

Terms & Conditions

Introduction

Please read these terms and conditions carefully as they form part of your agreement with us together with:

- your Confirmation of Booking; and
- the Park Rules

We aim to provide Terms and Conditions which are easily understandable. If there is any term that you do not understand, then please discuss it with us before making a Booking.

1. Definitions

1.1. When the following words are used in these terms and conditions, this is what they will mean:

1.1.1. Accommodation means the accommodation that we are providing to you as set out in the booking.

1.1.2. Booking means your request to use the accommodation;

1.1.3. Confirmation of booking means our acceptance of your booking;

1.1.4. Park means Durdle Door Holiday Park;

1.1.5. Park rules mean the rules of conduct and practice issued by us from time to time and apply to the use of the park and accommodation in general (a copy of the park rules currently in force can be found in the park reception, on our website and within your arrival pack);

1.1.6. Terms and conditions mean the terms and conditions set out in this document;

1.1.7. You and your means the person or person who made the booking;

1.1.8. We/Our/Us means Weld 1994 Settlement, trading as Durdle Door Holiday Park.

1.2. Any reference to paragraphs is regarding paragraphs in these terms and conditions.

1.3. When we use the words 'writing' or 'written' in these Terms and Conditions, this will include e-mail unless we say otherwise.

2. Our Contract with You

- 2.1. These are the terms and conditions on which we will supply the accommodation to you.
- 2.2. When you submit your booking to us this does not mean we have accepted your booking. The booking will not come into force until you have received a confirmation of booking from us.
- 2.3. You are responsible for checking that the details of your confirmation of booking are correct. If any details in your confirmation of booking are incorrect, you are responsible for notifying us of this as soon as possible.
- 2.4. You must be at least 18 years old at the time of making the booking.
- 2.5. We reserve the right to refuse any booking. If we are unable to supply you with the accommodation, we will inform you of this and we will not process the booking.

3. Paying for the Accommodation

3.1. For bookings made more than 30 days in advance of your arrival date, you must pay a deposit. The remaining balance must be paid at least 30 days before the start of your booking. Required deposits are as follows:

- Holiday Homes £100 or £200 for high season bookings
- Skylight Cabins £100 or £200 for high season bookings
- Cottages 25% of booking value
- Touring and camping 50% of booking value
- Camping Pods 50% of booking value

3.2. For bookings made less than 30 days in advance of your arrival date, you must pay the total cost of your holiday at the time of making the booking.

3.3. Payment can be made in any of the following ways:

3.3.1. Credit card;

3.3.2. Debit card;

3.3.3. Cheque; or

3.3.4. Cash.

3.4. If you do not pay the total amount of the booking by the date it falls due, we will write to you with a reminder. If you fail to make payment of the total amount of the booking within 14 days of the date of the reminder, we will assume that you wish to cancel your booking. If this happens, your booking will immediately be cancelled and the cancellation charges set out in paragraph 6.2 will apply.

10.3. You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 11:00pm and 8:00am.

10.4. We are entitled to eject anyone from the park who acts in a manner likely to cause significant upset or significantly annoy other users of the park or our staff or who is guilty of a criminal offence. We do not have to follow any formal procedure to eject any person who is not named in your booking.

10.5. In the event of serious or persistent misconduct by you or any person in your party, we will follow the relevant notice procedures in paragraphs 7.1 and 7.2.

11. Pets

11.1. You must not bring any pets or animals when you visit the park except the following:

11.1.1. Not more than 2 dogs(s) (other than any of the breeds subject to the Dangerous Dogs Act 1991).

11.2. If you intend to bring a dog onto the park, you must tell us at the time of booking. Dogs are charged at £3 each per night. Dogs are only permitted in certain holiday homes. As such, we will need this information so that appropriate accommodation can be reserved for you.

11.3. If you fail to comply with paragraph 11.2, we will be entitled to recover from you any losses suffered (including our own reasonable cleaning charges) unless such failures arise due to our negligence or default.

11.4. If you are staying in a holiday home, you must keep your dog off any furniture and beds.

11.5. You must not leave your dog unattended in the accommodation or any vehicle at any time.

11.6. You must keep your dog on a lead at all times and it must be kept under proper control.

11.7. You are responsible for any injury or damage your dog causes whilst on the park.

11.8. You must clean up if your dog defecates on the park. We have provided doggy bins throughout the park.

11.9. Nothing in these terms and conditions prevents you from bringing an assistance dog to the park if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an identification book or other appropriate evidence.

12. Vehicles

12.1. You must not park more than one vehicle on the park per booking without prior agreement. There will be an extra charge of £5 per night for each additional car.

12.2. You must drive all vehicles on the park carefully and within the speed limit of 10mph.

12.3. You must hold a current driving licence and be insured to drive any vehicles you use on the park. You must also ensure that any vehicle you drive on the park is taxed, insured and has a valid MOT certificate in accordance with the requirements of law and is in a roadworthy condition.

13. General



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13.1. You must not play any ball games in the camping areas or between holiday homes.

13.2. If you have booked a touring pitch you must ensure that you pitch any touring caravan, campervan, tent or similar accommodation a safe distance from any neighbouring touring caravan, campervan, tent or similar accommodation. A distance will be considered safe if it is at least 6 metres away from any neighbouring touring caravan, campervan tent, or similar accommodation.

13.3. You must not dispose of waste water onto the ground.

13.4. You must not have external fires, including incinerators, however you are at liberty to have a barbecue providing it is suitably supervised by an adult.

13.5. You are responsible for the disposal of all waste in the bins provided at the park. You must not deposit any waste or rubbish, other than in the bins provided, on any part of the park.

13.6. You must not smoke in the holiday homes or in any of the park's buildings.

14. Our Liability to You

14.1. If we fail to comply with these terms and conditions or are negligent, we are responsible for loss or damage you suffer as a foreseeable result of our breach or our negligence but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into this contract.

14.2. We do not exclude or limit, in any way, our liability for:

14.2.1. Death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; or

14.2.2. Fraud or fraudulent misrepresentation.

15. Complaints

15.1. Sometimes things may go wrong. If you have a problem please tell the park reception straight away and we will do all we can to resolve the matter to your satisfaction.

15.2. As a consumer, you have legal rights in relation to your booking. Advice about those rights is available from Citizens' Advice Bureau or Trading Standards. Nothing in these terms and conditions will affect these rights.

16. How We May Use Your Personal Information

16.1. We will use the personal information you provide to us to: 16.1.1. Provide the accommodation;

16.1.2. Process your payment to us; and

16.1.3 Inform you about similar accommodation, offers or products that we provide but you may stop receiving this information at any time by contacting us.

16.2 We will not give your personal data to any third party unless the law requires us to do so.