

Leisure Lakes Ltd Terms and Conditions

Booking Confirmation

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Deposits are non-refundable and may only be transferred at the park's discretion. Please bring your booking receipt when checking in at reception. Any booking that has not had its balance paid by the due date will be cancelled with all monies already paid being forfeited.

Conditions of Booking

We reserve the right to decline or terminate the booking of any guest(s) 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. Leisure Lakes and its facilities are intended for family holidays. We are therefore sorry that we cannot accept any parties of single people.

Children

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times.

Holiday Amendments

Changes to your holiday during your stay

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

Amendments to your booking

After you have paid your Deposit/Balance you may wish to change some elements of the Holiday, e.g. type of accommodation or duration. We will try to meet your request. It may be necessary to cancel your break due to illness, accident or change of circumstances. We cannot guarantee a full refund, however we will endeavour to come to an arrangement. Failure to arrive without satisfactory explanation or written cancellation will not be entitled to a transfer of stay.

Despite our best efforts, it is always possible that a holiday may be incorrectly priced. In such an event, we may contact you and give you the option to either:

- Pay the correct price to retain your booking;
- Cancel your booking and receive a full refund.

If we make any major alterations to your booking

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

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.

- A. accept the alternative arrangements as notified to you
- B. choose another available break from us at the advertised price
- C. cancel your holiday with a full refund of any money you have paid

Rules and Regulations

The person completing the booking is responsible for the conduct of their party, It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Leisure Lakes reserves the right to ban individuals from future use of the park.

Liability

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any park facility or other resident's property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Leisure Lakes or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person in the park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.