



# Terms and Conditions

## Minimum Age

The lead person making the booking must be over the age of 21.

## Booking Confirmation

Following your booking and successful payment, you will receive a receipt confirming your reservation. Deposits are non-refundable. Please bring your booking receipt or email reference while checking in at reception. Any booking that has not had its balance paid by the due date/arrival date if applicable will be cancelled with all monies already paid being forfeited. The remaining balance of the booking will become due & payable immediately.

## Conditions of Booking

We reserve the right to decline or terminate the booking of any guest(s) whose behaviour causes distress to any member of our staff or interferes or may interfere with the general comfort of other guests or goes against park policies. In this event no refunds will be made. Ream Hills Holiday Park and its facilities are intended for family holidays.

## Children

Children always remain the responsibility of their parents or guardians. It is particularly important that you always know where your children are, and that you always provide adequate supervision for them.

## Deposits

A non-refundable deposit is required at the time of booking. All bookings are subject to final confirmation from ourselves.

- ◆ Touring bookings made more than 6 weeks in advance of arrival; the deposit will be 30% of the total booking value, subject to a minimum of £20, and the remaining balance will be due 6 weeks prior to arrival. This deposit is non-refundable. Touring bookings made within 6 weeks of arrival will require payment in full to be made at the time of booking by the named booking holder.
- ◆ Helicopter bookings made more than 6 weeks in advance of arrival; the deposit will be 30% of the total booking value and the remaining balance will be due 6 weeks prior to arrival by the named booking holder. Helicopter bookings made within 6 weeks of arrival will require payment in full to be made at the time of booking.
- ◆ Lodge, Canadian Log Cabin, Glamping Pod, Geodome and American RV bookings; the deposit will be 30% of the total booking value, subject to a minimum of £100, and the remaining balance can be paid upon arrival to site by the named booking holder subject to certain conditions detailed below\*\*

## Security Deposits

A security deposit is payable upon arrival for Canadian Log Cabins, Lodge and Geodome bookings in case of excessive mess or damages. We are only able to accept credit or debit card payments from the lead booking holder. Any damages must be reported to a member of staff straight away.

**Greywolfe 16 Log Cabin;** a £500.00 security deposit is payable on arrival. We are only able to accept credit or debit card payments. This will be charged to your card upon arrival, and refunded to the original payment card after your Log Cabin has been checked following your departure. The deposit will be non-refundable in cases where you or your guests have damaged Holiday Park property/premises, or have caused excessive mess\* in one of our properties/premises (we reserve the right to recover via your card our reasonable charges in excess of £500.00 where you or your guests have caused significant damage or mess).

**Cedar Lakeside 8+ Log Cabin & Cedar Woodland View 8+ Log Cabin bookings;** a £200.00 security deposit is payable on arrival. We are only able to accept credit or debit card payments. This will be charged to your card upon arrival, and refunded to the original payment card after your Log Cabin has been checked following your departure. The deposit will be non-refundable in cases where you or your guests have damaged Holiday Park property/premises, or have caused excessive mess\* in one of our properties/premises (we reserve the right to recover via your card our reasonable charges in excess of £200.00 where you or your guests have caused significant damage or mess).

**Lodge and Geodome bookings;** a £100.00 card pre-authorisation is required upon arrival, chargeable in cases where you or your guests have damaged Holiday Park property/premises, or have caused excessive mess\* in one of our properties/premises (we reserve the right to recover via your card our reasonable charges in excess of £100 where you or your guests have caused significant damage or mess).

\*All accommodation must be left in a clean and tidy state. All rubbish should be disposed of in the large waste bins provided on the park before you vacate. All crockery, cups & utensils should be left clean failure to do so may result in security deposits being charged.

## Cancelling or Amending Your Booking

If you need to cancel your booking prior to your arrival, please contact us as soon as possible either by email ([manager@reamhills.co.uk](mailto:manager@reamhills.co.uk)) or telephone on 01253 836587. If you do decide to cancel your stay with us then you must notify us in writing (i.e. by email/other electronic format) not later than 6 weeks prior to your scheduled and pre-booked arrival date for bookings of all Canadian Log Cabin, Lodge, Glamping Pod, Geodome, RV, Helicopter, & not later than 2 weeks prior to your scheduled and pre-booked arrival date for bookings for Touring.

Cancellations made in writing (by email/other electronic format) prior to the relevant 6 weeks or 2 weeks deadlines will mean that the balance of your fee payment is waived (but the deposit payment you have made will not and cannot be refunded).

To avoid losing your deposit you may seek to Amend & Re-schedule your arrival date (provided you make your request in advance of the relevant 6 weeks or 2 weeks cancellation deadline). Please contact us either by email/electronic means or by telephone on 01253 836 587 to discuss possible alternative arrival dates. We will always do our best to find you (if possible) a convenient alternative arrival date. We are only able to agree to Amend & Re-schedule your pre-booked arrival date one occasion. Once your new arrival date has been agreed your deposit will be transferred to your new arrival date. There is an Admin fee of £25 you will be liable to pay for this service.

For the avoidance of any doubt, a "no show" (i.e. failing to arrive and/or failing to notify us that you do not intend to arrive for your pre-booked stay) will result in the balance of your booking payment becoming immediately due and payable. You must also understand that unless you have either cancelled or successfully Amended & Re-scheduled your arrival date prior to the relevant 6 weeks or 2 weeks deadline then the balance of your booking becomes immediately due & payable.

## Changes To Your Holiday Before Or During Your Stay

We cannot accept responsibility or provide compensation for circumstances beyond our control including (but not limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, pandemics, health risks or such similar events (Force Majeure). We recommend that you have adequate holiday insurance in place to cover this.

## If We Make Any Major Alterations To Your Booking

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

## If We Cancel Your Booking

We always do our best not to change the date or cancel your booking, but in exceptional circumstances such as (but not limited to) Force Majeure this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options.

- ◆ Accept the alternative arrangements as notified to you.
- ◆ Choose another available break from us as the advertised price.

## Rules & Regulations

The person completing the booking is responsible for the conduct of their party, it is your responsibility to read our Holiday Park rules and regulations and our Holiday Park guidelines and abide by the rules therein. Not reading the rules and regulations is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept & understand these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms and conditions may lead to termination of the contract and loss of the booking without refund. Ream Hills Holiday Park reserves the right to ban individuals from future use of the farm.

## No Smoking Policy

It is unlawful to smoke inside any type of accommodation on our Holiday Park. Smoking is therefore strictly prohibited inside all of our Holiday Park accommodation. If there is evidence of smoking within the property, a £200.00 deep clean fine to remove all trace of odour from carpets, textiles and soft furnishing will be chargeable. In the event that we receive a fine or penalty for you or a member of your party's breach of the law then you shall indemnify us against such fine.

## Unruly Behaviour

Any people found to be under the influence of drugs or excessive alcohol will be asked to leave.

Guns, firearms or offensive weapons of any description are not permitted on the farm.

We have a zero-tolerance policy of discrimination, harassment, intimidation and violence towards our staff, guests, visitors and any other customers. If someone poses a danger to themselves or others, they will be removed from site immediately and reported to the local authorities.

Please observe the 5mph site speed limit and the one-way system in place for the safety of all on site and be vigilant for children! NO cycles, scooters (motorised or not), ball games or kites are permitted within the touring site boundary but can be used in the field next to the glamping pods. This is to reduce annoyance to others or those not travelling with children and to maintain the peace and relaxation so many enjoy on site.

No noise is permitted between the hours of 10pm and 8am your strict adherence to this rule is appreciated.

## Open Waters

Please be aware that the large open water lake at Ream Hills is unsupervised. Please take extra caution if you are staying with children. There is no access to the lake for swimming, or any other water activities, unless through Blackpool Wake Park Ltd by signing a declaration form. The lake is also non-fishing.

## First Aid And Medical Assistance

Each department can provide first aid but NOT medical assistance. In the case of an emergency you MUST call the emergency services.

## Deliveries

Deliveries from external suppliers are not permitted. Grocery deliveries for Lodge and Canadian Log Cabin residents only are allowed. You must ensure you are on the premises to accept these deliveries.

## Liability

Any customer or guest who defaces or causes damage to any buildings, equipment or property of our Holiday Park will have their booking terminated & will be required to vacate the Holiday Park within 2 hours (there will be no refund of fees already paid and you will be liable to pay for our costs of repairing/making good/replacing the damaged property and any other losses we have suffered). The accommodation hirer will be responsible for payment and charged for any damage/loss caused by themselves or their guests to our Holiday Park property (or damage you/guests have caused to any farm facility or other resident's property on our Holiday Park). Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Ream Hills Holiday Park or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person on the farm. Guests must ensure that their property is secured and fully insured for any unforeseen eventuality.

## Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Ream Hills Holiday Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

## Pet Policy

All of our accommodation is 'pet free' with the exception of the Pawprint Chalet lodge and Wooden Glamping Pods; two small well behaved dogs are allowed in these accommodations. Please note, pets are not allowed on the beds or furniture in these accommodations nor any of the other accommodation owned by Ream Hills Lake Leisure Ltd. Up to two well behaved dogs are welcome with our touring park guests. Please note, pets are not allowed in any communal facilities, such as shops or washrooms. Pets should not be left unattended in the property and dogs should be kept on a lead within the boundaries of the park unless stated otherwise.

Any pets or animals found in any accommodation (with exception of the Pawprint Chalet lodge or Wooden Glamping Pods ) will not be tolerated. Such breach of terms and conditions will result in guests asked to leave with immediate effect with no reimbursement. A deep cleaning fee of £200.00 will also be payable.

## Guide Dogs

Registered guide and support dogs belonging to those with visual and hearing impairments are allowed in all properties at Ream Hills Holiday Park. Even where the property description states that pets are not allowed. Customers with allergies should be aware that we cannot guarantee that a registered guide and/or support dog has not stayed in their chosen property nor can we accept any liability for any suffering which may occur as a result of such animals having been present.

## Dangerous Dogs Act

In the interest of visitor's safety and as a result of Government legislation Ream Hills Lake Leisure Ltd is unable to accept the following types of dog: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro, Doga Argentino & Rottweilers even where these types of dog are muzzled, as required by law. Dogs (except assistance dogs) are not permitted in any building at the park. Should we deem your dog to be acting dangerously or to be causing a nuisance, or threat to anyone, we reserve the right to request the dog be removed from the park. Should this occur we would not provide a refund or compensation. It is an offence to not notify the park of the presence of a dog in your accommodation and can result in a fine.