

TERMS AND CONDITIONS OF YOUR HOLIDAY

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Bookings and reservations will be accepted subject to the following terms and conditions.

2.BOOKING AND RESERVATIONS

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 or women unless part of an organisation. If party make up on arrival does not comply with terms and conditions admission may be refused. No more than the maximum numbers stated on the booking application shall be permitted to occupy the accommodation booked. Children or babies of any age count as one person. All bookings must have a valid postcode. Hiring bookings start at variable times, please check when booking. Checkout is 10am, but if you arrive before you are welcome to use our facilities.

Accommodation types, pitch types and pitch numbers can be requested but cannot be guaranteed. Touring arrivals are accepted between 12noon and 8pm and departure time is 10am. In low and mid season at Holiday Resort Unity, you may stay on until 4pm on payment of an additional fee. A contract is formed by the submission of a completed booking form or a telephone agreement where you pay by credit/debit card. Multiple bookings need their own name and address for each booking.

Pricing Policy.

Booking for special offers must be 14 days in advance of the holiday start date to be eligible. All offers are subject to availability. Offers are subject to promotional availability and can be withdrawn at any time. Prices include VAT at the current rate where applicable and will be altered if the rate of VAT changes.

Park Roads and Vehicles.

All roads within the park are subject to the Road Traffic Act. Vehicles must not exceed the stated speed limit and must be driven by holders of a current driving licence with adequate third party insurance. All vehicles are parked at the owners risk. We do not accept commercial vehicles or vans of any kind on the resort and will be turned away on arrival.

Termination/Nuisance.

We reserve the right to decline a booking, transfer a booking, or terminate a holiday. Termination because of unreasonable behaviour, commitment of a criminal offence by any members of the party on the booking form will be without compensation. We operate a 'site watch' scheme with the local police and other holiday parks, a traffic light system dealing with anti social behaviour.

Postal Charge.

All bookings will be confirmed via email as part of our green policy. Should you wish to receive a printed copy via the post, this can be arranged for a £1.99 postal fee.

3.PRIVILEGE CARDS & VEHICLE ACCESS

For licensing purposes, all party members names are required to be registered and cards may be required to use or obtain discounted entry into certain facilities such as the bars, entertainment, swimming pool, golf course, brian play, gym, bingo, minibus/train and the hire department. Access to the site is by automatic number plate recognition, therefore you will need to provide your vehicle registration number when booking. Second vehicle charge applies. Privilege passes are only valid for the duration of your holiday and must be carried on you at all times. *Replacement passes - charge £2 per card. Privilege cards are not a suitable form of ID. Should ID be requested in licensed premises, a passport, photo driving License or PASS 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.

4.PAYMENT

Deposits for bookings are calculated as £20 for touring and camping and £50 for hiring. All balances must be paid at least 42 days before arrival. If the balance is not paid, your booking will be cancelled and your deposit lost. We do not send reminders. Bookings for arrival within 42 days must be paid in full at the time of booking. Your accommodation will only be reserved until 6pm on the day of arrival unless you notify us in advance. There is a charge of £10 should a cheque be returned unpaid or need to be represented, or a charge of £5 should a credit card be declined. Any alterations to a booking are subject to a £10 administration charge. Credit card booking fee £3 per booking/per transaction (Debit/Switch no charge).Late Bookings. If a booking is made within 5 days of arrival and it has been agreed by management that payment can be made on arrival, only Credit or Debit cards will be accepted. NO cheques or cash are accepted on arrival.

5.CANCELLATION PLAN

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 if you have to cancel; a) Because of illness, death or injury of any member of your party detailed on the booking form, a) if you or your spouse are a witness in court or are required to do jury service, b) if the police require your presence for whatever reason, c) if your permanent home is made uninhabitable through fire, storm, floods, subsidence, d) 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 the circumstances arise and supply supporting evidence. Please note as the World Health Organisation has announced that Coronavirus (COVID-19) is a global pandemic this cancellation plan will not cover any claims relating to this virus. The fee is: Tourers and Camping - £10 per booking. Lodges, Caravans and Safari tents - £20 per booking. If no cancellation plan is taken out you will forfeit 100% of the booking fees. Please note deposits are non-refundable. Cancellation charges shown below.

NUMBER OF DAYS IN ADVANCE	CANCELLATION CHARGES
More than 7 days	= Booking deposit & cancellation plan charge
Less than 7 days	= Credit note issued, less deposit & cancellation plan damage

6.PRE-AUTHORISATION

The Occupier is responsible for any loss or damage to either the pitch/accommodation or its equipment or any property belonging to the company. Please leave your pitch/accommodation clean and tidy in readiness for the next occupier. Any damage or losses will be charged for. If you occupy company accommodation, we will be taking a £75 Pre-Authourisation charge on a credit or debit card on arrival and this will be released back into your account 7 days after departure provided that there is no loss or damage, all accounts are settled and the accommodation is left clean. Please note if you are bringing a pet then the Pre-Authourisation amount increases to £100. If booking a hot tub lodge then the Pre-Authourisation is £150 - Misuse of the hot tub with either soaps or other such as alcohol within the water resulting in the water needing to be changed or failing to follow the rules for safe use will result in a charge being deducted. We reserve the right to enter the pitch/accommodation to carry out essential maintenance; every endeavour will be made to limit any inconvenience to your holiday. Please note all our accommodation is non-smoking for the comfort of all our guests and this forms part of your care and respect bond conditions, if the accommodation smells of smoke on your departure an additional cleaning charge will be levied.

7.CHILDREN

Facilities such as the Piglet Club are provided with a special programme, however we would point out that we do not provide child care facilities and children remain the responsibility of the parent/guardian at all times. Under 8s must be accompanied by an adult during our clubs.

8.PETS

Pets are permitted on payment of a fee in some areas at our resort and owners are requested to use the special 'Dog Walk' and not allow pets to foul the park. Dogs are to be kept on leads at all times. A maximum of two dogs per unit is permitted. Pets are permitted in some hired accommodation. This must be confirmed at the time of booking and fee paid. We reserve the right to refuse certain breeds of dog we consider inappropriate for a family park. If pets continue to foul the park and you do not clear it up, or cause a nuisance, you will be asked to leave the park without compensation.

9.TOURING PITCHES

Most pitches are individually marked. If more than one pitch is booked, we are not able to guarantee that they will be adjacent although this is normally possible if the parties arrive together. Pitches are allocated on a first come first choice basis. Your pitch reservation will be held until 6pm on the day of arrival. If you are going to be late, please telephone us with your arrival time. Awnings - must only be the same length of the caravan. Breathable groundsheet must be used and lifted daily. No generators allowed. 28 days maximum stay (14 days on one pitch). We do not accept certain makes of Caravan/Motorhome, you will be notified at time of booking if your reservation is not accepted. We do not accept the following makes of caravans: Hobby, Roma, Tabbert, Imc, Tec, Weipart & Fendt *correct at time of print. Max of 2 pup tents per pitch. If an awning is erected one pup tent permitted.

10.HOOK UPS FOR TOURING UNITS

Hook ups have a 16-amp EEC 3-pin socket (max 10 amp) which conforms to the 16th edition of the IEE Wiring Regulations. Most pitches share a water tap and waste drain.

11.ELECTRICAL AND GAS APPLIANCES

These have been safety checked, customers use their own equipment at their own risk. The company will not accept responsibility for the use by you of any unsafe or unsuitable equipment which has not been supplied by the company. Supply charges are included in the hire fee in company accommodation. Telephone calls are charged per unit.

12.GENERAL

All facilities are subject to availability and all acts and prices are subject to change without notice. The company tries its best to see that all facilities as advertised are available in high season. Some facilities may not be available in mid and low season and have limited opening to either part of the day or weekend only. For reasons entirely beyond our control (e.g. strikes, mechanical breakdowns, illness, non arrival of any entertainer or weather) such facilities may temporarily not be as advised. We cannot accept liability where such misfortunes occur. No refunds will be given for inclement weather. During inclement weather Eurotents may be affected and all efforts will be made to minimise disruption. No refund can be made on early departure once an accommodation has been paid for and a receipt given. When a specific unit of accommodation or pitch is requested we will do our best to comply with the request but we cannot guarantee to do so. At all times we reserve the right to refuse to accept any booking for whatever reason. Brochure accuracy - every care is taken to ensure that the contents, prices and opening times in this brochure are correct, but the company cannot accept responsibility for errors contained within and their consequences. Disturbances or removal from the resort may also forfeit the return of any bonds subject to the managements discretion. Park rules must be adhered to. Holiday Resort Unity incorporates the facilities of both Unity Farm Holiday Centre Ltd and Brea Leisure Park Ltd all in one resort. Please note: that a car parking charge applies at the Leisure Park, Unity guests are advised to walk. Facilities at the Leisure Park are also available to day visitors.

13.MINOR ALTERATIONS

Any minor alterations, such as change of entertainment, withdrawal of certain facilities may be made by Holiday Resort Unity for reasons beyond our control without any obligation.

14.FRANCHISES/CONCESSIONS

Please note that some facilities are operated on a franchise/concession: Sarah's Pantry, Alans Takeaway, Bay Of India, Treasure Chinese, Hairdressers, Hire Centre and Brea Theme Park rides, plus Brea Theme Park catering outlets.

15.DATA PROTECTION

The information on the booking form will be stored on computer for the purpose of future distribution of our advertising material. For the purpose of the Data Protection Act 1984, the signing of the booking form confirms your agreement.

16.HEALTH AND SAFETY

We have a legal obligation to adhere to and enforce Health and Safety legislation. Because of this and for your own safety and welfare not all facilities will be available to everyone. Please read the 'IMPORTANT INFORMATION LEAFLET' detailing Health and Safety restrictions at the resort. Should anyone be diagnosed as having an infectious or contagious disease, they will be asked to seek outside medical assistance and leave the Resort. We reserve the right to terminate a holiday for failing to adhere to restrictions. No refund will be given.

17.GUESTS WITH DISABILITIES

If your party includes someone with special needs please let us know when making a booking. Please ask for our Welcome All leaflet detailing access to our facilities on the Resort.

18.PERSONAL POSSESSIONS / LOST PROPERTY

We will not be responsible for the loss or damage of any personal possessions brought onto the park or left in holiday homes. Any left items after 28 days after departure will be disposed of unless reported and claimed within this period. There is a charge for returning any property by post.

19.COMPLAINTS PROCEDURE

If you are dissatisfied with your holiday during your stay it must be reported to Reception. In all instances, any dissatisfaction must be reported before departure. We cannot accept liability in reflection to any claim of whatever nature if you fail to notify us immediately. We will not enter into further correspondence on any matter resolved during your break and accepted as such by you.

20.CANCELLATIONS

We will try hard not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. Reasons for this may include (but are not limited to) the minimum number of bookings required not being achieved, or is in our view unlikely to be achieved. We will contact you with your options if this is done.

21.FORCE MAJEURE

In the event of force majeure* no compensation will be paid. *Force majeure means circumstances beyond our control (but not limited to) industrial disputes, natural disasters, fire, technical problems, loss of utility supply and bad weather.

PLEASE NOTE:

The company will not be liable to any person staying on the park or Brea Leisure Park or to any person visiting either park, for any personal injury (fatal or non fatal) unless caused by a negligent act or omission by the company or its employees. Nor shall the company be liable for any injury, loss or damage to any property, including motor vehicles, personal effects or luggage, however caused or sustained. Claims other than death or personal injury which result from the non-performance or improper performance of the contract by the company are limited to the total cost per person of the holiday for each claimant.

CONTRACTS ACT 1999

It is expressly agreed that the provisions of the contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement nor for the avoidance of doubt shall the terms and conditions herein confer any benefit on any party who has not expressly executed the same.