

## Lakeside Camping at The Golden Lion Inn

### TERMS & CONDITIONS

On Confirmation of your booking you accept our Terms and Condition in full.

#### 1. Booking Conditions

1. Lakeside Camping is a family park and caters for families and couples only. The Park does not accept all male, all female parties, clubs or school groups, nor do we accept groups of couples under the age of 30 unless by special authorisation by Management.
2. We reserve the right to request proof of age should we believe that any members of the group are below the age of 30 (the only forms of identification accepted will be Passport or valid driver's licence).
3. Management reserve the right to amend, implement new or retract items within the Terms and Conditions at any time.
4. We do not accept bookings from, or allow anyone to stay on the Park, who is listed on the Violent and Sex offenders Register (or any register which supersedes this). By making a booking you are confirming that no one in your party is on this register.
5. The person making the booking accepts the Terms and Conditions on behalf of all members of your party and is responsible for making sure that they accept and adhere to them.
6. We cannot accept bookings from anyone under the age of 18. Nor can we accept bookings made on behalf of another person. Minimum age of lead party member: 18 for touring and 21 for a static caravan.
7. Lakeside Camping operates a policy of 28 nights maximum stay with the exception of Seasonal Customers by agreement.
8. When booking online, the rate offered is not guaranteed until you receive written confirmation from the Park.
9. In the event of a tariff error on the booking system, mistakes will be rectified and a new quote issued within 48 hours.
10. 1.10.All rates are flexible and subject to change. No quote, whether given verbally or in writing, will be guaranteed until a deposit or payment in full is made and you receive your confirmation in writing.
11. It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.
12. Once confirmation of booking has been received you cannot transfer your booking to anyone else (including members of your party) without agreement from Management.
13. The total number of persons occupying the Pitch or Holiday Home must not exceed the number booked.

## **2. Cancellations**

1. If you cancel your holiday for whatever reason, you will be responsible for the full cost of your holiday unless you have notified us with the correct notice period.
2. All deposits are taken via Pitchup, so if a cancellation occurs, deposits will not be reimbursed from Lakeside Camping, but appeals and requests should be made to Pitchup.

## **4. Discounts and Vouchers**

1. Only one discount or special offer can be applied per booking. Once booked, any offers available subsequently cannot be applied retrospectively to an existing booking. Likewise, you are not permitted to cancel a booking in order to re-book under a new special offer.

## **5. Payment Conditions**

1. A non-refundable deposit will be required immediately to secure the booking.
2. The balance of your booking must be paid 1 weeks before date of arrival.
3. Although a balance reminder may be sent out, the onus to ensure payments are received on time are with the lead name on the booking.
4. Any balances not paid on time may incur late payment charges and/or cancellation of booking without refund.
5. Bookings made within 8 weeks of arrival require payment in full at the time of booking.
6. Cheques returned to us by the Bank as 'unpaid' or made out incorrectly on more than one occasion will incur a £15.00 administration fee to cover costs to the company.

## **6. Arrivals and Departures**

1. Pitches are available from 12 noon on the day of arrival and must be vacated by 10.00 a.m. on the day of departure.
2. Pitches, although paid for, must be claimed and occupied within 24 hours of the due time of arrival. The Management reserves the right to re-let the accommodation after 24 hours unless prior advice of delayed arrival has been received.
3. If arriving late, guests are not permitted to pitch up after dusk and you may be asked to spend the night in our arrival's car park.
4. We regret that we cannot guarantee any specific pitch but will do our utmost to accommodate any requests.
5. Please ensure that you pitch up in the correct location. Should you claim the incorrect pitch and by doing so you affect another customer's booking you will be asked to relocate to the correct pitch.
6. Late departure from any pitch which subsequently impedes the arrival of the next guests will incur a charge equal to one night's stay.
7. If we believe that you have left early (i.e. vacated the site with no intention to return before your departure date or you have informed Reception of your intention not to return) we reserve the right to re-let your pitch. You will not be entitled to a refund.

## **7. Standards of Behaviour**

1. We would like to everyone to enjoy their stay at Lakeside Camping and therefore request that all of our customers, regardless of their age, act courteously and politely to their fellow guests and members of our staff.
2. Lakeside Camping is primarily used by families and we would ask that the behaviour of your party reflects this. Noisy, Offensive or inappropriate behaviour or actions likely to cause harm or offense to any other guests or members of staff will not be tolerated and we reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of Management, does not comply with these standards of behaviour.
3. Please make sure that you know where your children are at ALL TIMES. Lakeside Camping reserves the right to return any unaccompanied child to their pitch for any reason we feel necessary, these decisions are made for the Health and Safety of all our guests.
4. In the interest of others and the children on Park, we ask that there be reduced low level noise after 10pm and no noise after 12 midnight and before 7am. If you are being disturbed in between these times by noise from neighbouring Pitches please contact Reception.
5. In the interest of safety if you have children within your party, one adult over 18 in your party should be classed as the “responsible adult” and therefore remain under the drink drive limit. If we believe that there is not a responsible adult, under the drink drive limit, supervising the children in the party, Lakeside Camping reserve the right to call the relevant services or the police.
6. Please be mindful that everyone is on holiday whilst at Lakeside Camping, so wanting to enjoy themselves, however we are a family Park therefore the nature of this enjoy should reflect this.
7. The Laws of England and Wales apply on site and anyone deemed to be breaking these will be removed from site immediately and the police informed.

## **8. Alcohol and Drugs**

1. Lakeside Camping adopts a no tolerance approach to illegal drug use on site. Customers believed or proved to be involved in the use or distribution of illegal drugs will be removed from site immediately and the police informed.

## **9. Pets**

1. All dogs must be kept secure and on leads at ALL times, failure to enforce this may result in you being asked to leave the Park without refund.
2. No more than two dogs are allowed per Pitch and must be kept under the control of a responsible adult.
3. All fouling must be removed immediately and placed in the appropriate bins. We reserve the right to terminate the booking of any guest found not to be clearing up after their pet with immediate effect.
4. Pets not to be left on site unattended.

5. We reserve the right to require the owner of any dog or pet considered to be a nuisance or affecting the comfort of other guests to remove it immediately from the Park without refund.
6. Dogs banned from the UK as named in the DANGEROUS DOGS ACT 1991 are not permitted on Lakeside Camping Site.

#### **10. Vehicles on Site**

1. A speed limit of 5mph applies to the whole site
2. A maximum of 2 cars on site per Pitch.
3. Commercial vehicles are not permitted on-site, unless prior agreement with the management.
4. Driving around site between dusk and 7am is not permitted (unless unavoidable in emergency situations).

#### **11 Accessibility**

1. All of our buildings are single-story with no stairs or lifts
2. There are Disabled toilet facilities in the Bar and in both Toilet / shower blocks.
3. Parking is permitted on each type of touring/camping pitch to a maximum of 2 cars.

#### **12 General**

1. Whilst BBQs are permissible, Lakeside Camping kindly request that there is no damage to Grass. All BBQ's MUST be raised off the ground.
2. We ask that all customers use their common sense when lighting BBQs in respect of never lighting them too close to a tent, caravan or flammable object and NEVER taking a BBQ inside a tent or caravan for your own safety. All BBQs must be elevated and kept off the grass, the company reserve the right to charge the customer for remedial works for any fire damage to the grass.
3. Fireworks and flares are banned from site, we reserve the right to remove any guest found to be in possession of such items from site.
4. All handheld/remote controlled flying devices such as (but not limited to) helicopters, aeroplanes and drones are also not permitted on site. This is for both privacy and safety reasons.

#### **13. Marketing Accuracy**

1. Whilst Lakeside Camping make every effort to ensure the accuracy of our Pitch and site descriptions and illustrations, they are subjective and are for guidance only. If there are points of particular importance, please contact Reception to clarify information.
2. Whilst every care is taken to ensure that the information contained in our brochures, websites, tariffs, advertisements and any other form of promotional material is correct at the time of publishing, we cannot accept responsibility for errors contained therein or results thereof. Lakeside Camping reserves the right to alter, substitute or withdraw any service, facility or amenity.
3. Published opening times are for guidance only, access to all facilities vary throughout the season so please check with Reception for current times of operation.

4. We are not responsible to you for unforeseen events or matters over which we have no control.

#### **14 Complaints – Our Service to you**

1. We do all that we can to ensure you enjoy your holiday. Occasionally problems occur and if they do or you have any concerns about your holiday when staying with us please tell Reception immediately and we will respond to you as soon as possible.
2. We will not be responsible for any matter, which you knew about during your stay but did not tell us about during your stay.

#### **15 Liability**

1. Persons using Lakeside Camping and its facilities do so at their own risk. The Park will not be liable to any persons for personal injury or loss or damage to property, however caused or sustained.
2. Save for circumstances in which injury is caused by the proven negligence of breach of statutory duty of Lakeside Camping, its Management, employees or staff, you acknowledge the risk of such injury and that you do not hold Lakeside Camping, its Management and staff liable for any such injury and that you will indemnify them in respect of any claim for such injury made.
3. Lakeside Camping cannot accept responsibility for any material loss, damage, expense or inconvenience directly or indirectly caused by or arising out of the Park and its plumbing, gas, electrical or exceptional weather.
4. Lakeside Camping cannot be held responsible for any damage to personal belongings.
5. Vehicles are brought onto the Camp Site at the owner's risk and we cannot accept responsibility for loss or damage to these, except where it is caused by our negligence or default or that of anyone, we are responsible for. In circumstances where a customer's vehicle or equipment was the cause of an accident or incident the owner will indemnify the Park of any demands and resultant losses (consequential or otherwise) relating thereto.

#### **16 Data Protection**

1. The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data protection Act 2018.
2. We will use the information provided on your booking for internal administration and to carry out our obligations to you and (if different) the person using the facilities.
3. We would also like to use the information provided by you to contact you: via post/phone/email about any offers or opportunities that we feel may be of interest to you. If you would prefer us not to contact you please inform Reception when booking.
4. If you have any queries or concerns about how we use your information, please write to Lakeside Camping, The Golden Lion Inn, Menherion, Stithians, Redruth Cornwall TR16 6NW

**17. THE MANAGEMENT RESERVES THE RIGHT TO REFUSE ENTRY OR TO EJECT FROM THE PARK ANY PERSONS, WHO IN THE MANAGEMENT'S OPINION ARE UNSUITABLE, FOUND TO BE BREAKING THE LAW OR WHO CAUSE NUISANCE OR DISTURBANCE TO OTHER VISITORS OR STAFF ON THE**

**PARK & RESERVE THE RIGHT TO DO SO WITHOUT REFUND WHERE THE CUSTOMER IS AT FAULT.**

**18. IN THE UNLIKELY EVENT THAT THERE IS A CONFLICT OR DISCREPANCY OF CONDITIONS THEN THESE CONDITIONS WILL PREVAIL.**

## ManagingCovid-19

As the situation around Covid-19 changes and we prepare to re-open our premises or increase our operating procedures, we are taking further actions to ensure our staff and visitors remain safe.

We will be following government guidance throughout and reviewing these procedures constantly to ensure these high standards of safety remain. Please find below an outline of what we are doing.

Our staff:

We are reducing staffing levels to minimise exposure. All staff have to complete a health screening every day before work, including temperature checks. Any staff showing symptoms of Covid-19 will be sent home and required to self-isolate for 14 days. Our staff will also be increasing their hand washing routines and wearing PPE where necessary.

Our premises:

We are increasing the cleaning schedules of our premises, above our already high standards to ensure all areas are kept clean, tidy and sanitised.

Hand sanitiser stations will be available and stocked in various locations, including by our toilets. Please use these to protect yourselves and others.