

MANSTON COURT HOLIDAY PARK

MANSTON COURT ROAD, MANSTON KENT, CT12 5AU

TEL: 01843 823442

Email: info@manstoncaravanpark.co.uk

VAT REGISTRATION 176 1517 04

COVID-19 UPDATE TO TERMS & CONDITIONS

Please note that there may be changes and new procedures in place, in order to protect guests and staff. Some services or facilities may be reduced or withdrawn altogether, dependent on Government guidelines and risk assessments. There will be no reductions or refunds available if this is the case.

In event of a national or regional lockdown, which forces us to close, our normal cancellation policy applies in that we do not offer refunds, but we will make a slight amendment to the cancellation policy in that we are happy for the booking to be taken at a later date, up to 24 months from date of original booking.

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

Whilst we are doing everything possible to keep guests and our staff safe, it is important to note that we will be expecting ALL our guests to take all necessary measures to observe social distancing and to protect themselves and others at all times.

You will receive up to date COVID-19 Secure Guidelines in relation to your stay 24 hours before arrival – please ensure you read this carefully so that you are aware of all aspects affecting your stay before arrival.

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 Manston Court Holiday Park, Manston Court Road, Manston, Ramsgate, Kent, CT12 5AU.

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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 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 to a level of at least Two Million Pounds (£2M) in respect of third party risks arising out of the use or stationing of

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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.

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

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.

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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 info@manstoncaravanpark.co.uk or by phoning 01843 823442 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 / Holiday Lets

Cancellation Policy

If you wish to cancel your booking, we do not offer a refund. We do require 7 days 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.

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. 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.
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

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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 we will require you to inform us 10 minutes before leaving to allow a member of staff to check the unit out before releasing your deposit.

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 info@manstoncaravanpark.co.uk or by phoning 01843 823442 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 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.

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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.