

Terms and conditions of booking. Version 2.0.

The required deposit must be received by us before we can confirm your booking, but once your holiday has been confirmed, it forms a binding contract between us and the following conditions of hire form the basis of this.

1. Clippesby Hall's safety and other rules must be observed at all times.
2. We can accept no responsibility for loss of or damage to goods, or injury or death to persons, to the extent that such liability can be lawfully excluded. Cars, cycles, vehicles, motorhomes, caravans and tents, together with their contents and any accessories are left at your own risk. We cannot be held responsible for any loss of or damage from or to any vehicle or its contents whatsoever.
3. The number of people must not exceed the number stated when the booking was made except by prior arrangement, and in any event shall not exceed the capacity as advertised.
4. We reserve the right to decline group bookings made by larger parties or celebration parties which we believe may spoil the quiet enjoyment of the Park by other guests or damage the reputation of Clippesby Hall.
5. Facilities and amenities may be altered or withdrawn if circumstances beyond our control necessitate this (e.g. Health & Safety rules, drought orders, excessive rainfall etc).
6. The balance due on your holiday must be paid in advance of the start date, eight weeks for accommodation, four weeks for camping and touring. We reserve the right to cancel your booking and re-let the relevant accommodation in the event full payment is not received within this timescale.
7. Hirers are responsible for making good any damage or breakages, replacing like with like wherever possible. Please advise Reception of any breakages or damage as soon as possible during your holiday.
8. We ask that self-catering accommodation be left reasonably clean and tidy at the end of your holiday, and we reserve the right to make additional charges in the event that our normal cleaning procedures are deemed inadequate to ensure the property is ready for the next guests.
9. In the event of a complaint, please notify Reception immediately so this can be resolved to your satisfaction during your holiday. Unfortunately, we cannot be held liable for any shortcomings if these are not reported at the time.
10. One dog per cottage or pitch is allowed if prior permission has been given, and the appropriate fee paid. Dogs are only allowed on the understanding that they are not permitted in bedrooms, on any furniture and are kept on a lead and under close control at all times while on the park. Dogs are not allowed in BASECAMP or any play areas. You agree to clear up after your dog and to dispose of the waste in the nearest rubbish stockade.
11. We have the right to obtain the name, date of birth, address and of each member of your party before confirming your booking or at any time. You (the booker) must be a member of your party unless we agree otherwise. Failure to provide us with full details of the makeup of your party prior to your arrival may result in access to Clippesby Hall being delayed or denied. We want to maintain a safe and secure environment for you and your family and may ask for identification on arrival. We

do not knowingly allow anyone to use or visit Clippesby Hall who is a convicted sex offender or subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.

12. We reserve the right to correct errors made in our advertised and confirmed prices as we notice them. We reserve the right to amend our terms and conditions.

13. If your booking has to be cancelled because Clippesby Hall is put under Government Restrictions, has to close and the period of closure covers your booking, you will be offered a refund in full.

14. In the event that your given address is put into Local/Regional Lockdown, rendering you unable to travel, and the period of restriction covers your booking you will be offered a refund in full.

15. Customer inability (or the inability of any, some or all of your intended party) or disinclination to travel to and stay at Clippesby Hall for any reason. This includes – but is not limited to – illness (including Covid), a requirement or recommendation to self-isolate or quarantine, shielding, a call to jury duty, military service, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. These remain at your risk and do not give rise to a right to cancel or to receive a refund. We strongly recommended you take out UK travel insurance to cover these eventualities. If you choose not to take out UK travel insurance, then you accept responsibility for any loss that you may incur due to your cancellation.

16. Cancellations must be notified to Clippesby Hall by phone and email and once received in writing we will confirm the cancellation request. There is a 5% booking fee included within your holiday price, this is non-refundable.

A cancellation charge applies to your booking. The amount to be paid depends on the number of days remaining between the point at which we receive cancellation notice and the start of your booking. **Deposits are non-refundable**; the chart refers to the balance.

Number of days before start of holiday that notification of cancellation is received*	Accommodation Cancellation Charge	Touring and Camping Cancellation Charge
More than 84 days	0 %	0 %
56 – 83 days	50 %	0 %
42 – 55 days	75 %	10 %
28 – 41 days	90 %	20 %
0 – 27 days	100 %	100 %

17. *In order to ensure speedy receipt, and thereby processing, of cancellations, Clippesby Hall recommends the customer sends written notification of cancellation by email requesting confirmed receipt. The effective date of cancellation is when written notification is received by Clippesby Hall. Any amounts due for refunding will be made within 14 Days. On receipt of the cancellation, the

above chart states the amount the customer remains liable for at that point in time. Clippesby Hall will then use reasonable endeavours to obtain a replacement booking.

18. It is the responsibility of the customer to acquire suitable travel insurance for themselves and their party to cover the booking. Clippesby Hall strongly recommends that the customer acquires suitable insurance to cover circumstances beyond the customers' control such as, but not limited to, change in personal or work circumstances, military service, jury service, incarceration, illness – including Covid and shielding, family emergencies and travel delays.

19. Covid is also now a known risk and it is possible for you to insure your holiday against it. This can include the lead booker or any of the party having Covid, the lead booker or any of the party having to isolate or quarantine, or you wishing to shield any Members of the party.

There are several options which include cover for Covid related cancellations available online.

20. It is not acceptable to act against guidelines and break rules relating to any illness- including Covid. We reserve the right to cancel your holiday if we believe it to be in the safest and best interest of our guests, staff and Clippesby Hall Ltd. The Company will have no further liability to you for any other costs or expenses arising as a result of such cancellation.

21. We will not take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control. This means any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include fire, flood, explosion, storm, adverse weather conditions, criminal damage, riots or civil strife, industrial action, nuclear or natural disaster, epidemics or pandemics, war or threat of war or terrorist activity.

These terms and conditions are intended to best protect everyone. We want you to be sure you are happy to book with us. We will always do our best to be understanding and sympathetic but please do accept responsibility for yourselves and any booking you make.