



Terms & Conditions

COVID-19 Impact on Booking Terms & Conditions

Manorafon Touring & Camping are currently accepting bookings for holidays from 1st August 2020. It is important that you understand that at this present time, your booking is for the provision of a pitch only and not for park services and facilities.

Touring customers with onboard WC and hand-washing facilities are welcome, currently we cannot accept bookings from touring customers who do not have such facilities of their own. In most cases this will be Tent/Camping and Small Camper Van customers.

Until further notice, communal WC, Shower Facilities & Dish-washing areas will be closed.

Amenities that will be made available are communal cold-water points, WC waste points and refuse bins.

Once restrictions and safeguards are eased our usual services and facilities will resume.

Bookings cancelled by us (Manorafon Touring & Camping) due to a mandatory closure will be protected by an extended deposit transfer guarantee of up to 24 months. But please note your deposit will remain non-refundable.

BOOKING

Payment

1. **Deposit:** Payment in full or a £30 deposit is required at the time of booking.
2. **Balance:** Your balance is due in full 21 days prior to your arrival. We will send a reminder.
3. **Currency:** All prices quoted are in GBP Sterling and are inclusive of VAT.

Before booking, make sure you understand...

4. **Online booking:** We (Manorafon Touring & Camping) reserve the right to review and refuse any online booking received that breaches our terms and conditions or the limitations of the pitch booked. In these circumstances we will not be held accountable for your error and will charge a £5 cancellation fee per booking to cover costs incurred by us and associated with credit/debit card charging and refunding.
5. **Max two Adults:** Unless by prior arrangement, only a maximum of two adults per pitch are permitted. Any additional unauthorised guests will be required to leave the site immediately by management. In these circumstances – you will not receive a refund.
6. **Groups:** We do not accept group bookings of more than two units/pitches. We reserve the right to refuse or vacate any booking that we determine makes up a group of more than two units/pitches. In these circumstances – you will not receive a refund.

7. **Commercial vehicles:** Unless by prior arrangement, we do not accept commercial vehicles. Commercial vehicles will not be permitted onto the site. Any commercial vehicle discovered on site will be required to leave the site immediately. In these circumstances – you will not receive a refund.
8. **One car per pitch:** Strictly one car per pitch is permitted. Car parking for additional cars in our adjacent car park is available for advance booking.
9. **Quiet at 11pm:** If you would like to stay up outside talking after 11pm we recommend you stay at another site. Anyone not adhering to this rule will be required to vacate the site. In these circumstances – you will not receive a refund.
10. **Unsupervised minors:** Bookings can only be made by a person over 18 years of age who are in attendance during the holiday and agree on behalf of all persons in their party to abide by the conditions of booking and the rules of the park.
11. **Child supervision:** Any children causing disturbance or playing in inappropriate areas will be required to leave. In these circumstances – you will not receive a refund.
12. **Size limitations:** Pitches are subject to dimension limitations, when relevant - these limitations are clearly listed. Any unit (tent, touring caravan, camper, motorhome) larger than the set-out limitation will be required to pack away and vacate. In these circumstances – you will not receive a refund.
13. **Max two Dogs:** We allow a maximum of two dogs per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed so check with us when you book. There is no booking charge for eligible assistance dogs. Dogs must always be under the control of a responsible adult, kept on a lead and wear a collar. You must clean up after your Dog. Dogs (other than assistance dogs) are not allowed in any facilities. Dogs should not be left unattended. If we think your dog is causing a nuisance or damage you will be required to remove it from the park.
14. **No campfires:** Campfires of any description are strictly prohibited on the site. Please ensure that any portable/disposable barbecues do not damage the grass.
15. **Electricity hook ups** EHU's are 10-16 amp depending on chosen pitch type and have the standard round commando socket. Tent customers will require a mobile mains power unit that is compatible with our touring hook-ups. You may need a 25m cable to make connection to some electrical hook-ups and depending on the specific location of the pitch assigned to you.
16. **Arrival time:** Arrival is possible any time between 1pm and 7pm.
17. **Departure time:** On day of departure pitches must be or vacated by 12 noon.
18. **Arrival:** Upon arrival you will be checked in and provided with a site map, please ensure you have parked on the allocated pitch. Failure to pitch correctly and as directed is likely to result in you being required to reposition or relocate to another pitch.

Cancellation of your booking

19. **By us:** We reserve the right in any circumstance to cancel your booking. Unless you have breached the terms of our agreement or for reasons beyond our control ("force majeure"), we will refund 100% of the monies you have paid.
20. **By You:** If you wish to cancel your booking you must notify us by email or by telephone. Terms of cancellation are set out within our cancellation policy. The date of cancellation is the date we receive your email or phone call.
21. **Force Majeure:** We cannot accept responsibility or pay compensation for circumstances which amount to "force majeure", which subsequently affect the provision of our service to you. The site is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking because of circumstances beyond our control. Such circumstances shall include

(but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure").

22. Cancellation Policy:

- a) This cancellation policy applies to any complete cancellation of the booking, or a reduction in the booking of either nights or number of pitches / people.
- b) A £5 cancellation fee to cover costs incurred by us and associated with credit/debit card charging and refunding will be deducted from any refund total.
- c) Deposits: Deposits are non-refundable. Providing that we are notified of cancellation 15 days before the arrival date your deposit amount or when less than £50; total payment, remains transferrable until the end of that current season.
- d) Remaining balance: Any amount paid in addition to the deposit will be refunded as follows:
 - 100% refund: if notified 15 days before the arrival date
 - 25% refunded: if notified 7 days before the arrival date
 - No refund: if prior notification is not received 7 days before the arrival date.

We recommend that you invest in your own holiday insurance incorporating a cancellation policy.

ADDITIONAL TERMS & CONDITIONS

Cars: You should comply with speed limits, parking and traffic regulations on site. We try to provide parking next to or near your pitch, but we can't always guarantee this. Vehicles are brought onto the site at your own risk. Please note we do not currently have a facility to charge hybrid cars. You are not permitted to charge your car using the pitch electricity supply.

Children: All children must be supervised by parents or guardians throughout the stay. Please make sure you always know where your children are. If they are playing – it should be outside your own pitch, not someone else's. Playing within wc and shower facilities is strictly prohibited.

Lost property: Lost property that is found on the site will be kept for 6 weeks from the date that it was found. If the property has not been claimed within the specified timeframe then it will be donated to a local charity shop or otherwise disposed of.

Services & Facilities: We endeavour to ensure that all on site services and facilities are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us and you will not be entitled to a refund.

Check your booking: Once we have confirmed your booking a contract is formed with Manorafon Touring & Camping. You must check your booking confirmation carefully as soon as you receive them. If any information is inaccurate in any way you must let us know straight away.