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Terms and Conditions**

1st August 2015

We ask you to read the following terms and conditions before making your booking. A contract exists as soon as we have issued our booking confirmation, which will be either emailed to you or sent in the post. You should check this document carefully to see that it reflects your wishes. Please inform us of any discrepancy or concerns within 7 days unless your holiday is to start within 14 days, in which case you should inform us within 24 hours. The terms contained in this contract do not affect your statutory rights.

1. The person who makes the booking is responsible for the booking, confirming the number of guests and must be over 21 years of age.
2. In order for your booking to be confirmed you must pay a minimum deposit of £100 with the balance payable 28 days before the first day of your holiday. We ask new clients to provide a £50 "damage bond" when we give you the keys to the caravan. This can be in the form of a cheque, postal order or even cash. Provided, when you leave, the caravan is in the same condition as when you arrived, the £50 will be returned to you. If any damage is caused that costs more than the £50 bond, you will be charged for the difference.
3. If the total cost of your holiday is less than £100 or your holiday is due to start within 28 days from when you made the booking you are required to pay the full amount.
4. Failure to pay the balance of the tariff may be treated as a cancellation of the booking. The onus is on you to ensure that the balance is paid on time.
5. You agree to comply with the Park Rules which are set out in full at www.valeholidayparks.com. Alternatively, we can send you a copy of the Park Rules in the post on request or they are available in the caravan or site office.
6. We cater for families and couples. We also reserve the right to refuse any booking.
7. Neither we, The Vale Holiday Parks company, nor its servants or agents accept liability for any personal injury, loss or damage that may be sustained by the applicants or their property during the period they or any of them are at the Park, except if it arises from our negligence or that of the company, its servants or agents.
8. If you have not arrived by 9.00am the morning after your holiday was due to commence, or contacted us to confirm when you will arrive, we will treat the holiday as cancelled and the total holiday costs will be retained by us.
9. Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the caravan will be available.
10. It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part that would justify cancelling the holiday.

11. Every care is taken to ensure that all our information is accurate. Photographs are intended for guidance only. Layout plans and artist's impressions are for illustrative purposes only. All maps shown are for representation only and mileages shown are approximate and depend on the route taken.

Further information for our guests:

1. Our accommodation is strictly non-smoking.
2. Accommodation is available from 3.00pm on the stated day of arrival and must be vacated by 12.00am on the day of departure.
3. Guests are asked to advise us if they do not expect to arrive by 5.00pm.
4. The protective sheets we provide must be used on beds used by young children.
5. Any damage or breakages must be paid for.
6. Pets are not accepted.

The Price of the Holiday:

Once you have made your booking and paid a non-refundable deposit of £100, the price of the holiday will not be subject to any change.

Cancellation Policy:

If you wish to cancel your reservation please telephone us or send written confirmation.

Your cancellation is effective from the date we receive your written notification, which will be acknowledged. In the event of a booking being cancelled within 28 days of the commencement date of the holiday, the applicants will be liable for a proportion of the total holiday cost in accordance with the following scale:

PERIOD BEFORE SCHEDULED ARRIVAL DATE WITHIN WHICH WRITTEN NOTIFICATION IS RECEIVED

Cancelled between 28 and 8 days before commencement

- You will be charged 50% of the total holiday cost (minimum fee of £50 is applicable)

Cancelled within 7 days of commencement

- Lose 100% of total holiday cost.

Park Rules

We have chosen to have our caravan on the Liskey Hill Site as it is owned by Vale Holiday Parks. The company is a family business that prides itself on its small, family friendly parks located in stunning coastal areas of Wales and Cornwall. Their visitors' enjoyment and safety are of paramount importance. They reserve the right to ask guests who contravene the terms and conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the Park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.