



## The Sherwood Hideaway – Booking Terms & Conditions

### Planning your holiday

#### Arrival and departure times

Accommodation is available from 4.00pm. We kindly ask that you vacate your accommodation by 10.00am on your day of departure.

Early arrivals Guests arriving early are welcome to check in and enjoy the Park facilities and surroundings until their accommodation is ready.

#### Late arrivals (after 6.00pm)

If you expect to arrive after 6.00pm please arrange key collection by calling 07917 667944

#### Non-arrival

Unless the Park is previously notified, accommodation unclaimed by 8.00am on the day following your holiday start date will be treated as a cancelled booking.

### All you need to bring

Self-Catering all cooking items, crockery and cutlery and bed linen are provided.

#### Special requirements

If you have any special requests regarding your accommodation please advise us when making your booking & confirm in writing. Please include a tel. number in case of any query. We will endeavour to meet your requests, but we are very sorry that these cannot be guaranteed. Unfortunately we cannot take requests for accommodation to be located in specific areas of the Park.

#### Disabled guests

We aim to make our holidays and facilities available and accessible for all. However our adapted holiday homes are not suitable for independent wheelchair users travelling alone. Please discuss your requirements with us in detail before making your booking, to ensure a holiday that will meet all your needs and expectations. Please confirm your special requirements in writing.

#### Children

Cots and highchairs in Self-Catering accommodation are available for an extra charge. Please call the park for full cost and hire deposit details. In all accommodation cots and highchairs need to be requested at the time of booking and are subject to availability.

#### Pets

We welcome well-trained dogs in selected accommodation on the park but reserve the right to refuse certain breeds. We charge £40 per dog per 7 nights and £20 per dog per 4/3/2 nights, with a maximum of two dogs per booking. Please ensure your dog wears a collar and identity tag and is on a lead under the control of a responsible adult at all times. We reserve the right to require the owner of any dog or pet considered a nuisance, or to be affecting the comfort of guests, to remove it from the Park. We do not allow on Park any breeds of dog listed under the Dangerous Dogs Act 1991. At time of press, these were: any dog of a type known as the Pit Bull Terrier, Japanese Tosa,

Dogo Argentino and Fila Brasileiro, plus any other type appearing to be bred for fighting. Please Note: Please be aware that Sherwood Forest is a study site for Seasonal Canine Illness (SCI), for more information please visit: <http://www.sherwoodhideaway.com/dog-friendly-cabins/> or <http://www.aht.org.uk/sci>. If you think your dog has picked up SCI please inform a member of staff.

#### **Where your dog can't go**

Dogs and other pets are not allowed entry to Park facilities, with the exception of registered assistance dogs for the disabled. (Note: where a public footpath or right of way crosses our Park, dogs have every right to be there). Registered assistance dogs for the disabled: There's no charge for registered assistance dogs for disabled guests, in Self-Catering accommodation.

### **Making the most of your holiday**

Family and adult holidays: Our Park and its facilities are intended for family and adult holidays. Bookings by persons of 21 years of age or younger whether for couples or groups of this age group and whether single sex or mixed are not accepted. We also reserve the right to not accept single sex bookings of any age. We may apply discretion in certain circumstances. We reserve the right to retain the keys for accommodation if this condition is contravened. We also reserve the right to refuse or terminate a booking where we feel that the comfort of our guests may be put at risk.

#### **Sports groups**

If you are part of a sports group or local sports tournament and are intending to stay on our Park, you must book through our Groups Department and declare this at the time of booking. Failure to do this could result in the accommodation keys being retained and the booking cancelled with no refund available.

#### **Care of facilities**

Please treat your holiday property and Park facilities with care so that others may continue to enjoy them. We ask that you report any accidental damage to Reception immediately, so that we can make a repair or replacement. Accommodation is inspected at the end of every stay and any loss or damage may be charged for. We reserve the right to enter accommodation under exceptional circumstances, or for emergencies.

#### **Ball games**

For the comfort of all our guests these are not permitted in the areas between and around accommodation.

#### **Holiday home occupation**

Occupation of accommodation and use of facilities is strictly limited to those named on the booking. If this legal requirement is not met, the booking will be terminated and you will be asked to leave, with no refund available.

#### **Unacceptable behaviour**

We reserve the right to terminate a holiday without compensation, where unreasonable or antisocial behaviour caused by those persons named on the booking or their guests impairs the enjoyment, comfort or health of other guests.

#### **Infectious or contagious diseases**

Guests must inform the Duty Manager of the occurrence of any such illnesses during their stay that may affect other guests. For the protection of guests and employees, anyone found to have such a condition may be confined, or requested to leave. We strongly recommend all guests to take out personal insurance, as in such circumstances refunds are not available.

#### **Motor vehicles**

We will only accept on Park an appropriate amount of vehicles: relating to the occupancy of the accommodation. Parties with 3 vehicles or more will only be accepted at the Park's discretion. If his/her decision is contravened or not sought then we reserve the right to terminate the booking

and you will be asked to leave, with no refund available. No motorcycles, quad bikes, scooters or other such vehicles are allowed on the Park without the express written permission of the Park Manager.

**Your booking** Payment in full is required at time of booking.

Your total holiday cost: The price grids on the Park pages shows the holiday cost for the holiday dates and accommodation you choose. Add to this all supplements for cots, pets and hire goods deposits etc., to arrive at the total holiday cost. All prices are inclusive of VAT (where applicable). We guarantee that once you have paid for your holiday we will not change your holiday price unless you make a change to your booking. We reserve the right to amend the VAT element of prices in the event of a change in the rate of VAT. Customers are reminded that our prices and charges are subject to change and may go up or down in response to changing market pressures.

#### **Your final confirmation**

Please keep your final confirmation safe, as this must be presented on arrival. Holiday payment must be made in full to secure your holiday booking.

#### **Special and promotional offers**

All offers are subject to availability at the time of booking, and to specific offer terms and conditions, and may be withdrawn at any time. These offers only apply to new bookings only for the promotional period stated, and cannot normally be combined with any other offer.

#### **Errors**

Whilst every effort is made to avoid changes or errors, we're only human. Please check and/or query the details and price of your chosen holiday at the time of booking.

#### **Extra charges**

Certain facilities and activities are subject to an additional cost or refundable booking deposit and some facilities may be restricted off-peak. Guests are welcome to use their own sports equipment, or can hire equipment at the Park for a nominal charge.

#### **Third party suppliers**

Please note that with activities booked with one of our external partners a separate agreement may be required to enter into. Services referred to on the website are subject to availability and maybe supplied by a third party. We shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties. You should establish separate arrangements with the third party.

#### **Health & Safety**

The operation of our Parks is subject to legislation and the guidelines laid down by the Health & Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services in order to meet these standards. In extenuating circumstances accommodation, entertainment, sports activities or any facility may be withdrawn, due to maintenance, renovation, adverse weather conditions, changes in governmental legislation, or any other factor outside our control. We reserve the right to make such changes without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Where possible, we will advise of any significant changes prior to booking and endeavour to advise guests already booked of any significant changes as they occur.

#### **Smoking Policy**

As a result of recent Government legislation, it is now illegal to smoke inside enclosed public buildings in England, Scotland & Wales. We ask holidaymakers to respect these regulations. We would also ask holidaymakers to refrain from smoking in all holiday accommodation. We do not allow smoking in any accommodation. However, we cannot guarantee that any accommodation has been smoke free. **Lost property**

If you leave property in your accommodation after leaving, whilst we will endeavour to do everything within our remit to return the item, we cannot be held responsible for any loss or damage. There is an administration fee of £15 plus postage for the return of items left on site.

#### **Other information**

Website accuracy - Every care is taken to ensure that information shown on the website is accurate. Park photographs are taken at our Park, and are intended for guidance only. Layout plans and artist's impressions are for illustrative purposes only. Due to operational circumstances, activities sometimes may be withdrawn.

#### **Copyright**

No party is allowed to reproduce any of the contents of this website (including photographs) without the written permission of Sherwood Hideaway, or any other copyright owner.

#### **Comments or concerns**

If you have a complaint about your holiday whilst on the Park, you must immediately notify Reception at the Park during your stay so that we can resolve any problems immediately. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the Park or alternatively, write to our Guest Relations Team at Sherwood Hideaway, within 7 days of returning from your holiday. All complaints must be in writing, from the lead passenger on the booking and letters must carry the signature of this passenger due to the Data Protection Act 1998. Please write your holiday reference number on your letter and include your daytime and evening telephone numbers. Unfortunately if you do not give us the opportunity to resolve the problem locally by reporting it to the Park, then we may not be able to deal positively with any complaint on your return. All complaints must be submitted within 7 days to allow it to be investigated properly. You will receive a response to your complaint within 28 days.

#### **Any questions?**

We aim to provide all the information you need in our brochure, but should you have any queries or special requirements please don't hesitate to call the park on? (9am-7pm Monday-Saturday).

## **Conditions of booking**

### **The Holiday Contract**

A contract between you and Sherwood Hideaway is made when either of the following "booking conditions" are met:

1. When you book you must pay the applicable deposit requested or you can pay in full to confirm your holiday booking.

Deposits will only be taken up to 10 weeks prior to the commencement of your holiday. Full balance payment for your holiday is due no later than 10 weeks before the start of your holiday. A balance reminder will be sent to you 12 weeks prior to payment due. Please keep your final confirmation safe as you must present this on arrival at your Park. If the balance is not received by the due date then your holiday will be treated as a cancellation. Bookings made within 10 weeks of the holiday start date must be paid in full at the time of booking.

2. When booking by telephone or online, we inform you that your booking is confirmed or
3. Your Travel Agent tells you your booking is confirmed.

The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract, and loss of the booking.

### **If you change your booking**

Should you wish to make a change after your booking is confirmed, such as the type of accommodation, we will always try to meet your request. However, a charge of £20 per alteration will be payable. Substantial changes, such as different dates, will be treated as a cancellation (see

below). Changes must be made at least 30 days before the holiday start date, and be confirmed to us in writing or by telephone by the person who made the booking, or their Travel Agent. Changes requested within 30 days of the holiday start date will be treated as a cancellation, and subject to cancellation charges as outlined below.

If you cancel your booking should you wish to cancel your holiday please call the park on 01623 824594 and they will advise you of the procedure. Cancellation will not take effect until we receive written confirmation sent by recorded delivery. If this is not received before your holiday is due to start no refund will be given.

### **Cancellation by You**

It may be necessary to cancel your holiday due to illness, accident or change of circumstances. If you have taken out our cancellation plan, payments arising from cancellation may be covered as detailed below. As soon as you know you need to cancel, you must confirm the cancellation by writing to our Customer Services Team via email to [customerservices@bridgeleisure.com](mailto:customerservices@bridgeleisure.com) by letter to the address; Customer Services Bridge Leisure, 31 & 32 Shenley Pavilions, 39 Chalkdell Drive, Milton Keynes, MK5 6LB.

The letter/email must be signed (where possible) by the person who made the booking or their travel agent. If you have not taken out our cancellation plan, cancellation charges are calculated as per the table below.

If you have not arrived by 8am on the morning after your break was due to commence or contacted the Park concerned to confirm when you will arrive, we will assume that the break is cancelled and the total holiday cost including the Cancellation Plan, fees and postal charge will be forfeited.

Length of time Cancellation charge  
70 days or more Deposit\* plus fees  
43-69 days 30% of holiday cost\*  
29-42 days 50% of holiday cost\*  
8-28 days 90% of holiday cost\*  
7 days or less 100% of holiday cost\*  
\*Plus Cancellation Plan premium, fees and postal charge. ^ Or £50 deposit, whichever is the greater value. Cancellation Plan

When making a booking you will be offered the option to take out our Cancellation Protection Plan which covers you and your holiday party. We have two types of protection plan; Premium Plan

Provides you with complete peace of mind and allows you to cancel your holiday up to 8 weeks before your holiday start date regardless of the reason, you can simply just change your mind.

Premium plan also gives you the cover as outlined in the Standard Plan below:

#### **£40.00 per lodge per week or part week Standard Plan**

Our Standard cancellation protection plan covers you should you, or any other member of your party, be forced to cancel your holiday because of sickness, bereavement, redundancy or jury service.

#### **£20.00 per lodge per week or part week**

We will need written proof of your cancellation, this will need to be as follows: Sickness – Doctors Certificate Redundancy – Formal notification Jury Service – Court notification Bereavement – Death Certificate

Customers covered by our Cancellation Plans and complying with these conditions will be entitled to the following (less a £25.00 administration fee and the cancellation plan fee):

**42 days or more before the holiday start date** – Full refund of total fund received. **41 - 15 days before the holiday start date** – 75% of total sums received will be refunded **14 days or less before the holiday start date** – 50% of total sums received will be refunded

Please note: Our cancellation scheme covers you until you arrive on site after which refunds cannot be given if, for any reason, you decide you leave early. You may wish to take out your own holiday insurance to cover this. Completion of our Cancellation Form and Proof will be required, by recorded delivery prior to the confirmed start date of your holiday. Please see the cancellation plan for details on how to request a refund under the plan. If the Cancellation Plan is not taken out at the time of

booking, we recommend you make your own arrangements. Please note the sliding scale of monies payable, under Conditions of Booking, should you not participate in the Cancellation Plan.

### **If we change or cancel your booking**

We always endeavour to provide our services for the times and dates that you have requested. However, in exceptional circumstances we may be forced to change or cancel your booking.

Should this be the case, we will inform you, promptly and without undue delay. In providing a notification to you, we will inform you of the proposed change of date and/or cancellation, providing you with the following options:

1. Proposed alternative arrangements
2. The option to choose an alternative holiday break with us at the original advertised price
3. Cancel your holiday with a full refund of any money paid

Force Majeure:

We are unable to provide a full refund where we must cancel your booking as a result of force majeure.

'Force majeure' means circumstances that arise that are reasonably deemed to be beyond our control. Such circumstances include, but are not limited to:

1. Natural disasters
2. Fire
3. Disruptive weather
4. Acts of government such as but not limited to: forced closure
5. Pandemics

In such non-exhaustive circumstances, and as we are unable to provide a refund as a result, you will be credited to the value of the original service so that you may choose a service of ours, at the same value, for another period of time.

### **Limitation of Liability**

We accept responsibility for those arrangements of your holiday which are within our control, cannot accept liability for any injury, loss or damage suffered by you or any other member of your party, unless one of the following applies:

- (1) There was willful default by us, our employees or agents
- (2) Death or personal injury was caused by the negligence of Sherwood Hideaway, our employees or agents. For all claims other than death or personal injury, which result from the non-performance or improper performance of our contract, we will pay compensation that is reasonable in all circumstances. However, our liability to you is limited to the total cost of the holiday amount paid as per your final holiday invoice from Sherwood Hideaway. Please notify any shortcomings or complaints to the Reception/Duty Manager immediately, so that they can be remedied. Claims may be reduced or rejected if we have not been given the opportunity to put matters right or investigate your concerns.
- (3) If you cut your holiday short we are not obliged to offer a refund.

### **Data Protection Policy Statement**

We will use the personal information that you provide to process your booking and provide you with your holiday and for internal statistical, market research and recording purposes.

- We will only correspond with the lead customer on the booking.

- It is your responsibility to inform all other members of your party what information about them you are providing to us, and what we will use it for.
- Your Data Controller is Bridge Leisure Parks Limited.
- You are entitled to a copy of your information held by us on written request to the Data Protection Administrator, Proteus Park LLP, Estate Office, Thoresby Park, Newark, Nottinghamshire, NG22 9EF
- We have CCTV cameras at some locations at our holiday Parks for crime prevention and safety reasons.

### General

In these booking conditions 'you' and 'your' refers to the person who makes the booking; 'we', 'us' and 'our' refers to Sherwood Hideaway (a trading division of Proteus Park LLP.); 'holiday party' refers to those persons named on the booking and any person added at a later date; the 'Park' means the Holiday Park you have chosen for your holiday. Please note that all points covered in the 'Holiday and Booking Information' and 'Easy Booking' sections of this brochure also form a part of these Conditions of Booking. All bookings are subject to these Conditions of Booking and to availability.