

MANSTON COURT HOLIDAY PARK

MANSTON COURT ROAD, MANSTON KENT, CT12 5AU

TEL: 01843 823442

Email: info@manstoncaravanpark.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 Manston Court Holiday Park, Manston Court Road, Manston, Ramsgate, Kent, CT12 5AU.

Accommodation Letting Conditions – 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.

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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 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.

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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.

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.