

## Camping Holidays – Terms & Conditions

### **A.) Prices**

Prices are fully inclusive of tax and include the provision of water, electricity and gas. In some countries there may be a local tourist tax to pay locally on arrival or departure.

Site Extras can be purchased at the time of booking including bed linen and welcome packs. Cot and high chairs can be hired free of charge (subject to availability). Extras can also be added to your booking before departure by calling our call centre. Extras cannot be purchased on arrival at the campsite.

### **B.) Payment**

Payment in full is required at the time of booking. Payment should be made through our website by credit or debit card (credit card charges will apply). Once payment has been accepted, you will receive an email confirmation detailing your booking reference, campsite name, location and any site extras you may have booked. Please quote your booking reference on any correspondence you have with us regarding your reservation.

### **C.) Cancellation Charges**

If you wish to cancel your booking, we must receive confirmation in writing before we can fully cancel your booking. We will consider the date of cancellation as the date we receive written confirmation.

Cancellation charges apply as the following:

27 Days or more before departure: 50% of the total holiday cost

22-26 Days before departure: 70% of the total holiday cost

14-21 Days before departure: 90% of the total holiday cost

Less than 14 days before departure: 100% of the total holiday cost.

### **D.) Amendment Charges**

We must be notified of any changes or amendments to your booking as soon as possible. All amendments will be charged at £25 per amendment or £40 if amended within 10 weeks of your departure.

### **E.) Complaints**

If you have any reason to complain, you must complain as soon as possible to the relevant person (for example, the courier or resort management) who will do everything reasonably possible to resolve the problem. If you are not satisfied with how your complaint was dealt with, please write to our Customer Relations Department within 28 days of returning home. If you fail to do so within this period, it may affect us investigating the points you raise fully and therefore affect the amount of compensation you may be entitled to. The address to send your complaint to is: Customer Relations, The Travel Gateway, 2morrow Court, Appleford Road, Sutton Courtenay, OX14 4FH, United Kingdom.

### **F.) Accommodation**

A maximum of 6 people can be accepted per tent, 6/7 people per 2 bedroom mobile home and 8 people per 3 bedroom mobile home. Please note that there is a maximum of 4 adults per accommodation. Mobile Home configuration varies per site. Selected mobile homes are available with decking and/or air-conditioning.

We regret that we cannot accept bookings from single sex groups or parties of young people under 25 years of age.

An equipment damage waiver of £15 per party is included in the price you are quoted. This saves you from having to pay a £100 damage deposit upon arrival at the site as well as insuring you against damages or lost items of site equipment.

**Bed Linen Hire:** Bed linen must be requested at least one week before departure. Pillows and blankets will **only** be provided in Mobile Home accommodation. Blankets and pillows will not be provided in tent accommodation. If you pre-reserve and purchase linen hire for tent accommodation, blankets and pillows will be provided to complement the linen hire. All mobile homes will have one double bedroom and the pull-out bed in the living area is usually a double bed. If the pull-out bed is not required then only one set of double bed linen should be requested, all other requested bed linen should be for single beds. Please call our call centre if you require further help or information.

### **Useful Holiday Information**

**Accuracy of website:** All information on this website is correct to the best of our knowledge. Our website is continually updated to clearly and accurately describe the holidays and services offered. Please note that parc details and services are subject to change, but we will inform you where appropriate of these changes.

**Adjacent accommodation:** We regret we cannot guarantee special requests including adjacent accommodation. You may request it at the time of booking and we will notify the couriers at the parc. Couriers will do their utmost to meet your request, depending on the way in which our accommodation is located on the parc and the departure pattern of preceding customers. Adjacent accommodation is not available on every parc.

**Arrival on parc:** Your accommodation is available from 3pm, so please plan your holiday to arrive on parc between 3pm and 8.30pm. Particularly in Italy you may find parc barriers are lowered between 12.00 - 15.00 for siesta. If you arrive after 8.30pm our reception will be closed but couriers will still be on site. Most parcs close their gates between 10pm and 8am, so if you arrive later or leave earlier you may have to leave your car outside and enter and depart on foot.

**Barbecues:** Parc owners/local authorities may impose restrictions/bans on the use of barbecues – particularly at times of high fire risk. Charcoal is not provided.

**Parc charges:** Many activities are free but you normally pay for use of parc amenities such as tennis, mini-golf, sauna, solarium, pedalos, bicycle hire and pony rides for example. There is usually a charge for washing and drying machines. Irons can be borrowed free of charge from the reception.

**Parc facilities:** There may be some facilities advertised on our website which cannot always be made available as they are subject to weather, demand, time of the year or local regulations. As we do not own the parcs, such events are regrettably beyond our control. We will advise you prior to departure if the shop facilities have been withdrawn or the pool closed.

**Parc rules:** We ask all our customers to comply with parc rules established for the comfort of all customers. Most parcs impose a rule of silence after 10.30pm.

**Parc safety:** For the well-being of all, each parc will require customers to follow basic safety guidelines whilst on-parc. We ask that you observe speed limits, and that all members of your party are alert for cars and bikes. Please accompany all children to the beach and swimming pool, and ensure they wear armbands/floats if required. Children should follow the rules on diving, jumping and use of waterchutes and waterslides and not run on the pool-side. Only one person at a time should travel down each lane of a waterslide or waterchute, and only if travelling feet first. Remember, swimming pools, waterchutes and waterslides are used at the customers' own risk.

**Car parking on parcs:** Normally you can park your car next to your accommodation (unless stated otherwise in the parc description). If your family takes two cars it is unlikely that you will be able to park both cars on your pitch. The second car usually has to be left in the car park. Some parcs refuse two cars, while others make a charge when you arrive – please check at time of booking.

**Children's club - Fun Station and Base:** Please note that attendance at our children's clubs is subject to availability. We limit the number of children that can attend each club for health and safety reasons – ask your courier for details on arrival to avoid disappointment.

**Cots:** Please note that the travel cots we supply to families with babies and toddlers will not fit into most of our mobile home bedrooms. However, there is a detachable side rail for one of the beds in the twin bedroom of many of our mobile homes. Most customers use this rail to make the bed into a 'cot' for infants. Please note that the height of the rail (at 2 feet above the mattress) does not comply with specific UK cot regulations. Our newer mobile homes no longer have a side rail, instead one of the two single beds in the second bedroom can be stored away, creating space for a travel cot. If you would prefer to have a travel cot in your mobile home lounge area please request one at the time of booking. We regret we cannot guarantee availability of cots and high chairs if requested within one month of departure.

**Distances:** Distances to the various local amenities (i.e. the beach) stated on the parcs pages are always measured from the closest point on the parc.

**Entertainment:** Many parcs employ staff to organise entertainment during July and August (H/S). The programmes vary from simple sporting events to full daytime and evening activity programmes with something for all the family. Please see the individual parc pages for details. We have shown entertainment based on the 2009 programme – this may be subject to change for 2010. On some parcs entertainment is in the local language, others use English as well.

**Fishing:** Where fishing is mentioned on the parc pages a permit is often required and may be obtained locally.

**Free equipment and games:** Our Games Chest, canoes, Fun Station and Base clubs are free. If a piece of equipment is stolen or broken we cannot always replace it immediately. Subject to availability.

**Health:** We recommend you obtain an EHIC (European Health Insurance Card) which will provide healthcare through the public system in the EU and Switzerland. Apply on-line at [www.ehic.org.uk](http://www.ehic.org.uk) or at your local Post Office (UK) or [www.ehic.ie](http://www.ehic.ie) or your local Health Office (Ireland). You are advised to obtain the new EHIC which has replaced the E111. You must also have alternative insurance as it does not provide full health cover.

**Holiday flexibility:** The flexible nature of our holidays means that you can depart on the day of your choice for as long as you want. However, please note that when availability is limited, we may ask you to slightly adjust your proposed itinerary to fit in with the space that we have and to help us fill our accommodation efficiently.

**Lifeguards:** Not all parcs have lifeguards on duty and those that do may only be on site in July and August, or for a limited time during the day. We strongly advise you supervise your children at all times when they are using swimming pools and waterchutes. For your own safety we ask that you adhere to the swimming pool regulations.

**Local activities:** 'Nearby' local activities and outdoor pursuits shown on the parc pages are run by local companies and operators. Keycamp have no involvement in these activities and are simply taking the opportunity to highlight activities that may be of interest to you. Please check your insurance documents to ensure you are adequately covered.

**Pets:** Dogs are accepted on many of our parcs, please check the parc pages to see if your parc choice allows dogs. Dogs can stay in either a tent or selected mobile homes for a nightly supplement. Please call for details.

**Pitch size:** The size of pitch varies from one region to another. Typically those on inland parcs are larger than those on the coast, and Italian pitches are usually comparatively small. Note that pitches are not all the same size on each parc. Small will be less than 80m<sup>2</sup>, Medium will be between 80m<sup>2</sup> to 100m<sup>2</sup> and Large will be over 100m<sup>2</sup>.

**Satellite TV:** Many parcs have satellite TV in the bar or games room. Programmes will be in the local language. Selection is by the parc management.

**Size of party:** A number of our parcs restrict the total party size to six persons. If you are taking a larger party please check the parc description. We limit the party size of our mobile homes for your own comfort.

**Swimming pools:** We show the contracted opening dates in the pool section on the parc pages. On-site pools are free to our customers unless otherwise specified and are not usually heated.

**Swimwear:** Many parc owners have banned swim shorts, bermudas, and cut-off jeans in the pools for hygiene reasons. To be safe please pack conventional swimwear. Local law requires the wearing of bathing caps on some Italian parcs. These can be purchased on the parc.

**Waterchutes and waterslides** Each parc will have its own regulations that may relate to age, height and their opening times. Please check for the most up to date parc information when booking.