

The Willows

HOLIDAY PARK

Hollym Road, Withernsea, East Yorkshire, HU19 2PN Tel: 01964 612233
 Willows Holiday Park is a trading name of Highfield Caravans Ltd
 VAT Reg. No. 167 1983 31

***NEWSFLASH- FULLY REFURBISHED TOILET/SHOWER FACILITIES ***

2019 TOURER RATES (Families Only) (Touring Season 1st March to 3rd November)

Electric Hook-up is Included	<u>Low Season</u> 1st Mar – 5th Apr 29th Apr – 19th May 3rd Jun – 30th June 2nd Sept – 3rd Nov	<u>High Season</u> 6 th Apr – 28th Apr 20th May – 2 nd Jun 1st July – 1st Sept	<u>Bank Holidays</u> Min. 3 Nights
Tourer/Motorhome Per Night	£18	£21	£21
Awning Per Night	£3	£3	£3
Dogs (max 2) Per Night each	£1	£1	£1
Extra Car Per Night	£1	£1	£1
7 Nights	£108	£120	
7 Nights & Awning	£125	£138	
Monthly	£310	£400	

SEASONAL TOURER RATES

Tourer up to 21ft long incl. Tow Bar	£1765
Tourer 21ft to 23ft long incl. Tow Bar	£1925
Sited on Concrete Base	£25
Winter Storage	£50

FISHING FEES

Day Fishing Ticket	£4
Weekly Fishing Ticket	£15
Season Fishing Ticket	£25

A £20 Deposit per Week is required for bookings (non refundable)

Maximum length of Tourer/Motorhome is 24ft incl. tow bar.

Only one car to be parked alongside caravan.

Maximum of 2 dogs allowed which must be kept on a lead at all times & cleaned up after.

(No Alsations / Staffordshire terriers or dangerous breeds –please check before booking)

A £20 refundable deposit is required on arrival for key to toilet/shower facilities & fob to open security barriers.

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2019 ADVANCE BOOKING FORM

Please Tick

Caravan/ Motor Home

Electric Hook Up

Awning

Dogs – Breed _____ Enter No. (Max 2)

Name/Address _____
 Tel.No. _____

Dates From _____ to _____

No. of Nights _____

I Enclose £_____ (min £20 deposit per week, Per caravan. Please make cheques payable to Highfield Caravans Ltd.

I agree to comply with the Park Rules which are available on request.

Willows Holiday Park, Hollym Road, Withernsea, HU19 2PN

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Terms & Conditions for touring caravans/trailer tents/motor homes (tents are not accepted)

Introduction

Willows Holiday Park is a family park catering for touring caravans/trailer tents/motor caravans. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

Booking Conditions

No caravan shall be used for sleeping a number of persons greater than the number for which it was designed. We cater for families and couples and do not accept bookings from all male or all female parties of three or more persons. We also reserve the right to refuse any booking.

Bookings can be made by telephone (01964 612233) and payment is accepted by debit card or credit card, cash or cheque.

Cheques payable to **Highfield Caravans Ltd.**

You will be sent a booking confirmation form once you have made your booking. The person who makes the booking is responsible for the booking and warrants that they are over 18 years of age and that the party will inform us & seek our agreement to any changes to the booking including the number of persons, eligibility for discounts, pets, size & type of unit or awning stated at the time of booking. On arrival you will be asked to sign an arrivals form which states that you and your party will agree to abide by the park rules.

This Contract

This contract is with Highfield Caravans Ltd. A contract exists as soon as we have issued our confirmation form and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours.

The terms contained in this contract do not affect your statutory rights.

The Price of the Holiday

Once you have made your booking and paid a deposit of £20 the price of the holiday will not be subject to any change unless the rate of VAT changes.

The balance of the price of your holiday must be paid at least 21 days before the start date (no reminder will be sent to you). If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit. All deposits are non-refundable.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However we shall only be liable to refund you the following percentages of the total holiday price including extras:

- Cancellation more than one month before first day of booking – 90%
- Cancellation between one week & one month before first day of booking – 70%
- Cancellation one week or less before first day of booking – 0%

Alternatively we can hold your deposit/advance payment for one year from original arrival date, during which time it may be redeemed against a new booking subject to availability.

Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.
- You further agree that you will not:

- commit any criminal offence at the Park or undertake any criminal activity

- commit any acts of vandalism or nuisance

- keep or carry any firearm or any other weapon at the Park

- use any unlawful drugs

- create any undue noise or disturbance

- carry on any trade or business while on the Park.

Quiet hours are from 11.00pm until 8.00am. Please respect your fellow guests and keep noise to an absolute minimum.

Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park and the entrance road is **10 mph**.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park.
- No recreational vehicles can be used on the park. This includes motorised scooters.
- No mechanical or repair work is to be undertaken on the park.
- Only one vehicle can be parked next to the pitch. All other vehicles must be parked in the main parking area outside the barriers or on the road near the toilet block.

Dogs and other pets

Maximum of 2 dogs allowed – no dangerous breeds (including German shepherds, Staffordshire terriers) – please check before booking

If you bring your dog with you when you stay with us we ask that you:

- No dogs are allowed near the Lake & Golf areas as we are trying to attract wildlife to the area
- Keep the dog on a **short lead** on the park **at all times**
- Clean up after your dog
- Do not leave your dog unattended at any time

We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

General

- Open fires and ground level barbecues are not permitted. Instant barbecues must be raised off the ground.
- Only aertex type breathable ground sheets are permitted on grassed areas.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees.
- No ball games to be played near caravans – only in the area provided.
- No spikes, posts etc. to be knocked into the ground more than 6 inches, anyone doing so and damaging services will be liable for repair costs.
- Fishing – passes are required before starting to fish & passes are available from the Warden. No anglers under 16 unless accompanied by an adult.
- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.
- It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday. Unless they do so as the result of the breach of some obligation on our part which would justify cancelling

The information supplied on the Booking Form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our park. If you do not wish to receive any communication from us please tick the appropriate box on the booking form. For the purposes of the Data Protection Act 1984 the signing of the Declaration on the Booking Form signifies your assent to these terms.

Pitches

Electric – please note maximum supply is 10 amps

The size of your unit, including any awning, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch. Pitches are available from 10am. Please advise us if you are likely to arrive later than 6pm otherwise we have the right to re-let your pitch.

All pitches must be vacated by 12 noon on the day of your departure otherwise an additional night's pitch fee will be charged. You are requested not to arrive before 10am. Latest arrival time is 8.30pm.

Awnings – may be used for a maximum of 2 weeks continuously & then must be taken down for at least a week to allow the grass to recover or van moved to another pitch subject to availability.

Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

Complaints

If you have a complaint about anything during your holiday please raise it with the Warden immediately & if they are unable to resolve it please contact the Manager at our Highfield Caravans office (opposite Tesco) & we will try to resolve your concern.