

# Looe Country Park Ltd and Polborder Holidays Ltd

Bucklawren Road, No Mans Land, Looe, Cornwall, PL13 1QS

## Terms and Conditions

This agreement is made between the site owner on whose land the unit is to be sited and the owner of the unit, or the site owner and the visitor/s renting one of the units available on site. The booking forms a contract between yourself and the site owner/s. The booking may be made by telephone, via our booking system, email or any other form of communication between the two parties.

Looe Country Park operates 365 days per year, but reserves the right to change or alter opening and closing dates at any time.

## Fees and Payment

- To ensure reservation of your pitch or rental unit a non refundable deposit of 15% or £50, whichever is the higher, should be paid upon booking, the deposit is only refundable if cancelled within 24 hours of booking.
- Non Refundable Full and final payment of the remaining balance must be 28 days before arrival for Looe Country Park.
- One touring pitch through Looe Country Park includes one unit, one car, two people and one awning where applicable, no additional tents, cars, dogs, trailers or boats are allowed on site without prior agreement of the site owner unless previously booked before arrival.
- Payment may be made by either debit or credit card.
- If you wish to pay by BACs to Looe Country Park, please contact the office directly on 01503 240265.

## Termination of booking

- Where termination takes place before the end of the booking period the site owner reserves the right to retain a sum not exceeding the balance outstanding for the remainder of this period.
- In the event of forced termination by a government agency you will be entitled to a full refund less £50 administration fee or a transfer of the full balance paid to an alternative date.
- In the event that you, the customer, cancels the booking you will not be entitled to a refund.
- In the event of non payment by the visitor, unreasonable behaviour by the visitor or any other reason in breach of the terms and conditions of this agreement, the site reserves the right to ask you to leave and to take all your belongings. In the event that the visitor does not remove their belongings, the site reserves the right to remove the all said belongings from the site, any damage or liability in regards the removal of the belongings will fall upon the visitor. The site will not be responsible for any costs associated whatsoever with the removal or re-siting of the belongings, whether the belongings are situated on the site or off the site.
- Notices will be served upon the parties at the address given on the booking confirmation or such other address as may be notified in writing for the purpose.
- The campsite owner shall not permit removal of the touring unit from the park by anyone other than those named on the booking confirmation unless written authority is received in advance.

- In the instance that you are found to be charging your electric car from any hook up or electric supply on site without prior payment or agreement with the site owners/wardens you will be told to leave the site immediately without refund. Looe Country Park reserves the right to charge payment for the electric used and any other expenses incurred, not exclusively but including time and inconvenience.

## **Insurance**

- The touring unit owner undertakes at his/her own expense to insure and keep insured with a member of the Association of British Insurers against Fire, Storm, Theft, Flood and liability of not less than £1million to third parties and such other risks as the park owner from time to time reasonably require.
- The touring unit owner shall not do or suffer or permit to be done any act or thing which shall or may render any increased or extra premium payable for the park owners third party insurance or which may make void or voidable any policy of such insurance.
- To indemnify the park owner and keep the park owner indemnified from and against all actions proceedings and claims by third parties in respect of any loss or damage or liability caused by or arising out of any wilful neglect or default of the touring unit owner and any other person authorised by the caravan owner.

## **Liability**

- The park owner will take all reasonable precautions to protect the touring unit from loss or damage whilst in the park but shall not be liable for loss or damage under any circumstances.
- The site owner reserves the right to alter the terms and conditions at anytime.

## **Responsibilities and Obligations**

### *Site Owner*

- To provide a pitch for your unit on the touring field as per your booking. We reserve the right to move your touring unit to an alternative pitch if necessary.
- To provide holiday accommodation as per booking confirmation, we reserve the right to use an alternative accommodation unit if necessary.
- To ensure the services to the pitch on the site are provided to you. We do not take responsibility for interruptions to services that are beyond our control.
- We will do our best to meet a request regarding a pitch or accommodation unit, however in certain circumstances this may not always be possible.
- We reserve the right to change these terms and conditions at any time.

### *Caravan Owner*

- Subletting to any other party is expressly forbidden.
- The caravan owner shall be responsible for properly securing the caravan as provided for by the manufacturer and the insurance.
- No explosive, corrosive or flammable liquids shall be stored on the pitch, whether in the caravan, outside, in the awning or the car apart from the ones designated as for use by the manufacturers of the caravan or car. The site owners reserve the right to remove any

substances that are not fit to be stored on site, the owners are not liable for any costs or damage to such property.

- Access to the pitch for grass cutting by the site owner must be facilitated by the touring unit owner.
- The overall condition of the pitch must be tidy and tended, it is ultimately the responsibility of the touring unit owner to ensure the pitch is kept to a high standard.
- You must inform the site owner of any changes in your circumstances immediately.
- One small storage box sited at the back of each pitch on the hardstanding allowed.

## **Behaviour Standards**

- Any accidents or incidents must be reported to the site owners.
- Not to be a nuisance to other users of the park or the owners.
- Dogs must be kept on a lead at all times and you are responsible to clear up any fouling on the site. Dogs should not be left unattended on site.
- No contractors or deliveries should be made to the site unless prior notice and agreement has been made with the site owners.
- To respect at all times the quiet and tranquility on site.
- We aim to respect the environment and request that you keep all waste to a minimum, it is a site requirement that you recycle where possible.
- Septic tanks such as the ones located at Looe Country Park do not function correctly when certain chemicals are flushed into them, we request that you consult with the site owner as to the correct toilet chemicals that should be used.
- Awning heaters are not to be used on site.
- The playground is for children aged 10 and under. A responsible adult must accompany the child to the playground and must not leave them alone.
- There is a 5 mph speed limit around the site.
- Bicycles and scooters may be ridden in a safe and controlled manner, if not ridden in the said manner the site reserves the right to ban the riding of your bicycle or scooter.
- Children are the responsibility of their parents or guardians at all times. Children under 12 must be accompanied to the toilet block by their parent or guardian.
- All children are expected to be back at their pitch or holiday accommodation by 10.00pm, or dusk; whichever is the earliest.
- Radios and Televisions must be used considerately.
- The lighting of fires is prohibited unless in an EU standard purpose made BBQ or fire pit.
- Breathable groundsheets must be used.
- Grey water must be collected and emptied at service points.
- All taps must be turned off after use.
- Washing up sinks must be cleaned after use.
- Site accommodation must be looked after, any damage to the units and resultant fees or costs will be charged to the visitor.