

# Sunset Park

Multi Award Winning  
Holiday Park



## Booking Conditions

### IMPORTANT – Please read before making a booking

In these booking conditions, 'you', 'your', 'the client' and 'customer' means all people named on the booking (including anyone who is added or replaced at a later date). 'We', 'us', 'our' and 'the company' means Carr Royd Parks Ltd., Sower Carr Lane, Hambleton, Lancashire FY6 9EQ trading as Sunset Park.

The person making this booking is authorised to make the booking on behalf of all persons who shall be renting the lodge and will be present and responsible for all damages, liabilities and eventualities of this booking unless, prior to arrival, transfer of responsibility is accepted in writing by another attending party member with the Parks full knowledge and agreement. By making a reservation you are deemed to have accepted our terms and conditions.

### Conditions of Booking

All bookings are accepted on the basis that you, the customer, agree to these terms and conditions. If you or your children are unable to accept these standards of behaviour, or are looking for a different social atmosphere than we aim to provide, then we respectfully ask you to make your booking elsewhere.

We also reserve the right to refuse a any booking or to ask any guest who contravenes these terms and conditions to leave the Park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

Neither the company nor its servants or agents accept liability for any personal injury, loss or damage which may be sustained by the applicants or their property during the period they or any of them are at the Park except where it arises from the negligence of the Company, its servants or agents.

The person who signs the booking form or who makes the booking over the phone or Online will be present and responsible for the booking and warrants that they are over 18 years of age. By making this booking they accept responsibility for all damages, liabilities and eventualities of this booking unless prior to arrival, transfer of responsibility is accepted in writing by another attending member with the Parks full knowledge and agreement.

The booking is for your chosen Lodge or Caravan with occupancy restricted up to the maximum number as stated in the Lodge / Caravan description. Please note that all persons aged 3 or over must be allocated one of the stated beds.

As Sunset Park is a family holiday park, bookings from all male or all female parties will not be accepted unless the members of the group are all over 25 years old.

### The Contract

The submission of a completed booking form, or telephone agreement, shall constitute an offer by the client and a contract will exist when a letter of confirmation is issued by us. This letter of confirmation should be checked carefully to see that it reflects your needs. Please contact us immediately if there are any discrepancies.

If your holiday is due to start within 7 days of booking, a confirmation document may not be sent. A deposit of 25% is required for all bookings. This confirms your reservation and is non-refundable. Please be sure you take out cancellation insurance that is adequate for your party should you need to cancel.

The balance of the price of your holiday must be paid no later than 8 weeks prior to your holiday start date. We do not send a reminder, and reserve the right to cancel your booking and retain your deposit if the balance is not paid within this time. We reserve the right to pass on any charges arising from re-presenting cheques and processing late payments (min £15.00). Any discount given will be forfeited if balance is overdue.

For bookings made less than 8 weeks before the commencement of the rental, the total rental fee is payable at the time of booking.

### **Cancellation or Changes of the Holiday by You**

We regret that in the event of cancellation, no refunds will be made. Any cancellation made by the Client for whatever reason must be in writing. Once the booking has been confirmed the deposit becomes non-refundable. Cancellations should be notified immediately.

We cannot accept cancellations due to adverse weather conditions or any other claim. No refunds are available for late arrivals or early departures for any reason. Any costs for administration fees, or credit card charges are non refundable.

#### **Cancellation charges:**

Number of days before the start date of your trip that we receive your notice to cancel (or on which you are deemed to have cancelled)	Cancellation charge plus credit-card charges or administration fees you owe.
More than 56 days	Full deposit (including any balance of the deposit due)
43 – 56 days	50% of the total cost or full deposit (including any balance of deposit due), whichever is greater.
29 – 42 days	70% of total cost
8 – 28 days	90% of total cost
7 days or less	Total cost

Changes to the date of your booking will only be accepted (subject to availability) if the written request is made no less than 8 weeks prior to the date of your arrival. This will incur a £50.00 handling charge.

### **Change or Cancellation of the Holiday by Us**

If, due to circumstances beyond our control, or in the event of serious breakdown of services, other emergencies, or we are forced to change or alter in any way the services, accommodation you may have booked, we reserve the right to offer an alternative where possible, or to cancel the reservation with a full refund. No form of compensation will accompany this refund.

Our information is printed long periods in advance and we must reserve the right to make improvements or alterations without notice.

### **Holiday Behaviour Standards and Termination**

On making a booking with us, you have entered a contract in which you undertake, on behalf of yourself and those in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children at all times so that they do not become a nuisance or bring danger upon themselves or others. This is particularly important when using hot tubs and whilst in the vicinity of the lakes. At all times children remain the responsibility of their parents, guardians or the person signing the booking form. They are not allowed to play with taps, fire extinguishers or anything else that could cause damage to our property. Parents/guardians must ensure that no children under 18 consume alcohol on site and no children under 15 years use a hot tub except under adult supervision. You are responsible for their safety at all times.
- You further agree that you and those in your party will not:

- Commit any criminal offence at the Park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the Park
- Use any unlawful drugs
- Carry on any trade or business while on the Park.
- Create any undue noise or disturbance.

Please respect your fellow guests as we ask them to respect you and keep noise to an absolute minimum, especially after midnight.

### **Breakages, Damage or Missing Items**

The Client is legally bound to reimburse Sunset Park for breakages, damage, missing items or excessive cleaning caused by the party during the period of the rental.

### **Care of the Property**

The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as was found at the beginning. Apart from if provided by Sunset Park, no candles are to be used in the lodges or in and around the hot tubs.

### **Fixtures & Fittings**

All fixtures, fittings and equipment must be used solely for their intended purpose. Sunset Park request that you do not take into the lodges any portable heaters, lighting equipment or any items that may cause danger to the lodges, its equipment or its occupants. Any bulky items such as bicycles, fishing or golf equipment are not to be taken into the lodges.

### **Auto Debit scheme**

As your satisfaction of our holiday accommodation is of paramount importance to us, Sunset Park runs an 'Auto Debit' scheme. This means that if anyone vacates the park having damaged our property or violated our terms and conditions they will have their account debited by the amount to rectify that situation. This is to ensure that the standard of our park stays at this high quality.

### **Arrivals**

**Accommodation will not be available BEFORE 4pm on the day of arrival. All accommodation MUST be vacated NO LATER THAN 11am on the day of departure.**

All arrivals must call in at Reception, before proceeding to your Lodge. We will then confirm your accommodation number and directions to it.

We ask that you inform us of your planned arrival time. You must inform Sunset Park if your arrival time changes substantially. If you are liable to arrive after 5.00pm, please check in at the Puddled Duck.

If you have not arrived by 9.00am on the morning after your holiday was due to commence, or contacted the Park to advise us of any late arrival, your booking will be considered to have been cancelled and we reserve the right to re-let your accommodation. We regret to say, no refunds are available for late arrivals or early departures.

### **General**

Please note that some facilities onsite may not be available at all times, or may be withdrawn at the discretion of the management. The park uses its best endeavours to ensure the availability of all amenities advertised but

shall not be liable if they are not available due to circumstances or events beyond its control. In the interest of continued improvements, the owners reserve the right to alter or delete amenities or facilities or any part of the programme of activities, either advertised or previously advertised, without prior notice.

We reserve the right to reduce bar opening times are in operation during low season.

Should you wish to extend your stay beyond the booked dates, there is no guarantee that the same lodge will be available.

Young people must bring some form of ID with them (ID card/ Passport/Driving License) to prove that they are over 18yrs if they wish to purchase alcohol. Sunset Park operates a "Challenge 25" policy - any one appearing to be under the age of 25 may be asked for ID when purchasing alcohol.

The prices listed include VAT at the current rates and are subject to change if the VAT rate changes.

## Services

Rental charges include bed linen and towels for use during your stay. Beds will be made up prior to your arrival and for bookings of more than one week linen and towels will be changed at the end of each week. Electricity and water are included within the rental charge. Extra changes and cleaning service can be ordered for an additional charge added to your booking.

## Health and Safety

For the safety and enjoyment of all our guests, we ask that you take note and comply with the following:

- The speed limit on the park is 10mph.
- Open fires are NOT allowed anywhere on site.
- You are responsible for the safety of your guests, especially children. PLEASE be sure children are not allowed near a BBQ while in use or for the time it takes to cool afterwards.
- Air rifles, pistols, firearms or weapons of any kind may not be used, or carried in the Park.
- No lorries, track or other commercial vehicles are allowed on the Park.
- No recreational vehicles can be used on the Park. This includes motorised skateboards/scooters, except for disabled use.
- Up to 2 vehicle can be parked next to the Lodge. All other vehicles, including boats, must be parked in the designated parking areas.
- Please make yourself aware of the nearest fire point.
- While we accept the use of bicycles and skateboards onsite, they must be used with due care and consideration for others.
- Parents/guardians please be aware that children **MUST NOT** wander through into, play in, or near any of the Park's water features.

## Smoking

Sunset Park operates a no smoking policy within the lodges and our facilities. Vaping and Electronic Cigarettes are also not permitted in the Puddled Duck

## **Recycling**

Sunset Park believes in saving energy so recycling is of the utmost importance. We would ask you to help us by complying with our recycling procedures and place your rubbish in the appropriate bins.

## **Lost Property**

Any personal items/property left behind on departure will be returned to you on receipt of a stamped, self addressed envelope. Items of lost property can only be held for a maximum of one month after which time they are donated to charity. We cannot be held responsible for items reported lost which cannot be found. Property is at all times the responsibility of the owner.

## **Parking**

Parking of vehicles must be in the designated car parking space and must not obstruct the roadway. Your vehicles, their accessories and contents are left entirely at your risk. Sunset Park will not be responsible for any loss or damage from or to any vehicle. Repairs to vehicles (except emergency repairs) must not be carried out.

## **Liability**

Sunset Park cannot accept liability for any damage; expense, injury, death or loss of any nature whatsoever suffered by any person(s) from any cause other than the proven negligence of us or our employees. You must take all necessary steps to safeguard your personal property and no liability to you is accepted in respect of damage to or loss of such property.

## **Force Majeure**

Sunset Park cannot accept responsibility or pay compensation where the performance of our contract with you is prevented or affected by reason of circumstances which amount to force majeure. These circumstances include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

## **Privacy**

Protecting your privacy is important to us and we will strive to keep your personal information confidential. Your details will be kept on our database to enable us to keep you up to date with any future offers, information or mailings. We do not give any information to third parties or use information gathered in any other way than those described above. If required by law or legal process to disclose your personal information we will do only in accordance with the law.

## **Site Rules**

All occupiers of Sunset Park are expected to abide by the Site Rules. Copies are in your Lodge as well as at Reception.

## Complaints

The enjoyment of your holiday is important to us and in the unlikely event of any shortcomings, you are asked to notify the management immediately so that they can be remedied for you. We don't want you inconvenienced in any way if something can be remedied. If we know about it we will do our best to make it right. No claim can be considered on shortcomings not so notified.

## Terms and Conditions

Sunset Park reserves the right to change or amend these terms and conditions at any time. We also reserve the right to terminate the agreement/booking without refund of money if the behaviour of any guest is considered unacceptable, site rules are broken or if the number of occupants exceeds that stated at the time of booking.

## Pet Policy

Whether it's a dog, a mouse or a piglet: your pets can accompany you during your break at Sunset Park.

- You will need to bring your pets' own bedding, food and bowls, poop bags or litter tray (and puppy training pads for puppies under 6 months please).
- You must clear up your pet's mess and place in the bins provided around the Park
- Up to 2 pets can be brought with you per holiday home. You must state that you would like to bring your pet(s) both when you are making a booking and when you arrive at the Park.
- There is no extra charge for small pets in cages.
- Dogs must be kept on a lead at all times whilst being exercised on the Park.
- Dogs and cats must be flea-free.
- Proof of vaccination must be shown on demand.
- Dogs must be microchipped as per the law.
- Well behaved dogs are allowed in the coffee bar, sports bar and beer gardens.
- TO AVOID CONFLICT AND POTENTIAL CHAOS LOOSE DOGS ARE STRICTLY PROHIBITED.
- THERE WILL MOST LIKELY BE OTHER DOGS HERE DURING YOUR STAY AND THEY MIGHT NOT ALL BE AS SOCIABLE AS YOURS!