AND HOW LONG IS IT VALID FOR?

You can use the loyalty card on standard bookings and they are valid for the current year of issue. Loyalty cards cannot be used for special offers.

## DO YOU ACCEPT PETS?

Pets are permitted for a fee in some areas at our resort and in some of our accommodation but this must be confirmed at time of booking. Owners are requested to encourage their pets to use the special 'Dog Walk' and not to allow them to foul the park. Dogs are to be kept on leads at all times. A maximum of two dogs per unit is permitted. There is a 'Dog Free' area on the yellow field for those people who do not like dogs. We reserve the right to refuse certain breeds of dog we consider inappropriate for a family park. If pets are permitted to foul the park or cause reoccurring nuisance to other guests, you will be asked to leave the park without compensation.

## WHAT IS THE MINIMUM NUMBER OF NIGHTS WE MAY BOOK IN ADVANCE FOR CAMPING AND TOURING?

The minimum number of nights is 2, except for bank holidays, when there is a minimum of 3. On the yellow field at bank holidays, the minimum is 5 nights.

## WHAT ARE THE ON SITE FACILITIES?

### FACILITIES

- ✓✓✓ 18 Hole Golf Course
- ✓✓ Amusement Arcades
- ✓✓ Bars, Restaurants, Shops and Takeaways
- ✓✓✓ Buster's Gym (Over 18's)
- ✓✓✓ Car Wash & Autogas
- ✓✓ Cash Bingo
- ✓✓✓ Cash Points
- ✓✓✓ Costcutter Supermarket
- ✓✓✓ Dog Walks
- ✓✓ Evening Mini Bus / Land Train
- ✓✓ Brean Theme Park – with over 40 Rides
- ✓✓ Go Karts
- ✓✓ Hire Centre
- ✓ Horse Riding Nearby
- ✓✓✓ Brean Splash Waterpark
- ✓✓✓ WiFi available across the resort
- ✓✓✓ Laundry
- ✓✓ Market & Car Boot Sale
- ✓✓✓ Pond And Sea Fishing (License required)
- ✓✓✓ Sandy Beach Nearby
- ✓✓✓ Sky Sports & Big Screen TV
- ✓✓✓ Super Outdoor Play Area
- ✓✓✓ Unity Bowl: Ten Pin Bowling
- ✓✓✓ Brean Play – Indoor Soft Play Area

### EATING OUT

- ✓✓ **THE TAVERN:**  
A selection of homemade food, including breakfasts, lunches and evening meals. Home of the famous Sunday carvery.
- ✓✓ **DICKIES:**  
Wide menu choice, including kid's meals and our popular family specials.
- ✓✓ **FOOD COURT:**  
Featuring Brean Fried Chicken and delicious burgers from Wimpy.
- ✓✓✓ **\*SUBWAY:**  
Great value, freshly made to order.
- ✓✓ **RICARDOS ICE CREAM PARLOUR:**  
All your favourites.
- ✓✓✓ **RJ'S:**  
A great selection of food, including steaks, ribs, pizzas and burgers. Kid's meals and daily specials.
- ✓✓ **TREASURE:**  
Chinese takeaway.
- ✓✓ **SARAH'S PANTRY:**  
Eat in or takeaway café.
- ✓✓✓ **\*BAY OF INDIA:**  
Indian restaurant and takeaway.
- ✓✓✓ **BREAN PLAY / SPLASH CAFE**

\*Located off the resort (1/2 mile).  
Not all outlets are available all of the time.  
See your 'whats on' issued on arrival for times.  
Please check website.

**FACILITY OPENING TIMES:** These are the expected minimum operating periods:

- ✓ **HIGH SEASON:** SCHOOL HOLIDAYS.
- ✓✓ **WEEKENDS:** EASTER - OCTOBER & DAILY DURING HIGH SEASON.
- ✓✓✓ **AVAILABLE:** FEBRUARY - NOVEMBER.

Some facilities may only be open part of the day in quiet periods.

## **I WISH TO BOOK WITH ANOTHER PARTY AND HAVE PITCHES TOGETHER; CAN YOU GUARANTEE THIS?**

This cannot be guaranteed as pitch numbers are not allocated on booking but we can, if we have sufficient space, put you on the same field and inform the warden in advance that you require pitches together. In all cases, you should inform the warden of your requirements on arrival.

## **CAN I BOOK IN ADVANCE AND PAY CASH ON ARRIVAL?**

No, payments must be made with a valid credit/debit or switch card by telephone or cheque/postal order for postal bookings. You can also book and pay online with a valid/credit debit card.

## **ARE COMMERCIAL VEHICLES ALLOWED ON THE PARK?**

Commercial vehicles are not allowed on the park without permission from the Director and may be refused on arrival.

## **WHAT DOES THE CANCELLATION PLAN COVER?**

To minimise risks in the unfortunate event of cancellation, you are strongly advised to take advantage of our own inexpensive and simple cancellation plan, payable with the deposit at the time of application for your holiday reservation. You are covered:

- a) if you have to cancel your holiday because of illness, death or injury of any member of your party detailed on the booking form
- b) if you or your spouse are a witness in court or are required to do jury service
- c) if the police require your presence for whatever reason
- d) if your permanent home is made uninhabitable through fire, storm, floods, subsidence
- e) if a close relative suffers injury or dies or the death of a business associate, partner or co-director.

You must notify us in writing immediately if the circumstances arise and supply supporting evidence. The fee is: Tourers and Camping – £10 per booking; Lodges, Caravans and Rent-a-Tent – £20 per booking. If no cancellation plan is taken out, you will forfeit 100% of the booking fees. Cancellation charges shown in grid below.

## **WHAT DO I GET WITH MY PRIVILEGE CARD?**

For licensing purposes, all party members' names are required to be registered and cards may be required to use certain facilities such as the bars, Brean Leisure Park Bingo Club, entertainment, swimming pool, golf course and the hire department. Second vehicle charge applies (only one vehicle permitted at Golden Sands). Your cards will be issued to you on arrival/check-in and should be carried with you at all times. They are only valid for the duration of your holiday and must be signed by the holder. (Hiring guests collect their cards on arrival). \*Replacement passes are charged at £1 per card. Privilege cards are not a suitable form of ID. Should ID be requested in licensed premises, a passport, photo driving license or Portman proof of age card must be shown. A dress code may operate in some venues. The management reserves the right to refuse admission. Persons under the age of eighteen must be accompanied by an adult in all entertainment venues and bars.

## **WHAT FACILITIES/ACCOMMODATION ARE AVAILABLE FOR WHEELCHAIR USERS AND GUESTS WITH SPECIAL NEEDS?**

We have specific caravans that can cater for wheelchairs with wider doors and low-level kitchens. The resort is flat and there is access to all buildings. The swimming pool has a hoist. Induction loop available. Service dogs are welcome in all areas. If your party includes someone with special needs, please let us know when making a booking. If you need to increase the size of the website, you can alter your screen % via your internet browser settings. Please ask for our Welcome All leaflet detailing access to our facilities on the resort.

## **IF I PAY A DEPOSIT NOW, WHEN DO I HAVE TO PAY THE BALANCE?**

You must pay the balance 42 days before arrival. If you book within 42 days of your arrival date, you must pay in full at time of booking. If you book and pay in full at time of booking 3 months before the start of the holiday, we offer a 5% discount (not valid on special offers).

## **CAN I HIRE ANY ITEMS ON SITE?**

At the Hire Centre you'll find everything you'll need from bikes and trikes to mobility scooters and children's high chair. Located at the rear of RJ's. Stop by and see what we have to offer. Tel – 01278 751480 for availability & bookings. Alternatively for more details on the items available to hire please click [here](#).