



2017 Booking Terms and Conditions

Please read the following conditions as they form the basis of your contract with Thomas James Holidays. By making a booking by post, phone or email it is understood by Thomas James Holidays that you have read and accepted these booking conditions.

Booking Conditions

Your contract is with Thomas James Holidays Ltd. The address for Thomas James Holidays is Moss Dene, 7, Hand Lane, Leigh, Lancashire. WN7 3LP.

Thomas James Holidays is an English company and as such English law will govern the contract, any disputes will be settled in English Court.

All prices quoted are in pound sterling. Euro prices can be quoted, however due to differences in the exchange rates Euro prices will only be quoted when requested. Any quote given in Euros is valid for fourteen days.

Booking and paying for your holiday

You can book your holiday either over the phone or with the online booking form. We can only accept bookings from a party member over 18 who must be present in the accommodation for the duration of the holiday.

Once you have booked a holiday and have paid your deposit a contract will exist between us. We will issue an invoice confirming the holiday details and price. Please check all paperwork we send you carefully and contact us immediately if you have any queries.

We must receive full payment for your holiday at least eight weeks before departure otherwise we will be entitled to cancel your holiday with loss of deposit. If there is less than eight weeks between booking and the holiday commencing full payment will be required.

If you are a UK resident payment can be made by cheque, bank transfer, debit or credit card (A 1.5% surcharge will apply if paying by credit card). If you live outside the UK you can pay by bank transfer, debit or credit card (charges apply).

On receipt of your final balance we will send you a final confirmation and holiday details via email.

We reserve the right to refuse any booking. Bookings are not transferable to another party.

If you require adjacent accommodation please notify us at the time of booking, although one party member may be acting as party leader we will also contact the other party/parties.

We can only guarantee adjacent accommodation at the time of booking subject to availability.

Cancellation by you

If you or any member of your party cancels your holiday you must inform us by letter using recorded delivery. Your notice of cancellation will only be effective when we receive it in writing at our office. As we incur costs from the time we confirm your booking, cancellation charges as set out below will be payable. These charges will also be payable if you fail to pay the balance of your holiday costs but do not formally notify us of your wish to cancel.

Period before departure within which written notification is received by us	Cancellation charge as a percentage of the total holiday cost
More than 70 days before departure	Loss of deposit
29 – 69 days before departure	50%
15 – 28 days before departure	70%
14 days or less days before departure	100%

Cancellation by us

We, the campsite owner or our service providers do not expect to have to make any changes to your booking, but sometimes problems occur and bookings have to be changed or cancelled or errors on the website or other contact details corrected. We, the campsite owner and our service provider reserve the right to do so. If this does happen we will contact the party leader as soon as is reasonably practical, explain what has happened and inform you of the cancellation or change. If this results in a major change to your holiday (i.e change of resort or dates) we will offer you a suitable alternative if available or, if this is not acceptable, offer you a full refund.

Force Majeure

We regret that neither us nor the campsite owner/service provider can accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is

prevented or affected as a result of 'force majeure'. In these booking conditions 'force majeure' means any event which we could not, even with all due care, foresee or avoid. Such events may include war, riot, terrorist activity, industrial dispute, adverse weather condition, fire and all similar events outside our control.

Prices

We reserve the right to increase or decrease the price of un-sold holidays at any time. We guarantee there will be no surcharges due to currency fluctuations.

Accommodation

Your accommodation is available from 4pm on your arrival day. If you arrive before this time please contact the on site courier but we cannot guarantee your accommodation will be ready, however you are free to park your car on the car park and use the campsite facilities. If you arrive after 10.30pm the campsite barrier will be locked and you will have to walk to your accommodation. Should you anticipate a late arrival time please let the courier know using the telephone number provided in your travel email pack.

On the day of departure your accommodation needs to be vacated by 10am, this is to ensure the accommodation can be prepared ready for the next guests. Should you wish to leave at a later time please discuss this with your courier as we can sometimes accommodate this.

Our mobile homes can accommodate up to eight people using a pull out bed in the lounge, however we recommend for your holiday enjoyment that no more than six people occupy the mobile home.

We do not provide TVs in our accommodation.

Cleaning Deposit

The purpose of the cleaning deposit is to ensure that all accommodation and equipment is returned to us at the same standard of cleanliness that was presented to you in the first instance. This will be taken in resort as cash, cheque or card details. The deposit will be returned at the end of your stay when you check out as long as the accommodation is left in a suitable condition as deemed by the on site courier. Should you wish to leave before 8am your deposit will be returned to you upon your arrival home within 28 days.

Should your accommodation not be of the standard you expect on arrival please inform your courier immediately.

All our accommodation is no smoking.

Pets are not allowed in our accommodation.

Damage Waiver Deposit

We charge a non-refundable equipment damage waiver. This covers you from having to pay for any accidental damage to accommodation and equipment. If the equipment damage waiver is not purchased, you will be liable for the cost of any damage that occurs to your home or equipment.

Travel:

Passport

You are responsible for arranging and must be in possession of a valid passport and any visas required for the whole of your journey.

Travel Insurance

We recommend that you take out comprehensive travel insurance before commencing your holiday, in addition to ensuring you have a valid and up to date European health insurance card: www.ehic.org.uk
We also recommend you arrange car breakdown to ensure that you covered for the duration of your holiday.

Up to date travel information is available from the foreign and commonwealth office:

www.fco.gov.uk/travel

Campsite Facilities

Thomas James Holidays has no control over the running of the resort featured on our website. Whilst we have taken great care to ensure the accuracy of the campsite description, the campsite may change or withdraw facilities at their own discretion.

Swimming Pools

The swimming pool and waterslide are not always supervised. You are required to supervise your children at all times in and around the pool. The swimming pool complex is used at the customers own risk. Traditional swimwear (speedos) is required when using the swimming pools.

Off Peak Holidays

During the early and late parts of the season the resort is a lot quieter and not all the facilities may be available or they may have restricted opening times. This is reflected in the lower prices for these periods. If you require further information please don't hesitate to ask.

Parental responsibility

You are responsible for the supervision of all members of your party under the age of 18. You must supervise your children at all times. This is particular important in all children's play areas, in licensed areas, close to lakes and waterways, whilst cycling and in swimming pools. This list is not exhaustive.

Behaviour and regulation

You and your party must obey the rules and regulations of the resort. You are also expected to show consideration to other customers. If you or your party behave in such a way that causes danger or annoyance to other people at the resort the resort management or we reserve the right to terminate the holiday arrangements of the person concerned. In these circumstances the person concerned will be required to leave the accommodation and campsite and no refunds will be issued.