



Ivyleaf Cottage Holidays

Camping and Caravanning Booking Form



Name: _____

Contact Numbers: _____

Email: _____

Date of Arrival: ___/___/___ Date of Departure: ___/___/___
(After 13:00pm) (Before 11:00am)

Type of unit: _____ CCC Ref: _____

Awning(Y/N): ___ Unit Width (include awning): ___ Unit Length: ___

Number of persons (over 16 years): ___ Number of persons (under 16 years): ___

Electric Hook up required (Y/N)?: ___ Dogs (Y/N)?: ___

Is tow vehicle 4x4 (Y/N)?: ___ If caravan do you have a motor mover(Y/N)?: ___

Total fees due: £ _____

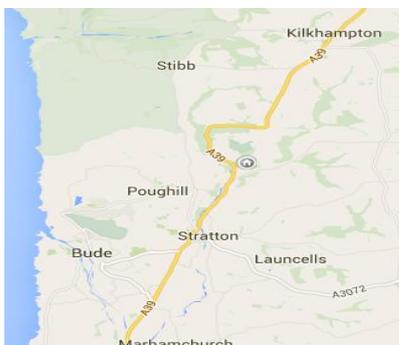
Deposit now due: £ _____

Balance due: £ _____ **(one week prior to arrival)**

Payments by transfer to the following account please:

- Barclays Bank, S Lockyer, 20-04-59, 03790401 (for the reference please use your surname)

Thank you for your booking, we look forward to welcoming you to Ivyleaf Cottage

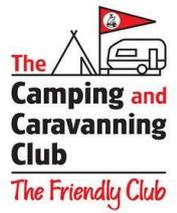


Stuart and Jackie Lockyer
Ivyleaf Cottage Holidays
Ivyleaf Cottage
Ivyleaf Hill
Bude, Cornwall, EX23 9LD
Tel: 01288 321563 / 07793 430874

Driving directions to Ivyleaf Cottage can be found on the Home and Contact Us pages of our website at www.ivyleafcottage.com. We have composting/earth toilets at our site and have found these to be highly ecological and in keeping with our sustainable ethos. These are cleaned on a daily basis to ensure they are fit for customer use at all times.



Ivyleaf Cottage Holidays



Camping and Caravanning Terms and Conditions

1. GENERAL

1.1 - We ask all users of our site both camping/caravanning and self-catering to comply with our policy. If you or your party do not comply with the policy we may terminate your stay with us and ask you to vacate your pitch with immediate effect.

1.2 - The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the holiday site team.

1.3 - Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.

2. YOUR BOOKING

2.1 - Upon booking you will be sent a booking confirmation which includes details of the payments to be made to secure and complete your booking. Please check these carefully as this forms part of the booking agreement along with these terms which will be deemed to have been accepted upon payment of your deposit amount. The balance payment is due one week prior to your arrival. You can cancel your holiday at any time. If cancelled prior to the balance amount becoming due only the deposit amount will be retained. After the balance amount becomes due any reimbursement will be at the discretion of the management.

2.2 - Advanced booking is advised during high season and bank holiday periods as we are a small site and are regularly fully-booked during these periods.

2.3 - Ivyleaf Cottage Holidays accepts advance bookings on the understanding that you provide correct information at the time of booking. If information is deemed incorrect when you arrive on site, we reserve the right to refuse the booking if it cannot be accommodated and to refund any final balance already paid. Deposits will not be refunded in such circumstances.

2.4 - When you are placing your booking we ask you to provide:-

2.4.1 - an accurate unit size along with any ancillary equipment you intend to use during your stay (awning, pup tent, toilet tent etc.) are required. We will try to accommodate larger units, but additional fees may apply;

2.4.2 - an expected arrival time so we can plan for your visit. Arrival after 8:00pm is only by prior arrangement due to the disruptive nature of late arrivals to other guests on site.

2.4.3 - any requirements for disabled guests so that we can discuss these with you to check for availability and that the site can meet both your needs and expectations;

2.4.4 - any other information that you think we will need to take into account in your booking. We will try to accommodate special requests but these cannot be guaranteed.

2.5 - For the purposes of your booking, it is important that you specify what type of unit you are bringing.

2.6 - The standard pitch fee is for a party of up to four persons in one car.

2.7 - The standard pitch fee is for caravans up to 7m long and 5m wide including awning and for tents up to 6m by 6m in each direction. Units bigger than this may require a second pitch to meet the required fire safety regulations and such sizes must be declared at the time of booking.

3. YOUR HOLIDAY

3.1 - Our site is for recreational use only. Customers are not permitted to use the site as a base for running a business, carrying out work or as a main place of residence.

3.2 - At the management's discretion, some Customers may stay on site in a conventional unit, whilst working in the local area.

3.3 - The maximum stay allowed on our site is 28 days, after which time your pitch must be vacated for 24 hours before you can return to the pitch.

3.4 - We want all of our Customers to enjoy their holiday. Therefore, we ask that you do not trade on site and do not tout or engage in commercial advertising or display any advertising notices on a unit (a firm's car or van with name and description on the side is acceptable).

3.5 - Please do not leave your unit unoccupied overnight during your stay without first informing a member of the management and leaving your contact details.

3.6 – Under no circumstances are pets of any kind to be left unattended in units at any time. The management takes no responsibility for any breach of this rule and pets found to be left in units whilst unattended may for their own and other customer's safety be removed to a safe place if deemed necessary.

4. THE WELCOME AND CHECK IN

4.1 - Pitches are available from 13:00. Pitches will usually be held until 11pm of the day of arrival. Where a booking is not taken up by this time it will be considered cancelled, unless prior arrangement has been made with the site. Site gates will be shut after this time and no entry will be possible without prior arrangement.

4.2 - On check in please make payment for your pitch fees in advance.

4.3 - On arrival Customers should make contact with the site management. Members must produce their current membership card to check in to the site. Admission to the site is at the discretion of the management.

4.4 - In the interests of security, day visitors (members and non members) must report to the management immediately on arrival at site. Entry and the subsequent parking will be at their discretion.

4.5 - In the event of poor ground conditions a pitch may not be available. The management will endeavour to advise you in advance should this occur but no responsibility can be accepted if this is not possible.

4.6 - Please familiarise yourself with the site's fire regulations and fire fighting equipment and its location as soon as you arrive on site.

5. PITCHING

5.1 - On arrival you must report to the management who will confirm your pitch allocation and advise you of how you must pitch your unit.

5.2 - In terms of your pitch, please note:-

5.2.1 – You may drive your car to you pitch for the purpose of pitching your unit or removal on the day of departure. Once pitched please then use the parking areas provided and as shown by the management team. This will help prevent damage to the

grass areas of the site and reduce the risk to children and pedestrians from moving vehicles within the pitching area.

5.2.2 - for your safety, we have a "six metre rule" which means that units (excluding guy ropes) must be 6 metres apart from adjacent units in order to protect against fire;

5.2.3 - the unit (along with any ancillary equipment) must fit within the confines of your pitch whilst maintaining the 6 metre rule. If this cannot be achieved you may need to purchase an additional pitch (if available) or remove the ancillary equipment;

5.2.4 - toilet tents may only be erected within the confines of the pitch; and

5.2.5 - all loose equipment needs to be stored within the confines of your unit.

5.4 - You must ensure the mains electrical cable from the hook up point to your unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose made mains supply unit designed for tent camping conditions.

5.5 - The transfer or sub letting of pitches is not allowed.

6. THE EXPERIENCE

6.1 - It is important for Customers to respect and protect our site by working in harmony with neighbours, the local community, the environment and by observing and respecting each other's privacy. Maintaining high standards on our site is of paramount importance and members' involvement is fundamental to our success and the conservation of the countryside.

6.2 - In certain circumstances Customers may be required to change pitch or take down gazebos or awnings during their stay. If this is required a full explanation will be offered and the management member will advise accordingly.

BBQs, Campfires and Firepits

6.3 - Barbeques must be purpose built and portable, standing well clear of the ground. There must be no possibility of damage to the ground. Only gas or charcoal barbeques should be used. If BBQ's are low in design please ask the management for a paving slab to put under the BBQ to prevent grass scorching. If using disposable BBQ's please also request a slab or put them in a normal BBQ up off the ground prior to lighting.

6.4 - Campfires are not permitted on our Club sites.

6.5 – Fire pits are allowed but users should advise the management as and when they intend to use a fire pit on any given evening and respect any requests from the management to refrain if weather conditions present a potential hazard (e.g. strong winds). Users should also request a paving slab if their pit is low to the ground and may potentially scorch the grass.

Pets

6.5 - Pets are welcome on our site but you are responsible for the behaviour of your animals. Please ensure that your animals are not allowed loose on site and are kept on a lead no longer than 2 metres.

6.6 - Please exercise animals in the areas provided or off site. You must ensure that your pets do not foul the our site and you are responsible for cleaning up after them.

6.7 - If it is deemed a pet is creating a nuisance or causing disturbance to others, you will be asked to remove them from site. Please note we do not allow on site any breed of dog listed under the Dangerous Dogs act 1991.

6.8 - With the exception of assistance dogs, pets are not allowed in the toilet facilities or other buildings including showers.

Recreation

6.9 - Designated recreational areas are indicated on site; where available. Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are not allowed in the vicinity of units. For safety reasons the flying of model aircraft and kites is prohibited.

6.10 - It is the responsibility of parents and guardians to ensure children are supervised at all times, whilst on site. Special consideration should be given to the use of toilet facilities. Our children's chemical toilet huts are purposely designed not to have internal locking mechanisms to prevent small children from locking themselves in the units. All smaller children who use these facilities should do so under the supervision of a parent or sibling of a suitable age.

6.11 The releasing of sky lanterns with naked flames is not permitted on our site.

Noise

6.12 - Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others.

6.13 - Our site is closed from 11pm to 7am during which time noise should be kept to a minimum.

6.14 - Generators may be used at the discretion of the management who will advise of the most appropriate running times. We may ask you to refrain from using them if they cause a disturbance.

Vehicles

6.15 - Vehicle movement on Site is prohibited between 11pm and 7am.

6.16 - Vehicle drivers, motorcyclists and cyclists are required to adhere to the site's 5 mph speed limit and follow any one way system in place.

6.17 - All cycles should have appropriate lighting if used at a time when it should be required.

6.18 - Essential repairs can be carried out so that an unserviceable vehicle can leave site, however, general maintenance and servicing is not allowed.

6.19 - Discretion will be shown to allow vehicle and/or unit washing, providing it can be done discreetly in an area indicated by the management.

6.20 - Drivers of vehicles, including motorcycles, must hold a full and current driving licence in order to drive on our site.

Sanitation

6.21 - Servicing chemical toilets must only be done at a chemical disposal point, using water from that source.

6.22 - To avoid possible damage to sewerage systems we support the use of bio-degradable chemical fluids that do not affect the natural bacterial balance within the system.

6.23 - Rubbish should be recycled wherever possible and facilities for recycling separation from general rubbish exist on site.

7. YOUR DEPARTURE

7.1 - Pitches should be vacated by 11:00 on the day of departure. If the pitch is not required immediately, Customers may stay until 5pm in consultation and agreement with the management. Please ensure you leave your pitch clean and tidy on departure.

7.2 - If you leave a unit or other property at a site without paying or prior arrangement, the management shall be entitled to make such arrangements as it may deem fit for the removal or storage of such property. The expense of such storage or removal shall be charged to you. If you fail to pay such an account within 14 days of an account being rendered, then the management may make such further arrangements as it may deem fit to dispose of the property to reimburse itself for out-of-pocket expenses and to recover any unpaid fees due.

8. LOST PROPERTY

8.1 - All items of lost property will be retained for one calendar month. Items not claimed after this period will be donated to a local charity or church close to our site, this includes any monies. Any items that are not of use to any of the local charities will be disposed of.

8.2 - Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone if possible. If it is not possible to contact the owner the items will be passed to the police.

8.3 - Owners are responsible for the cost of reclaiming their goods. The following items are excluded from this policy:

8.3.1 - credit or debit cards. Reported to the card issuer. The card issuer will then advise what further action is necessary;

8.3.2 - items where there is any suspicion of danger to employees or to the public. The police will be contacted immediately in such circumstances for advice;

8.3.3 - unclaimed perishable goods are disposed of the following morning;

8.3.4 - any item that has clearly been abandoned; or

8.3.5 - where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.

9. LIABILITY

9.1 - The management will not accept responsibility for any loss or damage to the property of the guest, including personal belongings, cash, jewellery and motor vehicles, however caused during their holiday.

9.2 - The management's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation, booked in good faith, not being available owing to exceptional weather conditions, flood or fire, or such other cause beyond their control.

10. QUERIES OR COMPLAINTS

10.1 - Any cause for complaint must in the first instance be addressed with the management on site. The management on site will endeavour to address any queries or complaints in a timely manner and to the customer's satisfaction