

# SANDWICH LEISURE HOLIDAY PARK

WOODNESBOROUGH ROAD, SANDWICH KENT, CT13 0AA

TEL: 01304 612681

Email: info@sandwichleisurepark.co.uk

VAT REGISTRATION 176 1517 04

## Cancellation Policy & Terms and Conditions

In these terms and conditions:

“Unit” means a tent and / or caravan and / or campervan and / or motorhome and / or trailer tent etc.

“Pitch” means a camping and / or caravan and / or glamping pitch / pod

“Site Rules” means the rules in force at the relevant Site.

“You”, “Your”, or “Owner” means the person named in the confirmation invoice.

“We”, “Us”, or “Our” means Sandwich Leisure Limited/Holiday Park, Woodnesborough Road, Sandwich, Kent, CT13 0AA.

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## Touring & Camping

### Cancellation Policy

If you wish to cancel your booking, we do not offer a refund. We do require 48 Hours' notice if the booking is not going to be used. We are happy for the booking to be taken at a later date, up to 12 months from date of original booking or it can be transferred to a third party at the discretion of the park management.

For your protection, please arrange Holiday Insurance to cover your needs in the event of cancellation.

### Booking Permit Conditions – Touring and Camping

1. A contract between you and the Proprietor will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
2. We reserve the right to accept or decline bookings entirely at our discretion (including those booked online and paid for in advance).
3. The Unit Owner will accept whatever position on the site that may be assigned for the parking of a unit of a type and design which must first be approved by the Proprietor or its duly authorised representative.
4. If the Proprietor wishes to carry out any site re-organisation or repairs to any services supplying the Owner's unit which require the re-siting of the unit, the Unit's Owner will accept

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such alternative position for the parking of the unit as directed by the "Proprietor or its duly authorised representative.

5. Under no circumstances may the unit be used as a shop or otherwise for the sale of goods or articles. Any sale of or from the unit on site shall not take place without the consent of the Proprietor having first been obtained in writing.

6. Refuse or litter is to be deposited in the refuse bins provided and the site surrounding the unit is to be kept in a clean and tidy condition.

7. The Unit's Owner is responsible for the conduct of guests and family and shall take steps to ensure that their behaviour does not cause a nuisance, inconvenience or disturbance to other occupiers or cause damage to property belonging to the Proprietor or such other occupiers.

8. The Unit's Owner agrees to indemnify the Proprietor in respect of any damage caused to the Proprietor's property or to the property of third parties and against personal injury caused by you or members of your party. The Unit's Owner shall hold insurance cover in respect of third party risks arising out of the use or stationing of the Owners vehicle and unit and will produce evidence that the insurance is valid upon request of the Proprietor. Failure to comply with this condition will result in the Unit's Owner being refused access to the site or being required to leave forthwith.

9. The Unit Owner's vehicle and unit are parked entirely at the Unit Owner's risk and the Proprietor is under no liability whatsoever in respect of any damage caused by or to the unit from whatever cause or for the loss or damage to articles left therein. Please note: - We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.

10. If application for renewal of this Permit is made although the Proprietor endeavours to give preference to existing permit holders the Proprietor reserves the absolute right to refuse or renew any Permit.

11. In no circumstances shall the Unit's Owner or any occupants of the Unit without the previous consent of the Proprietor erect any tent on the site allocated to the Unit or erect any annex to the Unit.

12. The Unit's Owner shall not bring or cause to be brought any dog, cat or pet animal on the site unless it is kept under control and in the case of a dog on a lead. In respect to dogs no dog is permitted on Park that are on the Dangerous Dogs Act.

13. The Unit will not be used for sleeping more persons than the number of berths indicated by the manufacturer.

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14. The Unit's Owner will not permit or suffer anything to be done which would endanger any policies of insurance which the Proprietor has affected in respect of its business as holiday camp proprietor.
15. The Unit's Owner must give notification of any damage to the site office as soon as possible.
16. For your safety – we have an across-the-board ban on the use of all bicycles, skateboards, roller blades, scooters, segways and hoverboards etc. throughout the park.
17. As from 13/01/2018 all bookings will incur a £1.00 Admin fee.
18. You'll find up-to-date prices on our website, although we can only confirm the exact price of your holiday when you book. Any quotation obtained prior to booking is subject to change.
19. You, as the person making the booking, will be responsible for all members of your party/group (including visitors). You, as the person in charge of your party/group (including visitors), must be at least 18 years old at the time of booking.
20. If you have specifically requested a particular pitch or unit, we will always do our best to accommodate your wishes.  
However, there may be times or changes in circumstances which may mean the pitch/unit will not be available or suitable on your arrival date and therefore it is not guaranteed at the time of booking.
21. If you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request to change your booking must be made via email [bookings@sandwichleisurepark.co.uk](mailto:bookings@sandwichleisurepark.co.uk) or by phoning 01304 612 681 by the person who made the booking. You may be charged an administration fee for any changes made.
22. We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control. An event outside our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.
23. In the event of any breach of the terms and conditions above the Proprietor shall be entitled to give immediate notice of revocation of the Permit at any time and if the Unit is not removed by the Unit's Owner the Proprietor shall be at liberty to remove the Unit to such place as the Proprietor may decide and to charge any expenses incurred. If the Unit's Owner fails to remove the Unit at the end of a period of four weeks from the date of such notice the Proprietor may sell the Unit and reimburse itself for any expenses incurred or monies due to it from the proceeds of sale.
24. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

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## **Accommodation Letting Conditions – Standard Camping Huts / Luxury Camping Huts / Apartments / Holiday Lets / The Mews**

### **Cancellation Policy**

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For your protection, please arrange Holiday Insurance to cover your needs in the event of cancellation.

1. A contract between you and the Proprietor will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
2. We reserve the right to accept or decline bookings entirely at our discretion (including those booked online and paid for in advance).
3. We operate a Strictly NO SMOKING policy. Smoking is not permitted in any part of the accommodation at any time. Any breaches of this condition without exception will result in a termination of the unit and all occupants will vacate, and no refunds will be given.
4. Pets by prior arrangement only. In respect to dogs no dog is permitted on Park that are on the Dangerous Dogs Act. PETS ARE NOT TO BE LEFT ALONE IN THE UNIT AT ANYTIME DURING YOUR STAY.
5. Only the designated number of people to stay in the accommodation, this being the people originally stated and agreed when the booking was made. You cannot invite friends to come and stay.
6. We will hold a refundable £100.00 CARD deposit against wilful loss or damage to the unit or the contents. If the unit requires excessive cleaning at the end of your stay a deduction will be made for this. A £200.00 CARD deposit is required if pets have been permitted.
7. The proprietors will not be liable to any persons or their dependants for any injury, loss or damage to any property howsoever caused.

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8. Checking In and Out - Arrival between 3:00pm and 5.00pm - except by prior arrangement. Departure before 10:00am and we reserve the right to remove any items remaining in your accommodation after this time. Please remember to give us back the keys and always leave your accommodation in a clean and tidy condition.
9. Windows should be closed on departure and when going out if rain is threatening. If you have any form of heating this must be turned off when leaving the unit.
10. We expect the unit to be left in the same condition as you found it. All rubbish should be deposited in the large bins located on site.
11. On departure please make sure you turn the lights off and the heating is off. Also, when leaving your accommodation, please leave all windows open (when weather permits). Please bring the key back to Reception.
12. The Unit Owner's vehicle and unit are parked entirely at the Unit Owner's risk and the Proprietor is under no liability whatsoever in respect of any damage caused by or to the unit from whatever cause or for the loss or damage to articles left therein. Please note We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.
13. As from 13/01/2018 all bookings will incur a £1.00 Admin fee.
14. You'll find up-to-date prices on our website, although we can only confirm the exact price of your holiday when you book. Any quotation obtained prior to booking is subject to change.
15. You, as the person making the booking, will be responsible for all members of your party/group (including visitors). You, as the person in charge of your party/group (including visitors), must be at least 18 years old at the time of booking.
16. If you have specifically requested a particular pitch or unit, we will always do our best to accommodate your wishes. However, there may be times or changes in circumstances which may mean the pitch/unit will not be available or suitable on your arrival date and therefore it is not guaranteed at the time of booking.
17. If you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request to change your booking must be made via email [bookings@sandwichleisurepark.co.uk](mailto:bookings@sandwichleisurepark.co.uk) or by phoning 01304 612 681 by the person who made the booking. You may be charged an administration fee for any changes made.
18. We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control. An event outside our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural

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disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

19. In the event of any breach of the terms and conditions above the Proprietor shall be entitled to give immediate notice of revocation.

20. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

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## Site Rules / Information

We want people to enjoy their holidays as much as possible. Our Site Rules are there to make everyone's life a little more relaxing and encourage site users and visitors to show consideration for others. We are sure you will agree most of these are common sense.

These rules form part of the contract between us for your holiday. They should be read alongside your booking Terms and Conditions.

You must make sure that anyone using the park is aware of the Park Rules.

### Reception

Reception opens from 9am Monday to Saturday and 10am on Sunday. Office phone number: 01304 612681. For out of hours emergencies please refer to the notice on the Reception door, or on the Information Board in the Toilet Block entrance.

### Site Staff

If you need help, advice or have any difficulties please ask the Site Staff. They are responsible for the smooth running and safety of the site and for making your stay as enjoyable as possible.

So everyone can enjoy holidaying on site, please follow the Site Staff's requests and all notices and instructions. Your health and safety is important, so please take care of yourself and others on the site.

If anyone on site disregards these rules and disrupts the enjoyment of others, the Site Staff have the right to ask them to leave the site.

From time to time, we may need to introduce new guidance or processes, possibly at short notice, to comply with changes in government guidance or legislation. Everyone on site would be expected to comply with these changes to ensure the safety of all site users and staff. Failure to do so could lead to you being asked to leave the site.

### Behaviour on Park

Consideration must be given to the quiet enjoyment of other guests, use of foul language or intimidating behaviour will not be tolerated.

If you have children with you on the site, you are responsible for their supervision. Young persons must be kept under supervision after 10pm.

Quiet must be observed between the hours of 11pm and 7am.

To ensure that property is not damaged whilst on-site, no loose ball games are allowed on or near pitches.

Please respect other guests' privacy and do not cut across or behind occupied pitches.

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You will be held liable for damage caused to Park property whilst on site, for which the Park will arrange repairs.

## Motorists

Please drive your vehicle with consideration for pedestrians, including children and other vulnerable road users. You must have a full current driving licence, insurance for the vehicle driven and follow the principles of road safety. Cars and motorhomes must have a valid road fund licence. You must always keep within the 10mph speed limit and observe the one-way traffic system. Electric cars cannot be charged on your pitch by any means, including the use of an electricity supply or hook-up. Also, Entry & Exit at Sandwich Leisure Park is via an Automatic Number Plate Recognition (ANPR) barrier system - access is only granted between 06:00 (6am) - 00:00 (midnight) during your stay.

## Cyclists

In the interest of safety there is an across board ban on all cycling on the park. This also applies to Skateboards, Roller Blades, Scooters, Skates, Segways, and Hoverboards etc.

## Dogs

Dogs are welcome on the park at an extra cost. No dogs that are on the Dangerous Dogs Act are permitted on Park. Owners must ensure that they are always kept on a lead and use the dog bins provided. Dogs are not to be left unattended. If children are walking dogs, they must be responsible and clear up after them. Unless you have an assistance dog, pets are not allowed in all communal areas including toilet blocks, laundry rooms etc.

## Holiday Home Caravans

These are all privately owned and may be occupied. Please do not walk between them or peer through the windows.

## Gas

Calor camping gas is available on site. Please ask at Reception.

## Day Visitors – £5.00 per person (Adults 14+ chargeable; children free).

All visitors must report to Reception on arrival. One vehicle (up to 4 people) at any one time. If you have visitors arriving after office hours, it is your responsibility to book them in during Reception hours. A pass will be issued which must be displayed in the vehicle. Entry & Exit to Sandwich Leisure Park is via an ANPR barrier system - access is only granted between 10:00 (10am) - 23:00 (11pm).

Visitors are not permitted to stay overnight. It is your responsibility to ensure that your visitors and all occupiers of your Caravan, tent, other accommodation or accommodation hired from us adhere to the Park Rules. We reserve the right to restrict visitors on site from time to time.

**Please note: At peak periods, for example Bank Holidays, no visitors are permitted.**

## Main Shower Block

The dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances. We will do our best to advise you at the time of booking of any changes at that stage, otherwise please always check prior to booking if this is important to your stay.



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CHILDREN MUST BE SUPERVISED BY RESPONSIBLE ADULTS AT ALL TIMES.

**Please note: Off-Peak periods, only the Family Room is open. Also, our family / baby changing room, which is located in the Family / Accessibility Room, will not be open 24/7. Our baby changing facilities in the Ladies and Gents will remain open all season though.**

## Laundry

The Laundry is located to the side of the shower block. Tokens are available from Reception. No clothes lines are permitted on the touring fields.

## Play Area

Children must be supervised by a responsible person. The play area is open from 08:00am – 9:30pm.

## Rubbish & Chemical Disposal

Large rubbish bins are located at the rear of the amenities block. If you need to use medical equipment which results in clinical waste, you must provide your own safe means of disposal and take these items off-site for disposal.

The chemical disposal points are located to the rear of the amenities block.

You may only empty the contents of chemical closets at the disposal points provided.

Please wrap disposable nappies and similar bulky items in a bag and place them in the bins provided. **Please do not put them in the toilets or chemical disposal emptying points.**

## Water

No paddling pools, water pistols and water games allowed on the touring field at any time.

## BBQs

BBQs are permitted but must not cause damage to the grass or picnic tables – we have stands for hire in Reception (deposit required). Used charcoal must be disposed of in the bins provided at the back of the amenities block. **PLEASE DO NOT PUT BBQs INSIDE YOUR UNIT AS THERE IS A DANGER OF CARBON MONOXIDE POISONING.**

## Fire Pits

Fire Pits are permitted but they **must** be kept off the grass. You can **only** burn BBQ coals or briquettes – we do **not** allow burning of wood!

## Vehicles

One car is included in the price; if you need to bring an extra car (a second vehicle), this must be booked and paid-for prior to arrival. **We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.** Entry & Exit at Sandwich Leisure Holiday Park is via an Automatic Number Plate Recognition (ANPR) barrier system - access is only granted between 06:00 (6am) - 00:00 (midnight) during your stay. We reserve the right to remove any vehicle which is apparently abandoned. Motor

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vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.

## **Pavilion Bar**

On site we have a Pavilion Bar which is open during peak season at weekends and Bank Holidays, where we often hold evening entertainment such as bingo. Children and dogs are welcome to our clubhouse.

## **Wi-Fi**

We have Wi-Fi available, which is run by a third party called LPIS (Leisure Park Internet Solutions). The Wi-Fi is chargeable - Pricing options vary. For any more enquiries, please call LPIS on 01423 295001.