

Milestone Caravan Park

**Great North Road
Cromwell
Newark
Nottingham
NG23 6JE**

Booking Terms & Conditions

These legal terms and conditions set out our (booking terms) which apply when you book a stay at Milestone Caravan Park.

They incorporate our site rules, cancellation policy and any other document referred to within them or that we brought to your attention before confirming your booking shall apply to each booking you make and shall form the basis of your contract with SPS Properties (Midlands) Limited trading as Milestone Caravan Par, a company registered in England with company no: 10648679 and registered office address of 550 Valley Road, Basford, Notts ("we" "us" and "our"). Please read them carefully as they set out our respective rights and obligations. References to "you" and "your" in these Booking Conditions mean all persons named on the booking (including anyone who is added or substituted at a later date) or any of them the contract between us for a booking (the contract).

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- I. he/she has read these Booking Conditions and has the authority to and does agree to be bound by them;
- II. he/she consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable special categories of data (such as information on health conditions or disabilities and dietary requirements);
- III. he/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
- IV. he/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

If you accept the booking terms, our site rules, and our cancellation policy, please tick the appropriate box as part of Milestone Caravan Park booking process. If you refuse to accept these booking terms, you will not be able to make a booking.

1. Use of our website

Your use of our website is governed by our terms and conditions of website use. Please take the time to read this, as it includes important terms which apply to you.

The images of Milestone Caravan Par on our website are for illustrative purposes only.

Although we make every effort to present a true reflection of our site and their surroundings, there may have been changes to either since the images were taken.

You may view prices of pitches at Milestone Caravan Park as indicative and make bookings, subject to availability, for pitches at our site through our website.

While we accept responsibility for booking statements and representations made by our duly authorised staff, variations to these booking terms will only be valid when confirmed in writing by us.

2. How we use your personal information

We only use your personal information in accordance with our privacy policy and cookie policy. Please take the time to read these, as they include important terms which apply to you.

3. Booking and Paying for your Arrangements

Our booking process allows you to check and amend any errors before submitting your booking to us. Please take the time to read and check your booking at each stage of the booking process. Please notify us of any errors in pricing or changes to your details that impact on your booking as soon as you become aware of them. We cannot be held responsible if a change in your details means we can no longer accommodate you or your outfit at our site.

A booking is made with us when you complete our booking process and we issue you with a booking confirmation.

A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation that will confirm the details of your booking. Upon receipt, if you believe that any details on the booking confirmation or any other document are wrong you must advise us immediately.

4. Price of our site pitches and Accuracy

The indicative prices shown on our website are valid only for the duration that those prices are published. Indicative prices are subject to change at our sole discretion. In the event that indicative prices change, the new published prices will apply to new bookings made and the old published prices will not apply to new bookings.

We make every effort to display prices on our website and booking confirmation correctly. However occasionally changes and errors occur, and we reserve the right to correct prices and other details in such circumstances; prices shown are therefore to be considered as indicative only. The final price for your booking will be determined when you arrive at our site. It is only at this point we can confirm your party accords with your booking.

It is always possible that, despite our reasonable efforts, our indicative prices for our site may be incorrect. Should we discover an error in the indicative price of your booking, we will confirm this and you can decide whether or not to contract for the correct indicative price. Please note that if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to fulfil your booking to you at the incorrect (lower) price.

From time to time, we may need to make changes to the indicative prices. In such circumstances, the following may apply: (a) where the revised indicative price is less than the indicative price stated in the booking confirmation, we may charge the lower amount; (b) if the revised indicative price is higher than the indicative price stated in the booking confirmation, we will contact you as soon as possible to inform you of this change and provide you the option of continuing your booking at the revised indicative price or cancelling your booking (if we are unable to contact you using the contact details you provided during the booking process, we will treat the booking as cancelled and notify you in writing); or c) where the revised indicative price is higher or less than the price stated at the time of booking we may leave your booking unchanged.

The price of a booking includes VAT (where applicable) at the applicable current rate chargeable in the UK for the time being. However, if the rate of VAT changes between the date of your contract and the date of your stay, we will adjust the VAT you pay.

5. How to pay

You can only pay for your booking using the following cash, debit card or credit card, or gift vouchers, unfortunately we do not accept Caravan and Motorhome Club vouchers. Our site accepts the following debit and credit cards: MasterCard and Visa.

You must pay the whole price due for your booking on arrival at our site and no change will be given for Milestone Caravan Park gift vouchers.

6. Insurance

We strongly recommend that you obtain adequate travel insurance in respect of your booking with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

7. Cutting your holiday short

If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for that part of your holiday not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

8. If You Change Your Booking

If you wish to change or cancel your booking, please ensure you do so in good time so as to give others an opportunity to book the pitch that you have booked.

You must make cancellations of and changes to your bookings in accordance with the cancellation policy (our cancellation policy is set out on our website and in your booking confirmation email).

In the event that we change the cancellation policy we may request that customers with existing bookings adopt the new cancellation policy. We will do this in writing giving a minimum of 1 weeks' notice and any customers unwilling to accept the changes will have the option of cancelling their booking at their discretion at no cost.

We may in exceptional circumstances be required to cancel your booking in which case a full refund of all monies paid will be made to you (if you have paid any monies to us, at the time of cancellation). We regret we cannot meet any expenses or losses that you may incur as a result of change or cancellation.

Very rarely, we may be forced by "force majeure" to change or terminate all or some of your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds, pay you compensation or meet any costs or expenses you incur as a result.

9. Complaints

We make every effort to ensure that your booked arrangements run smoothly but if you do have a problem during your holiday, please inform our Site Warden.

10. Force Majeure

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather

conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our control. Since this is something which is completely unprecedented and outside our control, we would treat any such changes as Force Majeure, and whilst we will endeavour to provide suitable alternative arrangements or refunds where possible, we will not be liable to pay you any compensation.

11. Jurisdiction and Applicable Law

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

12. Other guest restrictions

In order to maintain the security and safety at all of our sites we prohibit users who have been convicted of, or received a police caution for, a sexual offence (listed in Schedule 3 of the Sexual Offences Act 2003) and have been made subject to the notification requirements under the sexual offenders register or a Sexual Harm Prevention Order. If we are made aware that either yourself or a member of your party are subject to these provisions then we reserve the right to terminate your booking in advance or whilst on site during your stay, without refund.

14. Our Responsibilities

(1) Subject to the remainder of this clause, we have a duty to provide the services making up your booking with us with reasonable skill and care. We have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused.

(2) We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

(a) the act(s) and/or omission(s) of the person(s) affected; or

(b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or

(c) unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or

(d) an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

(e) loss of and/or damage to any luggage or personal possessions and money, because you are assumed to have adequate insurance in place to cover any losses of this kind.

(f) It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaint's procedure set out in these conditions.