

# Our Agreement With You

A contract (our agreement) is formed when we receive the required payment and you have received a confirmation. This will be deemed to be 24 hours if sent electronically and within 10 days if sent by post. If you do not receive a confirmation within these timescales, please contact us immediately.

Required payment means either the required deposit or the full amount due for your break.

Our agreement with you binds you, (the person named on the confirmation) and all members of your party, including children and any visitors. You must ensure that all members of your party are aware of and accept all of this agreement. Our agreement continues until the last member of your party has left the park, including any extension to your stay and for such time afterwards as may be necessary.

We will send you either electronically or by post, a confirmation showing the price for your break and any additional charges. It will also detail payments received and due.

## A1. Booking more than 6 weeks ahead

A deposit payment of £75 is required to secure your Glamping Accommodation booking along with a copy of appropriate ID for each adult member of the party. A booking will not be accepted without proof of ID, only a Driving License or Passport is accepted and the original ID must be shown upon arrival to gain access to the park. The copy of ID can be sent via email at time of booking. Please send to [enquiries@plassey.com](mailto:enquiries@plassey.com). The remaining balance must be paid 6 weeks before the start of your break. Any balance must be paid by calling Reception on 01978 780 277

Your deposit is a non-refundable booking fee covering the administration costs we incur in processing your reservation. Therefore, we strongly recommend you take out independent Holiday Insurance to cover such an eventuality.

Alternatively, you may pay the full cost of your break at this point.

Touring bookings must be paid in full at time of booking, no deposits accepted. Insurance is fully included in all Touring reservations.

## A2. Booking less than six weeks ahead

Full payment by credit / debit card is required at the time of making your reservation for all Glamping Accommodation. Along with a copy of appropriate ID for each adult member of the party. A booking will not be accepted without proof of ID.

## A3. Payment confirmation

Please check the details on the confirmation carefully. If any of the details are incorrect, or change, especially your address, you must inform our reception team as soon as possible. You must also ensure that you pay any amount required in accordance with the confirmation payment schedule.

If you do not, we will have the right to cancel your reservation and keep or claim your deposit. Credit / debit cards will normally be authorised and charged to your account within one working day.

## A4. The price of your break and what it includes

The most up to date prices for accommodation / pitches are shown on our website. Any prices shown on our website or other communications are subject to regular review and may change. The agreed price for your break will be quoted when you make a reservation and will be shown on the confirmation. Any prices shown on our website or other communication are subject to regular review and may change throughout the day.

## A5. This price includes

- Use of your accommodation / pitch for the maximum number of guests we indicate.
- Any other amenities or services described as included in the price of your break in the information provided to you.

## A6. This price does not include

- Use of facilities and activities not included within your break, for example leisure activities, events or court hire. Additional charges and different booking arrangements may apply – separate agreements will be formed for these items.
- Additional high chairs or other children's equipment for your accommodation.
- Insurances which must be purchased separately. Please note touring pitch insurance is included in the price.

## A7. Tax and price promise

- All relevant prices include VAT at the appropriate rate.

We have the right to increase or decrease prices in line with any change in VAT or any other dues or fees levied on your break. We will not make any such increase to the basic cost of your break within 30 days of your holiday start date.

## A8. Multiple bookings

Multiple bookings are not permitted. Reservations must be made and paid using separate individual family / couple's credit / debit card details as per the given names for each accommodation / pitch. Multiple bookings using the same payment card are not permitted.

## B1. Important information before you arrive

Where the majority of the party is under 21 or includes person(s) who are normally closely supervised, there must be sufficient capable and responsible adults over the age of 21 in every accommodation / pitch to provide adequate supervision for the party and each member of it. One such identified person must be present for the duration of the break and accept overall responsibility for the whole party. The name and contact details of this person must also be confirmed on arrival to the park.

If we incur costs in providing assistance or supervision to your party, we reserve the right to claim compensation from you.

Other than for delivering goods and services, we do not allow the entry or parking of commercial vehicles of any sort on the park, including:

- Light commercial or light goods vehicles as described in the vehicle taxation legislation.
- Vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
- Open back work trucks of any kind.

In order to preserve our family environment, we do not permit "stag / hen" parties nor adult fancy dress on the park.

We have the right to obtain the name, date of birth, address and gender of each member of the party before confirming your booking or at any time. You (the booker) must be a member of your party unless we agree otherwise. Failure to provide us with full details of the members of your party prior to your arrival may result in access to the park being delayed or denied.

We want to maintain a safe and secure environment for you and your family and will ask for identification on arrival. We don't knowingly allow anyone to use or visit our park who is a convicted child sex offender or subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.

We reserve the right to conduct security searches as a condition of entry to protect your safety and that of other customers. We may conduct security searches of clothing, bags and vehicles, as determined by us in our reasonable discretion, including on entry and exit of our park.

You may not advertise, use, give or resell your break or any promotional discount or offer to do so (for profit or otherwise) or use it in connection with a competition, promotion, business and charitable or any other similar venture without our express advance written permission.

Please note our rights to cancel for breach of any terms in this agreement.

Please complete your registration detailing all members of your party through the online booking or via our reception team as soon as possible before your arrival.

Please check our website [www.plassey.com](http://www.plassey.com) before you leave home for all the latest information and any particular circumstances that apply to your break.

You should inform us immediately if, within 4 weeks prior to your arrival date or during your break, any member of your party has, or develops an infectious or contagious medical condition. If so, we have the right to:

- Refuse to accept your booking, or
- Cancel your break, or
- Ask any member of your party to refrain from taking part in certain activities, or
- Ask any member of your party to leave the park immediately, should we at our discretion consider it necessary to protect the health of other guests, staff or the general public.

## C1. Arrival

If you are staying in the Glamping Accommodation it will be available from 5pm and touring pitches will be available from 2pm.

In order to help minimise our carbon footprint and to reduce traffic volumes we request no more than 2 cars per accommodation are brought on to the park. All guests are requested to report to reception upon arrival.

## C2. Arrival Documentation

Upon check-in you will be required to submit your credit card which was used to make the original reservation to reception. A copy of the card will be taken and securely held. The card details will be used to cover any costs related to unpaid charges, damages, missing items or excess cleaning requirements following a satisfactory checkout and inspection of the accommodation.

Any card details we hold will be stored safely and securely in line with GDPR.

### D1. Whilst on the Park

Our aim is to provide a relaxed break suitable for families in a natural environment. To ensure the maximum enjoyment of your break and that of all our other guests you must comply with all of the requirements in this agreement. We draw your particular attention to the paragraphs below and to the safety information detailed below. You must also note and comply with all verbal or written guidance, especially safety guidance supplied to you by us or one of our staff. You must comply with all notices.

### D2. Behaviour and compliance with this agreement

You are responsible for the behaviour of all members of your party. Behaviour should be in keeping with the family environment and should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. Offensive or aggressive behaviour or language towards staff is not acceptable. We may ask you and / or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of anyone, or is likely, in our belief, to breach any of this agreement. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party. We do enforce a 11pm noise policy on site to ensure all guests can enjoy their break with us.

### D3. Children's supervision and parental responsibility

There must be at least one capable and responsible adult over the age of 21 in every accommodation unit or pitch. You are responsible for the supervision of all members of your party under the age of 21.

This is particularly important in all children's play areas, in licensed areas, close to lakes, ponds and waterways, whilst cycling and in the swimming pool – where specific supervision ratios apply.

These are displayed on notices. Parties not meeting the required ratio or who are not supervising their children responsibly may be asked to put appropriate arrangements in place or to leave the relevant facility. Children's activities are unsupervised unless otherwise stated.

### D4. Children's protection

It is our policy to investigate any incident or allegations of concern, or assist any proper enquiries about a child in our care or staying on the Park and to refer the matter to an appropriate external organisation should we consider it necessary / appropriate. A copy of our Child Protection policy statement is available on request.

### D5. Facilities & Activities

All facilities and activities including those contained within the price of your break are subject to availability. We operate a "first come – first serve" policy so we cannot guarantee that you will be able to book a particular facility / activity for a specific time or at all. However, the main golf course is available via our online booking system. Please click [here](#) to reserve your tee time.

The general activity conditions, this agreement, our safety policies and any special conditions we make known to you apply to any facilities and activities you book and must be complied with.

You must ensure that any activity or facility selected by any member of your party is suitable for those who are taking part.

You must arrange supervision for children under 9 taking part in activities or using facilities unless we have agreed to supervise.

All our toilets & shower blocks are cleaned and inspected on a regular basis. Cleaning and inspections of male & female facilities can be conducted by both male & female wardens.

### D6. Security of your property

We draw your special attention to the following:

- Your personal belongings are your responsibility during your break with us.
- Vehicles parked on our property are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items on parking.
- The police have notified us that personal cycles are particularly vulnerable in the nationwide problem of cycle theft. If you choose to bring your own cycle, we strongly recommend that you use a lock when a cycle is left unattended.
- Any lockers provided in changing areas may only be used for clothing and non-valuable items.
- Security safes are provided inside some of our accommodation i.e. Safari Tents – these safes must be used to store your valuable items.

- Appropriate insurance is strongly recommended.
- We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.
- We will offer reasonable help to assist you in tracking lost items, however we can only keep lost items for 30 days.

### D7. Food and beverages

Food, beverages and other supplies described in menus and other communications are provided subject to availability and are not guaranteed. Certain restaurants and food outlets at our park are operated by third parties and separate contracts will be made with each of them. Any issues concerning your dining experiences should be directed to the relevant provider in the first instance.

### D8. Environment

Please keep to prepared roads, paths and tracks at all times and treat all property and facilities carefully and appropriately.

### D9. Accommodation

You must use your accommodation / pitch and its contents with care and leave it in a clean and tidy condition on departure. An accommodation inventory is available in advance upon request and is provided in your accommodation on arrival. We reserve the right to charge you for any extra cleaning, missing items or damage. The credit / debit card we have on file will be used to charge for any costs related to extra cleaning, damage or missing items.

We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, maintenance work or housekeeping. Your accommodation is not exclusive.

The members of your party and the allocation of guests in each accommodation / pitch must remain the same for the whole of your stay unless permission is granted otherwise.

The maximum number of guests in each accommodation type must not be exceeded. If it is, we may move those additional persons to another accommodation / pitch and will charge you or them the appropriate full charge for the additional accommodation, from the date your party arrived for the break. Maximum persons permitted per touring pitch is 5. This may be increased to 6 if 6<sup>th</sup> person is under 2 years. This is due to restrictions and overcrowding of our facilities, i.e., swimming pool, bathrooms & showers

### D10. Wireless facilities

Wireless internet access, where available, is not guaranteed and is provided subject to third party terms and conditions, which are available when accessing the system. The facility is not subject to any particular security, and only has limited filtering measures and requires continuous parental supervision when used by children.

We reserve the right to disclose your name and address to our internet service provider if we discover that you or a member of your party illegally download content from the internet or otherwise engaged in unlawful activity whilst using this facility.

#### D11. Improvements and maintenance

As we continually improve our facilities on our park you may find that:

- New facilities are on offer.
- Listed facilities are temporarily closed for maintenance and / or improvements.
- Some facilities and / or accommodation / pitch types have been altered, replaced or closed.
- There is development or refurbishment work going on in certain areas of the park. Whilst we take steps to reduce the impact of such work, you may experience noise and visual disturbance.
- Maintenance work or housekeeping tasks are undertaken in and around your accommodation / pitch during your stay, although in such circumstances we try to minimise any inconvenience.
- Different equipment is provided to that described in our forms of communication.

#### D12. Hot Tubs

Guests wishing to enjoy the Hot Tub provided with your accommodation i.e. Lodge & Safari Tent customers, must follow the following rules, regulations and information:

- We are not responsible for any accidents, injury or health issues relating from improper use of the Hot Tubs.
- Do not switch off the Hot Tub via the main isolator switch.
- To maintain the cleanliness of water and correct chemical balance the Hot Tub may be checked three times per day by our maintenance team. Upon inspection and water testing, if the Hot Tub is found to be dirty due to misuse, it may be necessary to empty and refill. The cost of emptying and refilling caused by customer misuse will be charged to the guest at a cost of £75.
- Only guests on the booking are permitted to use the Hot Tub.
- Maximum of 6 people permitted in the Hot Tub at a time.
- The use of alcohol, drugs or medication whilst using the Hot Tub is prohibited. Smoking and the use of e-cigarettes is also prohibited in the Hot Tub.
- Persons on medication should always consult their doctor prior to use of the Hot Tub. People who are pregnant, have heart conditions, blood pressure problems, circulatory problems, skin conditions, diabetes or other known conditions should always consult their doctor before using the Hot Tub.
- Avoid prolonged use of the Hot Tub.
- NEVER leave one person alone in the Hot Tub or allow someone to sleep, as this could lead to drowning.

- Children under 5 years are NOT permitted to use the Hot Tub. Children aged between 5 & 16 years must be supervised at all times when in the Hot Tub. It is recommended that children under 14 years refrain from using the Hot Tub.
- Hot Tubs must not be used after 11pm.
- All Hot Tub users **MUST shower before entering the Hot Tub**, cosmetics and other contaminants may stain the Hot Tub resulting in the need to empty the Hot Tub at the cost of the guest. Soaps and detergents must also not be used in the Hot Tub.
- Appropriate swimwear must be worn, naked bathing is not permitted.
- Food is not permitted to be consumed in the Hot Tub and plastic glasses must be used for drinks whilst using the Hot Tub.
- Do not jump into the Hot Tub, do not stand or jump on the cover and remain aware that the surfaces around the Hot Tub may be slippery when wet.
- On your day of departure our staff may commence cleaning and draining of the Hot Tub from 8.00am.
- When removing / replacing the Hot Tub cover please ensure both fastening clips are removed and then replaced to secure the lid after use. Failure to secure the lid may result in damage to the lid, supporting arms and other components if the lid blows / falls off. Any damaged caused will be the responsibility of the guest.
- In the event of a storm or strong winds, we reserve the right to close the Hot Tubs as a safety precaution. All guests will be notified if the Hot Tubs are not to be used due to weather conditions. No refund or compensation will be awarded if the Hot Tub is out of use due to severe weather.
- If lightning occurs, all users must evacuate the Hot Tub immediately.

#### D13. BBQs & Parasols

Personal BBQ's are not permitted to be used at the Glamping Accommodation. Electric BBQ's are available for hire from reception. To avoid disappointment, we recommend reserving your BBQ in advance.

Parasols are also available to hire at our Glamping Accommodation.

All Touring pitch guests are permitted to use their own BBQ's. After use all BBQ's must be extinguished correctly. BBQ's are not to be used as fire pits. Purpose built fire pits are not allowed on site and no open fires are permitted at any time.

#### D14. Safety

You are required to follow all safety advice provided to you. Please note in particular:

- Diving or jumping is not permitted in any part of the swimming pools or in the lakes or waterways.
- Barbecues are not permitted in Lodges or Safari Tents.
- Drones are not permitted to be used on the park at any time.
- Hoverboards with seating attachments are strictly prohibited.

- Take particular care not to do anything which might cause a fire – dispose of cigarettes and barbecues responsibly.
- Fireworks may not be brought onto or used on the park at any time.
- Do not enter or attempt to use any facility that is closed.
- Caravans, campervans, motorhomes and tents must be positioned on the left-hand side of your pitch. Fire regulations stipulate sleeping accommodation must be 6 metres apart from each other. In addition, the use of gazebos and other structures are not permitted to join pitches together. Customers will be asked to move even if already set up.

#### D15. Driving on the park and parking

At all times, please give way to pedestrians and cyclists, keep to the left and within the 5mph speed limit at all times.

Please use great care when driving. Sleepers are placed to reduce speed and control traffic. No liability is accepted for any damage caused by these sleepers unless due to our negligence.

All vehicles should be parked in specified areas. Vehicular access is required for emergency services and Plassey Holiday Park maintenance vehicles. We will not be liable for any damage caused to your vehicle if it is not parked in a specified area and it obstructs any emergency service vehicle.

#### D16. Legislation and licensed premises

We shall not serve or sell alcohol to anyone who is, or appear to be under the age of 18 (and cannot prove they are over 18), or whom we, in our sole discretion, consider to have been drinking excessively. We will accept a photo driving license, a passport or a proof of age scheme which carries the PASS logo hologram.

#### D17. Smoking policy

Smoking (including e-cigarettes) is not permitted in any buildings (including accommodation) but is permitted where indicated on certain patios and balconies.

#### D18. Natural inhabitants

Please note and remember that our park is in a countryside setting that is the natural habitat of a variety of native creatures such as insects, snakes, spiders, rodents and ticks. You should note any information and guidance provided in any of our information booklets or notices.

#### D19. Dogs / Pets

You must ensure that:

- As a minimum, each dog has a current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus.
- Each dog is properly supervised and must remain on lead at all times except whilst using the dedicated dog walking enclosure.
- Each dog must not be dangerous and does not cause a nuisance or threat to anyone.
- No pets are permitted in the lodge plus accommodations. However, max 1 dog per Safari Tent is permitted and must be paid for.

- Dogs (except assistance dogs) are not permitted in any building except the specific dog friendly accommodation and the Haybank Clubhouse bar area. They must be kept on a lead at all times when in the venues mentioned above, and you must ensure you clean up after your dog(s) and use the dog bins provided throughout the park.

If we, in our sole and reasonable discretion, consider your dog to be dangerous or to be causing a nuisance, harm or threat to anyone, or to be likely to do so, we may ask you to remove it from the park (without refund or compensation) or have it removed to kennels at your expense. No other pets are permitted.

Day visitors are not permitted to bring dogs or any other pets.

#### D20. Dangerous items

No shotgun, knife, firearm, air weapons, archery equipment, fireworks, illegal substances or similar items may be brought onto the park under any circumstances by you or anyone in your party.

#### D21. Photography

Photography (still, digital and video) is not permitted in any changing areas within the park. Only non-intrusive photography of your own party and friends is permitted in our park. You may not carry out photography for commercial purposes, publication or similar purposes in any part of the park.

We regularly take photographs and videos for promotional and training purposes and we occasionally receive requests from TV or other companies to film / photograph on the park. Please be aware that filming may be in progress during your break. Should you not wish to appear in any such material please notify us on or before your arrival at the park.

#### D22. Compensation payable by you

By booking you agree that we have the right either during or after your stay to recover from you, whether via the credit / debit card used to pay for the break or otherwise the costs of:

- Any property or accommodation damage, and / or
- Any compensation we may pay to others, and / or
- Any other costs, fees or levies which we may incur, resulting from you or any member of your party action or inaction and from any breach of this agreement

#### E1. Departure

You must vacate the park at the specific times highlighted below depending on your accommodation / pitch type

- Lodges & Safari Tent customers to depart by 9am on date of departure.
- Touring Pitch customers to depart by 12 noon on date of departure.

Please return any keys to Reception or drop them in the collection box as you leave but in either event by the stipulated times above.

#### E2. Late departure requests

Late departure requests are available but will only be considered on the day of departure and availability.

Touring Pitch Late Departure Fees – Up to 3.00pm £5, Up to 6.00pm £10

Glamping Accommodation Late Departure Fees - Up to 12 noon £25, Up to 2.00pm £45

#### F1. Changing or cancelling your booking

You may change your booking with us for any reason provided the change is made 10 weeks or more before your start date. Each change is subject to availability and an amendment charge to cover our administration costs.

You may only change your start date once and you must select your new start date within 8 weeks of requesting the change, otherwise the change will be treated as a cancellation and a fee will apply.

Please note that any change of date or accommodation / pitch type will be likely to involve a change in price of your break and an amendment charge being payable. The price payable is the greater of 1.) your original break cost; or 2.) the price of your revised break change which applies at the time of your change. No difference will be refunded except where a change of date results in a lower price.

#### F2. Prevented from taking your break

If you are prevented from taking your break, please contact our Reception Team at the earliest opportunity. We will do our best to assist you. You may not, under any circumstances, transfer your booking to anyone without our consent. We will not consent to a transfer where the person or party concerned does not meet our requirements.

#### F3. Touring cancellation by you

You may cancel your break at any time. However, a fee will be charged as follows:

Number of days before arrival date that notification is received	Cancellation charge as % of total break cost
More than 7 days	100% refund less the Cancellation Plan charge
7 Days or less	50% refund less the Cancellation Plan charge
Day of arrival	No refund

#### F4. Glamping cancellation by you

Please note that in the event you cancel your Glamping stay with us, there will be no part or full refund of any monies previously paid, including the non-refundable deposits. Therefore, we strongly recommend you take out independent Holiday Insurance to cover such an eventuality.

#### F5. Cancellation due to special circumstances

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.

Either of us has the right to cancel your holiday, or any full unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Direct Costs"). If your holiday has started, then we will refund in full any full days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.

Either of us also has the right to cancel your holiday, or any full unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

#### F6. Cancellation and changes by us

We have the right, at our sole discretion to refuse to confirm any reservation. Where we have indicated that we will not accept a booking from you or accept your presence on our park, we reserve the right at our sole discretion to cancel any booking you may have made or refuse to allow you to enter our park or to ask you to leave our premises. If we do so (subject to the provisions of the paragraph below) we will refund any payment made but will not pay any compensation.

We have the right to cancel your booking, or to instruct you or your party to leave the park immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly terms relating to behaviour and conduct.

If we are aware in advance that:

- 25% or more of the amenities on the park are not available, and as a result, there would be a material impact on your break, we will offer you the following options, subject to availability:

- Change the start date of your break
- Continue with your break, or
- Cancel your break with a full refund (without cancellation charge).

If you elect to change the start date of your break the price applicable for the changed start date shall be that which applied at the time you made your original reservation. Should you elect to visit at the original time we will offer you reasonable compensation for this inconvenience, this amount will be communicated to you to assist with your decision-making.

#### F7. Refunds

Credit / debit card payments will be refunded via the same card number or to the intermediary, less any non-refundable deposit and any other non-refundable amounts. Cheque refunds will be made to the person named on the confirmation.

#### G1. Important information

All the information we collect and hold about you and members of your party will be used in accordance with our privacy policy, available on our website.

Images on our website, and in our promotional material, are for illustrative purposes only. We do our best to ensure that published information is correct when it goes to press. Please refer to our website [www.plassey.com](http://www.plassey.com) for the most up to date information.

This agreement and any dispute between us will be governed by and construed in accordance with the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England and Wales over any matter arising out of our agreement or your visit. You may choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident there. We must both act reasonably in selecting or agreeing any jurisdiction including any forum for dispute resolution.

Your stay will not give rise to any tenancy agreement between us.

Should any part of our agreement be deemed by law to be void, the remainder of this agreement will, if capable, continue in full force and effect. The headings in this agreement are included for convenience only and shall not affect its interpretation or construction.

In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges. We will not be responsible for any matters that result from any unforeseeable events that are beyond our control.

#### H1. Can we help?

Any assistance you require or concerns should be brought to our attention immediately to a member of staff or to the Operations Managers Office

We aim to give prompt assistance to you if you are in difficulty and aim to respond promptly to any concerns you raise so that you can continue to enjoy your break.

Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your break.

Any reported matter which has not been resolved during your break should be advised in writing to the Operations Office within 28 days of the end of your break. In such cases, we will only correspond with the person named on the booking. We will not enter into further correspondence on any matter resolved during your break and accepted as such by you.

And finally!!!

If you have any questions, we will be glad to assist you. Please telephone our Reception team on 01978 780 277