

GENERAL TERMS AND CONDITIONS

1. BOOKING

A booking is accepted when you receive confirmation advice from Southsea Leisure Park. If details are incorrect please contact our office immediately. The balance of monies is payable by no later than 28 days before the commencement of the holiday and if not received, the Company may re-allocate the booking without further notice. Once a booking has been made and our confirmation issued the deposit will be non-refundable should you subsequently cancel your holiday (see 2 below). No reminder of balances due will be sent. Bookings may not be transferred without prior consent from the Management.

2. CANCELLATION

Unless notice in writing of cancellation of reservation is received by the Management not less than 28 days prior to the commencement of the holiday, the applicants will be liable for the full amount due in respect of the reservation. Notice of cancellation must be sent by Recorded Delivery. The deposit paid is not returnable.

3. ARRIVALS

New arrivals must report to Reception or call the Duty Officer on 07913 619363. No caravan/tent is to be sited or occupied until registration is complete. Reservations will not be held after 11.00pm on the day of arrival unless prior arrangements have been made with the Company. If you have not arrived by 10.00am the day after your holiday was due to commence, or contacted the park to confirm when you will arrive, we will assume the holiday is cancelled. Steps will be taken to re-let the accommodation and the total holiday cost will be retained.

4. OCCUPATION OF HOLIDAY HOMES/PITCHES

- a) The period of the occupancy of holiday homes commences at 4pm on the day of arrival and ends at 10.00am on the day of departure.
- b) During the high season, all pitches must be vacated by 11.00am on the day of departure. Occupancy by 12 noon can be expected but cannot be guaranteed.
- c) Occupation is limited to those persons who are listed in the booking and accepted by the Company. Please note: a child or baby of whatever age counts as a person.
- d) Any requests for certain pitch/caravan numbers will be taken into consideration but NOT GUARANTEED – we will however do our best!

5. HOLIDAY HOMES – FIXTURES AND FITTINGS

- a) Occupants of holiday homes shall not alter the internal arrangements there of nor do anything which would endanger a policy of insurance in respect of the holiday home and which might render it void or voidable. **Additional electrical appliances** of any type are strictly prohibited, unless permission is granted in writing from the Management.
- b) Breakages and/or damages must be reported to the Park Reception as soon as reasonably possible.
- c) Please note all occupancy is based upon no less than 1 day and no more than 28 day periods strictly in accordance with Holiday Letting Terms. **WE ARE NOT A RESIDENTIAL PARK.**

6. ACCURACY OF DESCRIPTION MAINTENANCE/CLOSURE OF FACILITIES

Modifications and improvements to accommodation and the Park facilities are being carried out continuously which may result in slight changes in the facilities shown in the brochure. The Company shall not be liable in respect of their non-availability or otherwise due to circumstances beyond its control.

7. CLEANLINESS

Occupants are required to keep the park clean and deposit refuse and rubbish in the receptacles provided. Also they are required to keep their holiday homes/pitches clean and tidy and pay for loss or damage to property belonging to Southsea Leisure Park. Please wrap babies nappies before disposal (do not flush down the toilets please!

8. INSPECTION

- a) Persons occupying holiday homes will permit Southsea Leisure Park or agents at all reasonable times to enter for the purposes of examining its state and ascertaining that all contents, fixtures and fittings and furnishings are in the holiday home and in proper state of repair.
- b) Occupants are asked to leave their accommodation and its contents clean and tidy when vacating it.

9. NUISANCE/ANNOYANCE

Occupants/visitors shall not do anything which would cause annoyance, inconvenience or disturbance to Southsea Leisure Park or the occupiers of other holiday homes or pitches on the park and comply with all reasonable requests made by Southsea Leisure Park or agents.

10. SECURITY/BEHAVIOUR BOND

The Company reserves the right to retain any sums deposits by way of behaviour bond or security deposits in the event of misbehaviour or damage to property. The Company reserves the right to expel any person from the park if in the opinion of the Management that person has caused a nuisance or annoyance to other persons or has caused damage or in their opinion that person is generally undesirable. The Park Management's decision will be final.

11. INDEMNITY

The Company operating or managing the park shall not be liable to any visitor (including those under the age of 18) for any personal injury loss of or damage to property, including motor vehicles and motor cycles or the like, however caused or sustained, be it by the Management or Staff or other visitors.

Persons undertaking activities including sporting activities do so at their own risk.

12. STORAGE

Any property, caravan boat or item on storage or parked for a period of time within the grounds of Southsea Leisure Park shall be:

- a) Totally at the owners risk
- b) Accessible by the Management in that any security keys for doors, hitch and wheel clamps, etc should be left with Reception and correctly labelled at the time of deposit.
- c) Paid for in advance at the prevailing rate.
- d) Moved as and if required to a suitable area.
- e) Removed at the discretion of the Management or disposed of should payment not be made as in accordance with (c) above.

PARK RULES

A copy of the Park Rules is displayed on the notice board at the Park Reception. Southsea Leisure Park aims to provide a relaxed and enjoyable holiday. The Park Rules are for the benefit of all our guests and therefore we ask that you abide by them.