

WHITEHOUSE
LEISURE
PARK

*Holiday Information
& Booking Form*



Holiday Booking Information

Arrival & Departure Times.

On the day of your arrival your accommodation is available from 4pm. We are happy to welcome you to the park earlier and when your accommodation is ready you may move in. We reserve the right to delay this time in order to maintain our standards. In order for us to prepare for our next guests please vacate your accommodation by 10am on your day of departure.

Late Arrivals (after 6pm)

If you expect to arrive after 6pm on the first day of your stay, you must let the park know before 4.30pm on the day of arrival so we can make arrangements for you to collect your keys. Unless the park is previously notified, you must claim your accommodation by 10am on the day after your holiday was due to start otherwise we will treat your booking as cancelled. No refund will be made in this event. We reserve the right to re-let the accommodation in this event.

Family Holiday Park

Whitehouse Leisure Park is a family holiday park, so we cannot accept any same sex parties of more than 2 people. Mixed groups of young people (under 25) will not be allowed. Please note you may be asked for ID to prove you are 25 or over on arrival. Children remain the responsibility of their parents or guardians at all times, as they do at any of our facilities or club. Please ensure you always know where your children are. We reserve the right to terminate any booking whose party make up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. We further reserve the right to refuse any booking application or to refuse or terminate accommodation at our absolute discretion and without prejudice.

Dogs & Pets

Dogs and other pets are not permitted in holiday accommodation. Assistance dogs are welcome, but please notify us in advance. We cannot guarantee that pets/dogs have not been in the caravan previously.

The Park Environment

As the park may be unfamiliar to you, we suggest you acquaint yourself with the park as soon as you arrive. You need to take care walking over grassy and often undulating ground, as they may contain obstacles you need to avoid. Although there is street lighting on the park, this is kept to a minimum to comply with the local planning authority, to preserve the rural nature of the park and so as not to disturb children's sleep at night. Please take care when walking round the park especially at night.

Care of facilities

Please treat the property, facilities and accommodation at the park with respect and care so that other guests may continue to enjoy them. In the event that you notice any damage to the accommodation or any facility, please report it to reception immediately so that we can take

appropriate action. Your accommodation will be checked at the end of your holiday and if we consider the accommodation has been left in an unreasonable condition, or there is any damage or loss found you will be charged. We reserve the right to enter the accommodation under any special circumstances or emergencies.

Your health, safety and park rules.

By booking a holiday at Whitehouse Leisure Park, you are accepting to conform with and accept the Park Rules, a copy of which can be obtained from reception. Such regulations are for you and your families health and safety and to ensure that you obtain the maximum enjoyment from your holiday. The company reserve the right to require you and any members of your party to leave the park where there is a breach of the park rules, no compensation will be given.

Smoking policy

Smoking is not permitted in any of our buildings and strictly not permitted in our holiday accommodation. Please note, we cannot guarantee that the accommodation has never been smoked in.

Personal possessions

Personal possessions remain your responsibility, including the safety of any electrical items you bring on holiday with you. Whitehouse Leisure Park Ltd do not accept liability for personal injury, inconvenience or loss or damage to personal property howsoever caused.

Your holiday home

Only those people listed on the booking can occupy your accommodation and use the park facilities. The accommodation must not exceed the maximum capacity stated. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund given.

Unacceptable behaviour

For the convenience of our guests, we reserve the right to terminate the party's holiday without compensation, where the unreasonable or criminal behaviour of the persons in the holiday party or guests of the party, might impair the enjoyment, comfort or health of other guests, our team members or staff. This may include but is not limited to verbal or physical abuse at the managers discretion.

Infectious or contagious diseases

Infectious or contagious diseases could easily be passed to other guests while on holiday. You must inform the duty manager should you or any member of your party contract any such illness while on holiday. In order to protect our guests and staff, anyone found to have such a condition may be confined or requested to leave the park. Please note that in such circumstances we are unable to give refunds.

Vehicles

We will only accept an appropriate amount of vehicles on the park relating to the occupancy of the holiday home. Parties with 2 vehicles or more will only be accepted at the discretion of the park manager. If the park managers decision is not adhered to, then we reserve the right to terminate the booking, with no refund. No vans, motorhomes, touring caravans, quad bikes or any other commercial vehicles are permitted on the park. Please note no parking/driving on the grass please use parking bays provided.

Prices

We reserve the right to increase prices when there is an increase in Value Added Tax or any other tax applicable to your holiday. Please note that all prices shown are inclusive of VAT at the rate of 20%. Certain caravans are sublet by us on behalf of private owners who are not registered for VAT. In such cases the price shown in the brochure does not include VAT on the booking charge, but does include a management fee (which includes VAT). In any event the price remains the same.

Whilst our reservation staff will always try to give accurate information and price quotations to telephone enquiries, we cannot accept responsibility for such information unless it is confirmed by us in writing. Brochure prices are subject to change and may go up or down in response to changing market pressures.

Availability of facilities and entertainment

The operation of our park is subject to legislation and the guidelines laid down by the Health and Safety Executive, Local Authorities and their codes of practice. We accordingly reserve the right to adjust our services in order to meet these standards. It is possible that in some circumstances accommodation, entertainment or facilities may have to be temporarily withdrawn, due to maintenance, renovation, adverse weather conditions, changes in government legislation, or any other factor out of our control.

We reserve the right to make such alterations in the above circumstances without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay any compensation for any inconvenience caused. Should changes occur, we will advise of these changes, where made prior to booking and will use reasonable endeavours to advise guests already booked of any changes made thereafter.

Website/brochure accuracy

We take every care to ensure that the details on our website and in our brochure are accurate at time of going live/to print. Photographs are intended for guidance only. Layout plans are for illustration purposes only. Brochure charges are subject to change and may go up or down in response to changing market pressures.

Data Protection

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act. By providing us with the information you are deemed to accept this and have the consent of all members of your party to this. We keep information to help us improve our service to you and to provide you with information about our products and services by telephone, email or post. If you have registered to receive news of any special offers by post email or by any other means, we will contact you by your preferred contact method to keep you informed of our latest news and offers. If you would prefer not to receive this information, please write and inform us at Whitehouse Leisure Park, Towyn Road, Towyn, Abergele LL22 9EY.

We will not disclose this information to any person outside the company unless we are legally required to do so, or for the purpose of crime prevention. We use CCTV cameras at some locations on our park for crime prevention and safety reasons.

Use of cookies

This is only applicable if you use our website. Our website may use 'cookies' a piece of software that asks permission to be placed on your computers hard drive. You can either agree or disagree to this. Cookies are used for website tracking purposes and the application can tailor its operations to your needs, by remembering selective information about your last visit. Any tracking or the use of 'cookies' is used solely for the purpose of the company and is only used for statistical information, to help us improve our website offerings, circumstances or emergencies.

If you have a comment

If you are dissatisfied with any aspect of your holiday, please speak to a member of staff in the park reception, who should be equipped to rectify the problem. However, if you are still dissatisfied, you must then make an appointment to see the park manager and record your complaint with them. If at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the park manager at the park no later than 28 days after the end of your holiday. We are only able to take action on any complaints that are first brought to the attention of the reception team whilst you are on holiday and secondly received in writing within 28 days, unless there are exceptional circumstances.

Holiday Booking Form

Name..... Tel No (Home).....
 Address..... Tel No (Mobile).....
 Email.....
 Car Reg No.....
 Post Code.....

HOLIDAY PARTY DETAILS

Name	Address	Age
.....
.....
.....
.....
.....
.....
.....
.....

Date Of Holiday

From..... To No of Nights

Accommodation type - Grade (Classic, Classic Super or Classic Deluxe) No of bedrooms(2 or3).....

We require a £50.00 deposit per week or short break to hold the accommodation, the balance is due 8 weeks before the holiday is due to be taken. Any bookings made within 8 weeks of departure date must be paid for in full. Sorry, payments by cheque will not be accepted if within 1 month of holiday start date. PLEASE NOTE THERE WILL BE A £20 RETURNABLE DEPOSIT FOR BARRIER ACCESS CARDS TO THE PARK.

Please tick appropriate box.

Please make cheques / postal order payable to Whitehouse Leisure Park Ltd.

I enclose a cheque/postal order Cash Credit/Debit card For the amount of £.....

Your card type please tick as appropriate:

Debit card Credit card Your card no:

Valid from Expiry Issue no Security code

Card holders signature..... Date.....

Because we incur credit card charges when you book we will make a charge of 2% when paying with a credit card. We make no charge for payments made using a debit card. Please see full booking terms and conditions.

To be signed by person making booking.

I confirm that I have read the terms & conditions of booking and agree to abide by them. I confirm that all those listed in my party have also read & agree to the terms of booking.

Signed:

For office use only.	Date: <input style="width: 150px;" type="text"/>	Holiday Cost: <input style="width: 150px;" type="text"/>	Plot No: <input style="width: 50px;" type="text"/>
Amount received: <input style="width: 150px;" type="text"/>	Booking Ref: <input style="width: 100px;" type="text"/>	Balance Due: <input style="width: 150px;" type="text"/>	



Holiday Booking Conditions

The holiday contract

The following terms and conditions and the provisions contained in the Holiday Booking Information will apply to your booking. The person who books the holiday accepts all the terms and conditions contained in the Holiday Booking Information and the terms outlined in the Holiday Booking Conditions on behalf of all party members. A contract between yourself and Whitehouse Leisure Park Ltd will come into existence.

1. If the booking is made via telephone you will verbally be given the booking reference.

2. If you book via the internet you will be informed that your booking has been confirmed and you will be given a booking reference.

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

We reserve the right to decline or terminate the booking of any guests whose party make up or behaviour interferes or may interfere with the comfort of other guests. In this event no refund will be given.

If you change your holiday booking

After you have booked your holiday and paid a deposit you may wish to make a minor amendment to your holiday such as accommodation type or lead name. We will try to meet your request and there will be an amendment charge of £10 for the amendment(s). If however you need to make a major change, for example you change the date of your holiday, this will be treated as a cancellation. Any amendments must be made at least 8 weeks prior to the start of your holiday and must be confirmed in writing by the same person who made the booking. Where changes are sought to be made within 8 weeks of the departure date it will be treated as a cancellation and full cancellation charges will apply as outlined in the cancellation section below.

If you cancel your booking - As soon as you know you need to cancel your holiday, call the park on 01745 832112 to inform us of your intention to cancel, you will then be asked to confirm your cancellation in writing.

Cancellation charges - Cancellation charges are calculated as follows:

LENGTH OF TIME - CANCELLATION CHARGES

56 days or more	- Deposit
43 - 55 days	- 30% of holiday cost
29 - 42 days	- 50% of holiday cost
8 -28 days	- 90% of holiday cost
7 days or less	- 100% of holiday cost

If you have not arrived by 8am on the morning after your break was due to commence or contacted the Park to confirm when you will arrive, we will assume that the break is cancelled and the total holiday cost will be forfeited. We reserve the right to re let the accommodation unit.

If we change your holiday during your stay

We will always try wherever possible to limit any changes to your holiday during your stay, however we cannot accept responsibility or be liable for compensation for factors outside our control, for example circumstances such as *force majeure. *Force majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire technical problems, bad weather and acts of government.

Any Major alterations to your booking

We will always try our best to make sure that any facilities offered in the brochure and on the website are available, however there is a possibility that we may be required to change some elements in advance of your booking. If such a change is necessary, we will endeavour to advise you as soon as possible. For any minor or last minute changes please see the section entitled Availability of Facilities and Entertainment.

If we cancel your booking

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options:

- Accept the alternative arrangements as notified to you.
- Choose another available break from us at the advertised price.
- Cancel your holiday with a full refund of any money you have paid.

In other circumstances, including those arising from force majeure* we do not pay compensation.

*Force majeure means circumstances beyond our control, including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

Limitation of liability

We accept responsibility of those arrangements for your holiday which are within our control, but we cannot accept liability for any injury loss or damage suffered by you or any member of your party, unless one of the following applies:

- There was a wilful default by us, our employees or agents or;
- Death or personal injury was caused by the negligence of Whitehouse Leisure Park Ltd, our employee or agents.

No action can be taken in respect of any complaint not brought to the attention of the Park Manager. Please see the section entitled 'If you have a comment' for full details of our customer service policy.

General

Please note that all points covered in the 'Holiday Booking Conditions' also form part of this Holiday Contract. All bookings are subject to these terms and conditions and to availability.

Payment of your holiday booking

Most of our customers enjoy the convenience of paying for their holiday over the phone or online using a debit/credit card. Payment can be made by cheque, which must be received within 3 working days of making your provisional booking. Cheques should be made payable to Whitehouse Leisure Park, and sent to the park address at the bottom of the booking form. Please ensure that name of the person making the booking and the holiday reference number is clearly written on the back of the cheque. Payments made by credit cards only, will incur a surcharge of 2% of each payment. This does not apply to debit cards.

Deposit

A deposit of £50 per accommodation unit is required to secure your booking, with the balance due 8 weeks before the holiday start date. Please note it is your responsibility to ensure the payment is received on time for the outstanding balance. Please note we do not send reminders and if payment is not received by the due date, then your booking will be cancelled. We reserve the right to re-let the accommodation in this event. All bookings made within 8 weeks of the start date must be paid for in full. Please bring your final holiday confirmation with you and present it on arrival.

Activity Plus

Activity Plus is a range of activities which we provide on our park for our holiday home owners. All holiday guests are more than welcome to participate with these exciting facilities for a charge of £1.00 per person for the day. The activities are as shown on our website. All activities are participated in at your own risk and a disclaimer must be signed before an activity pass will be issued. Whilst all of our activities are supervised by suitably qualified persons, they are not a child minding facility and as such parental guidance / supervision is recommended. Whitehouse Leisure Park Ltd reserve the right to amend / withdraw activities due to circumstances out of our control without notice.



ABERGELE, NORTH WALES

Tel: 01745 832112

Web: www.whitehouseleisurepark.com

Email: info@whitehouseleisurepark.com

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