

The Hollies Camping/Touring Terms & Conditions

Your Contract

Your contract is with Beeston Regis Holiday Park Ltd (referred to in these conditions as 'the company'). Any contract for a holiday with the company incorporates the conditions below and is between the company and you as the customer. The contract does not take effect until the company despatches confirmation of your booking to you after a deposit is made. This is usually electronically but can be done by post. The contract is made in England and is governed in all aspects of English Law.

Booking

All correspondence should be sent to The Hollies Kessingland Leisure Resort, London Road, Kessingland, Suffolk. The company may refuse to accept a booking at its discretion and will not accept any booking made by a person less than 18 years old. All male, all female and mixed groups under 25 must check before booking. All camping/touring pitches require 3 nights minimum over bank holidays. We ask all customers to make a full payment when booking camping and touring. A payment of 25% can be made if a booking is for the following year.

Price Guarantee

The company guarantees that there will be no surcharges on your holiday start date but reserves the right to alter the price of any of its holidays before you make your booking.

Insurance

We are unable to sell personal holiday, car breakdown or cancellation insurance.

Cancellation

If you have to cancel your booking, you must telephone the company as soon as possible and then confirm in writing, supplying documentary evidence including medical certificates where appropriate to support your claims. The day the company receives your telephone notification of cancellation is the date on which your booking is cancelled.

To qualify for a refund one of the following must apply to a member of your party and with the exception of pregnancy must have occurred after you have booked your holiday and must prevent you from taking your holiday:

Qualifying reasons:

Death, illness, bodily injury, pregnancy or childbirth; jury service or witness call, redundancy of any member of the party or their spouse; cancellation of arranged leave

in respect of a member of HM Forces or police; unexpected occupational posting within six weeks of the commencement date of the holiday or involving an occupational transfer of more than 50 miles; fire, storm, flood, subsidence or malicious damage rendering the home uninhabitable, police requiring presence following a burglary or other incident at home or place of business; death, serious injury or serious illness of any member of your immediate family, fiancé, close business associate, partner or co director.

If the reason for cancellation does not qualify for a refund as set out above e.g disinclination to travel, leave cancelled by employer or if you have not opted for the waiver, then a cancellation charge will be payable, based on the number of days before the arrival date that we receive notification of your cancellation as shown in the following table.

No of days before arrival date that cancellation notification is received Charge payable to the company:-

More than 30 days	Initial Payment
15 to 30 Days	75% of cost
1 – 14 Days	90% of cost
On arrival date or later	Total Cost

If any payment due in relation to your booking is not paid by the appropriate date, then the company is entitled to assume that you wish to cancel your booking. In this case, the company will be entitled to keep all the deposits paid or due at that date.

Arrival and Departure

Pitches are available from 12 midday on the start date of your holiday and you must leave by 10am on the day of your departure. However if there is nobody due on your pitch we may allow a later departure time. Please enquire throughout your stay at reception.

If your arrival is delayed beyond 5pm you must contact the company so that we can arrange for a late check in. If you fail to arrive by noon on the day after the start date and you do not advise the company then your booking may be treated as having been cancelled by you and no refund of any monies paid by you will be made.

The Company does not offer any refunds for adverse weather conditions.

Your Personal Possessions

All customers are responsible for their personal possessions and property at all times and are required to exercise due care and attention to ensure their own personal safety and well being.

Dogs

Dogs are welcome at The Hollies but we request that they are kept on a lead at all times. There should be no more than two dogs allowed per pitch. Please be sure to clean up after your dog and use the bins provided.

Vehicles

Please observe the 5mph speed limit at all times when driving on the park. This applies to coming into and leaving the park. Please watch out for children particularly in the play park area.

Peace and Quiet

NOISE LEVELS MUST BE KEPT TO A MINIMUM BETWEEN 11PM AND 7AM. Please remember caravans and tents are not sound proofed and be respectful of the other guests staying on the pitches around you. We reserve the right to ask your party to leave if disturbance is caused to the park during your stay.

Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have a cause for complaint the company is anxious that remedial action is taken as soon as possible. It is essential that you contact reception/the warden on duty immediately if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless the company is promptly notified. Please help the company to help you by following this procedure. If you fail to do so, this may affect your entitlement to claim compensation where this may otherwise have been appropriate.

Rubbish

Please clear away any rubbish from your pitch in the bins provided around the site.

Campfires/BBQs

Camp fires and BBQs are allowed on site but must be raised from the grass and used responsibly. Please ensure your BBQs cool down fully before disposing of them in the bins provided. You must have a 6 meter fire gap between your fire pit/BBQ and your accommodation.

Children

Please take responsibility for your children, make sure they are supervised at all times particularly in the toilet blocks and play area.

Fire Safety

There must be a 6 meter gap between your accommodation and your neighbours for fire safety reasons.

Your Rights

Your statutory rights are not affected by anything contained within these conditions

We reserve the right to ask your party to leave if The Terms and Conditions are not followed.

We thank you for your cooperation. Enjoy your holiday!