

Terms & Conditions at Langstone Manor Park

Before you make a booking with us please take time to read our terms & conditions, they apply to all members of the party in your booking.

- **BOOKING**

A booking is only accepted and confirmed when you receive confirmation from Langstone Manor Park. If the details are incorrect or if you do not receive a confirmation within 10 days please contact us.

- **DEPOSIT, BALANCE AND CANCELLATION**

For camping pitches and camping pods we ask for a £30 deposit for each weeks booking and a deposit of £20 for a short break (4 nights or less). For our self-catering accommodation the deposit required is £50 for each week's holiday and £30 for a short break (4 nights or less).

The balance is due 4 weeks before your holiday commences, please note that we do not send a reminder. For any holiday where your arrival is within 4 weeks we ask for the full balance to be paid. The deposit you pay is non-refundable and if you have to cancel your holiday and you had paid the balance we would keep the balance for one year, in the hope that you can book another holiday within this time. After a year you will lose the balance. We can only accept a cancellation 21 days before your arrival date; if you cancel within 21 days of your arrival you will lose all your money. We do recommend you take out holiday insurance.

- **BOOKING USING VOUCHERS**

Once a booking has been confirmed using a voucher (Red Letter Days, Into the Blue, Buyagift, Activity Superstore, Gift Ideas for Two, Virgin Vouchers) it cannot be changed.

- **ARRIVALS & DEPARTURES**

Your self-catering accommodation is normally available from 4pm on the day of arrival and must be vacated by 10am on the day of departure. Camping and touring pitches are available from 12pm on the day of arrival and vacated by 11am on the day of departure. Camping pods are available from 1pm on the day of arrival and vacated by 11am on the day of departure. If you are going to be arriving later than 8pm then please contact us.

- **GUESTS**

We are a quiet and peaceful holiday park and regret that, except in some circumstances, bookings cannot be accepted from single sex groups, young groups or more than 3 families with children. The numbers of persons, including children and babies, occupying the accommodation must not exceed the stated numbers of persons as shown and shall be exactly as stated on the booking. The accommodation and facilities shall be used only by the persons in the booking. We do ask for quiet from 11pm to 8am.

- **PRICES**

The price for the self-catering accommodation includes your electric and gas and water. For the camping pitches and pods the price includes free use of toilets, showers and dish washing. All our prices are in pounds sterling and include VAT at 20% at time of printing and

are subject to change if rates change before you make your payment. If new taxes or levies are introduced we will re-invoice you accordingly.

- **SPECIAL REQUIREMENTS**

Please let us know if you have any special requirements when making your booking and we will do our best to accommodate your needs. Every effort will be made to allocate accommodation and touring pitches as requested, but this cannot be guaranteed. Special requirements can not be made a condition of the booking as they are subject to availability. Please inform us of any changes to your needs prior to and during your stay.

- **TOURING, MOTORHOMES & TENTS**

Our pitches come in all different shapes and sizes. We need to know the size of your accommodation at the time of booking to ensure your allocated pitch is suitable. Please inform us of the measurements of your touring caravan, motorhome, camper van, tent, awning and gazebo.

- **ACCOMMODATION**

We are proud of our accommodation and the cleanliness and we ask that you leave it in a clean and tidy condition. If the accommodation is left dirty and untidy and we deem it necessary, we will charge £75 for extra time cleaning. You will be responsible for any loss, damage or breakages that may occur.

- **CHILDREN**

Children remain the responsibility of their parents or guardians at all times. Children over the age of 12 are allowed in the manor house games room. Due to the layout of the park we can't allow cycles, scooters or skateboards to be ridden on the park.

- **PETS**

We welcome dogs on the park – all we ask is that they are kept on a lead on the park at all times and they are exercised and toileted OFF the park. We are on Dartmoor National park and there are endless walks straight from the park. We provide dog bags and bins.

- **PARK RULES**

Here at Langstone Manor we aim to provide a relaxed holiday and we make as few rules as possible. Those that do exist are for the benefit of all our guests and therefore we ask you to abide by them.

- **PERSONAL DATA**

The information regarding your reservation will be stored on computer for the purpose of future distribution of our advertising material. For the purpose of the Data Protection Act 1984 once you have made a booking this confirms your agreement unless you inform us otherwise which you can do by phone on 01822-613371 or email web@langstonemanor.co.uk.

- **LIABILITY**

We do not accept liability for any personal injury, loss or damage suffered by you or a member of your party, unless there is wilful default and negligence by our employees or us.

If you have any questions please give us a call.
We hope you enjoy your stay with us!

Email jane@langstonemanor.co.uk Website www.langstonemanor.co.uk Phone 01822-613371