

Terms and Conditions

Your Acceptance

Your acceptance and agreement is with The View at Watergate Bay. You certify that you are over the age of 18 years and will be a member of the party staying on the campsite. You are authorised to agree to these The View at Watergate Bay Terms & Conditions on behalf of all members of your party so that each of you shall be jointly and severally liable for your obligations. The act of making a booking is deemed as your acceptance.

Conditions of Booking

- A non-refundable deposit is required at the time of booking to confirm and reserve your holiday. 1 - 11 nights £50 deposit, 12 - 18 nights £100 deposit, 19 - 25 nights £150 deposit, 26+ nights £200 deposit.
- Booking deposits are non-refundable and are part payment of the full balance of your holiday. The booking deposit will be taken into account when the final payment is made.
- It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.
- Your remaining balance is due 4 weeks prior to your arrival date. It is your responsibility to contact us to arrange payment for the balance of your holiday, we will send a reminder.
- There is a £10.00 late payment charge for all balances not received by their due date. If the full balance is not received after a further 7 days you will lose the booking deposit and the booking will be cancelled.
- There is an extra fee added for credit card payments, depending on which credit card.
- Holidays booked within 4 weeks of the arrival date must be paid for in full at the time of booking.
- Any booking made where the total balance is less than £50 must be paid for in full at the time of booking.
- All bookings are non-transferable.
- The View at Watergate Bay is a family run site which caters for families and couples only and does not accept all male, all female, or uneven numbered mixed parties unless by prior arrangement, in some cases a security deposit may be required.
- The View at Watergate Bay does not guarantee allocation of specific pitches and special requests cannot be guaranteed but we will endeavor to fulfill such requests.
- There is no guarantee that pitch bookings can be extended beyond the dates originally booked.
- There must be a 6metre (20 foot) gap left in between tents and caravans for Fire & Safety reasons.
- You can reserve your pitch online with full payment up to 24 hours before the date of your stay.
- We reserve the right to change the dates and or pitch number of any booking made online. It is unlikely a booking will be changed and you will be contacted within 24hours of the booking being made to discuss the changes.
- The handling and collection of any personal information are processed in accordance with local law and are never sold to third parties.
- Check-in time is from 1pm.
- Please vacate your Pitch by 11am
- Data Protection - The information taken at time of booking is required to be collected for the purposes of processing your reservation at The View at Watergate Bay. 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.

Cancellation or Changes by You or Us

- We reserve the right to cancel or terminate your holiday and the rest of your party at any time. Please find below the list of reasons that we may cancel your holiday and that we are within are right to do so:
- No refund will be given if cancellation is made by you 4 weeks or less from when holiday commences.
- The booking deposit is non-refundable.
- If you need to leave early, no refund will be given.
- In the event of a party arriving that is all male, all female, or uneven numbered mixed parties without prior arrangement, we reserve the right to refuse the booking at the time of arrival without a refund.
- If we consider your conduct or the conduct of any member of your party is likely to pose a danger or impair the safety, comfort or enjoyment of our other guests or staff members.
- If you have failed to provide any material facts to us at the time of booking or in any communications with us.
- If you fail to comply with any of the terms and conditions of our agreement.
- The Management reserves the right to terminate your booking at any time if you or a member of your party's conduct is detrimental to the park or comfort of any guests or team members and no refund will be given.

For Your Safety

- We strongly advise that you take out holiday insurance to cover any booking made with The View at Watergate Bay. Not only will this cover any accident or emergency that occurs whilst you are on holiday, but it will also cover any cancellation of your holiday prior to your arrival, together with any costs incurred by yourselves should such a situation arise.
- We reserve the right to refuse admission to any persons who we deem unsuitable for whatever reasons.
- We please ask for all guests to respect each other and each other's property by keeping the noise to a minimum especially between 10pm & 7am. If we find any guests breaking this rule then we will ask you to leave the park immediately and no refund will be given.
- Smoking is not permitted inside any of our buildings on site and if we find you have been smoking within these areas then a cleaning fee of £35.00 will be charged to you.
- UNIT SIZE - Due to fire regulations, you must state what type of accommodation you will be bringing at the time of booking. When you position your tent or caravan, you must follow the pitching guidance given to you upon your arrival. If your pitch contents exceed that declared on the booking we reserve the right to require the rearrangement of pitch equipment, or to relocate or refuse accommodation, which will not be refundable.

Our Service to You

Here at The View at Watergate Bay rest assured that we will do our very best to ensure you have an excellent holiday with us. However, occasionally problems can occur, please contact Mel or Mark and please don't hesitate to bring problems to our attention so we can assist you in whatever it may be. Please inform us of any problems that occur during your stay as we regret that we cannot rectify or compensate complaints once you have left the park.

General Park Information & Rules

- As a site guest of The View at Watergate Bay you are entitled to use the facilities at our sister site Watergate Bay Touring Park. This includes the dog exercise area, swimming pool (free), skate park (free), pirate ship adventure play area, tennis courts (please book at Watergate Bay Touring Park's reception for a small fee), café and bar. Watergate Bay Touring Park and The View at Watergate Bay do not accept any liability whatsoever for loss, damage, accident or

injury to persons, property or personal belongings however caused during the use of these facilities.

- All site roads and areas are subject to Road Traffic Law. In addition, the site guest speed limit of 5mph should be adhered to at all times.
- Well behaved dogs are welcome to a maximum of 2 dogs per pitch. Dogs must be pre-booked and a charge applies. They must be kept on a lead at all times - an exercise area is provided on Watergate Bay Touring Park. Owners are responsible for the removal of any fouling on the site. Badly behaved dogs will not be tolerated and owners will be asked to leave, no refund will be given. The View at Watergate Bay reserves the right to refuse certain breeds of dog that it deems inappropriate on a family site. Dogs are not permitted to stay in cars or outside units overnight. Should The View at Watergate Bay feel that any pet has been left on site without its owner for any length of time and is distressed, or causing distress to other site users, we reserve to the right to contact the authorities to collect the dog immediately without notice being given to the owner. Pets are not allowed in the main facility areas on Watergate Bay Touring Park with the exception of guide dogs.
- The launching of Chinese lanterns or fireworks is strictly prohibited.
- Unlicensed motorised vehicles e.g. quads or micro scooters are not permitted at The View at Watergate Bay.
- No Lorries, commercial vehicles or converted vehicles are allowed onto our site without prior arrangement.
- Fires are not permissible however our guests are welcome to enjoy barbeques provided they are raised off the grass and are suitably sited and attended so they are not a hazard to other guests.
- Parents/Guardians will be responsible for their children at all times. Young children must be accompanied to the toilet/shower facilities at all times. Children must not play in or around the toilet/shower facilities.
- Please notify our reception immediately when calling out the emergency services.
- The View at Watergate Bay is not held responsible for inclement weather and for personal items/equipment that maybe damaged as a result of this.
- The View at Watergate Bay does not accept any liability whatsoever for loss, damage, accident or injury to persons, property or personal belongings however caused during your stay.
- In circumstances where a customer's own vehicle or equipment is involved in an accident or incident, The View at Watergate Bay reserve the right to close or restrict access to areas affected, and salvage or remove vehicles or equipment at its discretion. In circumstances where the accident or incident was caused by the customer, or anyone in the booked party, or by their vehicle or equipment, the owner will indemnify The View at Watergate Bay against all damage, claims, costs, demands, acts or omissions whatsoever arising and make reparation to The View at Watergate Bay any resultant costs, damages or losses (consequential or otherwise) relating thereto.
- Only one vehicle is permitted on each pitch; additional vehicles are charged for and should be parked sensibly.
- The electricity supply to 16 amp pitches is nominally 16 amps. However we reserve the right to reduce this capacity without warning and cannot guarantee a full supply during periods of high demand or under conditions out of our control.
- The View at Watergate Bay does not accept responsibility for any personal property left on site. We will be happy to forward items left (if found) for a minimum fee of £10 to cover administration, postage and packing.
- Unless you notify us of late arrival your pitch will only be held until 1pm the day after the booked arrival date, (provided full payment has been received) at which time it may be re-let without notice.
- If we believe that you have left early (i.e. vacated the site with no intention to return before your departure date or informed reception of your intention not to return) we reserve the right to re-

let your pitch/accommodation. You will not be entitled to a refund and the balance will be deemed as a penalty charge.

- In the instance of behaviour detrimental to other holiday makers, The View at Watergate Bay's property or staff, persons responsible, and the entire group at the Management's discretion, will be asked to leave the site without refund.