

# SELF-CATERING, TERMS AND CONDITIONS

## BOOKING ACCEPTANCE

Our properties can only be used for recreational, non-commercial purposes and are subject to a maximum of 21 nights in any one visit. You must leave at least 7 nights from departure before returning.

Bookings are only accepted from guests aged 21 or above. We do not allow party events, stag or hen party groups or similar. The Club reserves the right to refuse bookings should they appear unsuitable for the property, and can refuse admission on arrival if any aspect of the booking is misrepresented. In this event a full refund would be provided.

The number of people staying in the property must not exceed the number originally booked. The property must not be occupied by anyone who has previously been rejected by the Club and subletting is strictly forbidden. The Club reserves the right to cancel the booking for the entire party if this condition is broken and no refund will be due.

The Club reserves the right to refuse or ask any guest or visitor to leave whose conduct is believed to be detrimental to the property/site or disruptive to other guests and staff and no refund will be due. The Club also reserves the right to enter the property at any time, but will try to do so when convenient to the guest.

## ARRIVAL AND DEPARTURE TIMES

It is requested that you arrive at the properties between the times of 5pm–8pm to ensure a personal welcome and receipt of the property keys. You must vacate the property by 10am on the day of departure and keys must be returned to site reception.

## STAY LENGTH AND ARRIVALS

### Week-Long Holidays

Week-long holidays can begin on any night except Ashbourne and Cheddar where they can only begin on a Saturday and Alton, the Star where they can only begin on a Monday, Friday or Saturday.

### Short Stays

Short stays are available for booking 4 weeks prior to arrival except at Alton, The Star, where they can be booked any time of the year, beginning on a Monday or Friday. You must book a minimum of 3 nights.

Short stays will not be accepted within 4 weeks of arrival at Cheddar.

## RATES AND DEPOSITS

The tariff is based per property and includes VAT at 20% and all utility costs.

### Deposits

All advance bookings are subject to a booking deposit of £100 for any stay 7 nights or more, or full payment for stays of 6 nights or less. Bookings due to start within 28 days of the booking must be paid in full. There will be an administration charge of £10 if any payment is not honoured.

### Special Rates

In order to receive the Member Rate or Member Age Concession Rate\* (ACR) at least one Full Member or Age Concession Member must reside for the duration of the holiday at the property. The difference in price will be required on arrival if the information you have supplied is incorrect. \*Only applicable at Ashbourne Apartment, Cheddar Caravan and Teversal Caravan. ACR is not applicable in high season, except at Ashbourne Apartment.

## LOCATION

All properties are situated within the Camping and Caravanning Club Sites, with the exception of Ashbourne's Apartment which is 80m from site entrance. All Club policies must be adhered to and a copy is available from reception.

## INVENTORY AND SECURITY DEPOSIT

By making your booking, you agree to keep the premises and all furniture, fixtures, fittings and effects in or on the property in the same condition as they were at the start of the holiday (reasonable wear and tear expected). A full contents inventory is available at each property for guest's information. Any costs incurred to repair or replace damages caused by guests will be reclaimed by the Club against the person making the booking.

To cover possible damage or excessive cleaning charges, an additional security deposit of £100 is payable, by credit or debit card only, on arrival. Provided there is no loss, damage or repairs incurred during the stay, this deposit will be refunded, back to the original card, within 14 working days of departure.

## BED LINEN

Bed linen, towels and tea towels are required at all properties, except Braithwaite Village Lodges. Ashbourne Apartment provides bed linen only.

## TOILETRIES

Toiletries are not provided in any of our accommodations.

## SMOKING

All self-catering properties abide by the No Smoking law.

## PARKING

Only one car may be parked in the area adjacent to the property. Other cars may be parked elsewhere on the campsite, subject to the discretion of the Holiday Site Manager. Please telephone the site ahead of time to confirm any additional parking requirements to avoid disappointment.

## PETS

Where pets are accepted, they must be kept under control at all times and are not allowed loose on site. They should be exercised in any areas provided or off site. Owners are responsible for clearing up any areas fouled by their pets on site and if your pet causes disturbance to others you will be asked to remove it from site. Please note that we do not allow any breed of dog listed under the Dangerous Dogs Act 1991 on site.

With the exception of assistance dogs, pets are not allowed in the toilet block or other public buildings. Cheddar, Lauder and Teversal Holiday Caravan will all accept two pets. No pets are allowed at any site not listed above.

## CANCELLATIONS

To cancel your booking, you will need to contact Club Headquarters or the site directly.

### For stays of 7 days or more:

- If we receive your cancellation 28 days or more before the date that your booking starts, we will refund all of the money you have paid, except the deposit.
- If we receive the notice less than 28 days before the date that your booking starts, we will charge you 50% of the full amount, with a £100 minimum being retained.

- If we receive the notice less than 7 days before the booking starts, we will be unable to offer any refund.

### For stays of less than 7 days:

- If we receive your cancellation 28 days or more before the date that your booking starts, a £50 cancellation fee will be applied.
- If we receive the notice less than 28 days before the date that your booking starts, we will charge you 50% of the full amount, with a £50 minimum being retained.
- If we receive the notice less than 7 days before the booking starts, we will be unable to offer any refund.

The Club recommends that personal holiday insurance is taken out.

## LIABILITIES

The Club will not accept liability or responsibility for the death of, or personal injury to, any guest resulting from their proven

negligence. The Club will not accept responsibility for any loss or damage to the property of any guest, including personal belongings, cash, jewellery and motor vehicles, however caused, during the holiday.

The Club's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation not being available due to exceptional weather conditions, flood or fire, or such other cause beyond its control.

## DATA PROTECTION

The protection of personal privacy is an important concern to The Camping and Caravanning Club (The Club). Any personal data collected will be treated in accordance with current data protection legislation. We will use your personal data for general administration, marketing analysis, operational reviews and to process your booking. In order to meet our contractual obligations to you, we will share relevant personal data within The Club. For more information about our data protection policy please go to [myccc.co.uk/privacy-policy](http://myccc.co.uk/privacy-policy)

## COMPLAINTS PROCEDURE

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, we have not met your expectations, it is essential that you contact the Club's onsite representative immediately.

If, after this, you feel that the issue has not been resolved to your satisfaction, please address your concerns in writing FAO Customer Services, Club Operations, The Camping and Caravanning Club, Greenfields House, Westwood Way, Coventry CV4 8JH.

This procedure is designed to ensure the speediest possible investigation into your concerns.

## DISCLAIMER

When you book a self-catering property, you enter into a contract with The Camping and Caravanning Club.

Nothing in these conditions affects your normal statutory rights. While every effort is made to ensure the accuracy of the brochure/other material and prices at the time of printing, errors occasionally occur. You must therefore ensure you check all details of your chosen property and arrangements (including the price) with the Club at the time of booking. The Club will, however, use its best endeavours to notify you of any changes to or inaccuracies in any information contained in the brochure or otherwise provided to you as soon as reasonably practical after we become aware of the change or inaccuracy.

The Club reserves the right to alter the Terms & Conditions at any time.

## ACCESSIBILITY

Before booking, please check with the site regarding disabled access.