



BEACH VIEW HOLIDAY PARK

Camping & Camping Pods T&Cs - Your Booking Contract

These terms shall apply to 'our contract with you'. Please make sure that you read and understand these T&Cs before you submit your booking request. By submitting a booking request, you are deemed to have accepted these terms. Changes to T&Cs take effect immediately when posted on the website, or in printed material. General site rules and regulations also apply whilst you are staying & 'on-site'. Site Rules are displayed on our main notice board on the touring site. Please comply with the site rules during your stay. Persistent rule breaking will invalidate your contract and you will be asked to leave.

Beach View Holiday Park (referred to as "Beach View/we/our/us").

Making a booking

You can book online www.beachviewholidaypark.co.uk / by phone 01728 830724 / Or in person at reception.

Please ensure you have provided details of all those staying in your booking, this is a requirement by law.

Please thoroughly check your confirmation as Beach View cannot be held responsible for omissions or errors in information provided at the time of booking.

- **Minimum stays may be required over bank holiday weekends and in summer holidays July & August.**
- **We are NO longer able to take bookings for tents, our 'camping pods' are often available to book as an alternative.**

When completing a booking you agree that you or at least one member of your party is eighteen years or over. You have the authority of all persons in your party to book on their behalf, and you accept these 'Terms & Conditions', and you agree to be responsible person for any loss or damage caused by any member of your party or animal accompanying you. **Bookings CANNOT be transferred to another party.** We do not allow 'Group' bookings for more than 2 pitches. Occasionally we make exceptions for organised rallies (Low season dates only). We do not take Stag or Hen parties or similar large groups. All sites are to be used for recreational holiday use only.

Touring site prices

Prices are displayed on our website; prices are accurate at the time of booking. Prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate. Prices do not include any additional services, features or facilities unless expressly stated.

Pitch prices include two people. Extra adults (16 years up), children (aged 4-15 years old) can be added to your booking up to a maximum of six people on any one pitch. Children under four years old go free, however they do count as part of the party for all other purposes and you must declare the number of 'infants', if any under 4. To accommodate more than six people on a pitch prior permission must be sought from Beach View.

Pitches / Units

1 Pitch = 1 Unit either a caravan, or campervan, or motorhome (includes the first 2 people).

Additional Guests - must be added to your booking at additional nightly cost i.e. additional adults, children, infants, dogs.

Booking Extras - may also be added to your booking (see: 'Booking Extras').

Please ensure you check your booking details are correct and complete including adding guest details and any booking extras. .

Standard Grass Pitch – A defined pitch to station your unit on, electric hook-up is included if required. The cost of the pitch includes the first two people in the party. Provided you pitch sensibly there should be sufficient space for one single attached awning and tow vehicle. Additional cars (or motorbikes) will be charged for at £2 per day, but you may not be able to park these directly on the pitch.

Fully Serviced Pitch – A defined hard standing pitch, with water and waste water connection, electric hook-up is included. The cost includes the first two people in the party. Provided you pitch sensibly there should be sufficient space for attached awning and tow vehicle. Additional cars (or motorbikes) will be charged for at £2 per day, but you may not be able to park these directly on the pitch.

NO TENTS - Unfortunately we do not accept family tents.

Vehicle conversions Sleeping in cars or vans is not permitted. If you are in any doubt whether your vehicle will be allowed onsite, please contact us with photos of your conversion for prior approval via email. We have a duty of care to ensure units are safe to sleep in prior to allowing them on site. We do not allow horseboxes, panel vans, or sign-written commercial vehicles onto site.

Booking extras

Awnings, porch awnings, pup tents - charged on a nightly basis. Beach View allows you to book 'one extra' per pitch, subject to conditions and room on your pitch. The 'unit' and 'pitch extra' must fit within the boundary of the pitch. If the unit and extras exceed the pitch boundary an additional pitch must be paid for. Prices for extras are set out on our website. Pitch extras must be disclosed and paid for at the time of booking as we cannot guarantee that there will be space last minute. Site managers reserve the right to ask you to remove any windbreaks or other paraphernalia if we consider it to be dangerous or a fire hazard.

Pup Tents – Pup tents must be no larger than 2.5m x2m. Pup tents may only be used by up to two children from 9 years to 15 years and the tent must be erected within the boundary of the pitch of the main accompanying unit (caravan/ or motorhome / or campervan). Pup-tents are not permitted for use by adults and pup tents are not permitted if you are putting up a full awning on your pitch.

NO Gazebos – Gazebos are not permitted.

Campsite Arrivals / Departures

It is important that you report to the Warden or Site Reception on arrival to ensure your arrival is registered. The warden will help you find a pitch. Please ensure you also pay any outstanding balance for your booking on arrival or by the end of the first day.

Arrival - From midday onwards but no later than 7pm in the Summer and 5pm in the Autumn/Winter.

Departure - Pitches must be vacated by midday on the day of departure unless otherwise agreed with the Site Team.

Late Stay Departure (extension to 5pm) - Are subject to availability & charged at £10 per pitch (late stays must be agreed & paid at reception), you must pack up and depart by 5pm.

NO SHOW - For advanced bookings, if we are not notified otherwise, your pitch will be held until dusk on the day of your arrival, after which it will put up for re-sale and your booking treated as a 'NO Show' /Cancellation and all your monies retained by Beach View.

Camping pod bookings

Camping pods are bookable for a minimum of 2 nights or longer, pods sleep a maximum of 4 people and 1 dog. The displayed price is the nightly rates inclusive of guests (maximum of 4 people per pod).

Camping Pod Arrivals / Departures

Arrival – Keys for camping pods can be collected from reception after 1pm.

Departure – Please ensure you pack up and depart your camping pod by 10am. Please return your keys to reception.

Payment for your campsite pitch or camping pod

Payment for bookings can be made by Credit or Debit Card (with the exception of American Express). Unfortunately, we cannot accept payment by cheque in advance or on-site.

A £20 (non-refundable booking deposit) is payable at the time of booking. For bookings longer than 4 nights the balancing payment will be required no later than 4 weeks before your arrival date. Cancellations, please see 'Cancellations' below.

All information on the website regarding prices is accurate as at the time of publication but may be subject to change.

Day Visitors – There is a small charge of £5 per day visitor. We allow up to four day-visitors max, should you wish to have more than four visitors you must check with reception and get permission. The decision it is at the discretion of the management. It is essential for safety and security that all day visitors report to and register at reception on arrival at Beach View. Day visitors are required to leave the site by 10:00pm. Any day visitors that have failed to report to reception will be asked to leave the park with immediate effect.

Services, features and facilities

Details of site services, features and facilities are displayed on our website on our site leaflets. You use the services, features and facilities at your own risk and Beach View Holiday Park shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties. Information about features, facilities and services is, to the best of our knowledge and belief, accurate at the time of publication, however Beach View cannot guarantee that these services, features and facilities will be available during your holiday especially outside the main holiday season.

Cancellation and changes to your booking

Your £20 booking deposit is non-refundable (occasionally we may agree to carry forward a booking deposit if a booking is cancelled and re-booked for later in the same Season/Year but this is at our discretion).

We recommend all guests have holiday insurance cover for holidays taken in the UK, this provides peace of mind should you need to cancel your holiday at short notice in the event of illness or other personal circumstances.

Cancellation more than 6 weeks before arrival date - A full refund of the balance if already paid (not including the booking deposit).

Cancellation 2 – 6 weeks before arrival date - If you have paid the balance in full we will refund 50% of the balance (not including the booking deposit).

Cancellation within 14 days of arrival date – You will forfeit all monies paid and payment will have to be recovered through a claim on travel/holiday insurance or in the case of some credit cards through your card issuer.

Vacating Early - If you leave site early for any reason Beach View will NOT issue any refund for unused camping nights.

Cancellation by Beach View Holiday Park -Unfortunately, in rare circumstances Beach View Holiday Park may have to cancel your booking. In these circumstances we will offer you a full refund of any fees paid or the option of an alternative pitch, or alternative dates at no additional charge. No other compensation is available.

Force Majeure/ Disease / Disaster – In the unlikely event that Beach View Holiday Park undergoes mandatory closure we will endeavour to provide a facility where guests can rebook alternative dates later in the Season/following year, or to request and submit a claim form for a refund/partial refund, subject to our own insurance paying out in such circumstances.

Behaviour on-site

Our site management team is fully empowered in all aspects of site operation and management. Beach View Holiday Park fully supports its site management & wardens in dealing with matters of policy at their discretion when the need arises. By booking at Beach View you agree that you and your party will, at all times comply with the requests of the site management and wardens.

Unreasonable behaviour will not be tolerated (including, but not limited to, excessive noise, wilful damage to the site or other people's property and abuse of staff). To respect the enjoyment of others, we ask that noise levels are kept to a minimum after 10pm. No music is allowed onsite after 10pm. If you are asked to leave under these circumstances, no monies will be refunded.

NO Open Fires or Fire Pits - Open fires and fire pits are prohibited. BBQ's are permitted as long as they are raised off the grass.

Dogs - Dogs are welcome on our campsite, a maximum of two dogs per pitch permitted. If there is an incident on-site involving your dog/s, please note that you may be asked to leave the site immediately. **All dogs must be always kept on a lead at all times**, please ensure you clean up after your dog and dispose dog poo in the nearby dog waste bins.

Complaints

We want you to have an enjoyable holiday. Should you have cause for complaint, please contact our Site Management immediately, they will try to resolve your complaint and advise you of our complaint's procedure. We ask you to note that if you do not give us the opportunity to resolve any problems whilst you are staying with us, we may not be liable to deal with any complaint on your return and any right to claim may have been reduced &/or forfeited.

If, at the end of your stay with us, you feel we have not dealt with your complaint satisfactorily, we ask that the main booker submits a written complaint within 28 days of your departure to: **Beach View Holiday Park, Sizewell Common, Leiston, Suffolk IP16 4TU**
Or by email mail@beachviewholidaypark.co.uk

Liability

Subject to the matters detailed in these T&Cs, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee resulting from our failure to comply with these Terms.

In addition to the above, we shall not be responsible for any:

- Loss of income or revenue;
- Loss of business
- Loss of anticipated savings
- Loss of data

Our maximum liability shall be no more than to refund the amount paid by you for the holiday in accordance with these terms & conditions.

As Beach View is in a rural, coastal environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife. Beach View Holiday Park cannot be held responsible for anything that adversely affects your holiday that is outside of our control. These circumstances known as 'Force Majeure', events and circumstances that Beach View could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Beach View will endeavour to manage any problems caused as a result of a Force Majeure but shall be under no obligation to address any loss caused by a Force Majeure event.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

Data protection

Beach View is compliant with GDPR regulations. Please review our Privacy Policy on our website for full details as to how we use and protect your personal data.