



Holiday Bookings Terms and Conditions

About our terms and conditions

Please read these terms and conditions carefully as, together with your booking confirmation, any conditions we refer to on our website, any additional special offer terms and conditions, and anything else we agree in writing, they make up your agreement with us. These terms and conditions apply to bookings made online, by phone, in person or through a booking agent.

These terms and conditions do not apply to private lettings made directly with a caravan holiday home owner.

Holidays booked through 'The Sun' newspaper and Breakfree may have separate terms and conditions for you to read in full prior to your booking.

We may also need to update our terms and conditions but you can always find the latest version online at hengarmanor.co.uk

The person who books the holiday will be accepting the booking conditions on behalf of the holiday party. A contract between you and Hengar Manor will come into existence.

Your contract will be with Bridge Leisure Parks (Co. Reg. No. 07071227), the owner of the accommodation. The contract is subject to English law and the non-exclusive jurisdiction of courts within England and Wales.

Holiday Prices

a) What you'll pay

Our prices and charges shown are inclusive of VAT (where applicable). We reserve the right to amend the VAT element of our pricing in the event of any government changes in VAT.

Like most things to do with travel, the prices of our holidays change depending on availability. If guests book their holiday very close to arrival then fluctuations in price will occur on a much more frequent basis. We reserve the right to alter any published or quoted prices, which may go up or down in response to changing market pressures. All pricing is subject to promotional activity and availability at the time of booking your holiday. You'll find up-to-date prices on our website. The final price of your holiday will be confirmed when you make your booking.

Additional optional supplements may apply such as cots, pet charges etc. We guarantee that once you have made your booking and have paid a deposit, we will not increase your holiday price unless you make a change to your booking.

Before you make a booking

Our holidays have been designed with families and couples in mind. Therefore, bookings by persons 21 years of age or under are not accepted unless they are a family booking.

There may also be restrictions on bookings for 'Single groups' consisting of all male or female single people. However, we may apply discretion in certain circumstances such as pre-booked specific sport or leisure groups and request that you contact the park to discuss before booking.

We do not allow anyone to use or visit our park who is a convicted sex offender, or is subject to the notification requirements of the Sexual Offenders Act 2003, or who is subject to a Risk of Sexual Harm Order or Child Abduction Notice.

If you make a booking and contravene the restrictions above, we reserve the right to retain the keys to the accommodation. We also reserve the right to terminate a booking where we feel the comfort of our guests may be put at risk.

Paying for your holiday

Deposits and Payment

If you book more than 10 weeks before the start of your holiday, you can either pay the full amount or the deposit amount requested.

If you book 10 weeks or less before the start of your holiday, you'll have to pay in full at the time of booking.

Your booking will only be confirmed once your deposit has been paid, and deposit payments are non-refundable and non-transferable to anybody else. Your booking confirmation will show your balance due and any date or dates by when further payments must be made. It is your responsibility to pay the balance or interim payments when it or they are due and, if you don't, we'll cancel your holiday and you won't get your money back.

Your holiday booking

- a) In making a booking with us, you warrant that you are 21 years of age or over and have the authority to accept, and do accept on behalf of your party, the terms and conditions set out below.
- b) When you make your booking, you will be given a booking reference number. You will also receive an email confirmation, confirming your reservation, payment success and completion of your booking. You will also see when further payments or the holiday balance are due. Please note that when paying online your bank statement will show a payment made to "Bridge Leisure Parks" the parent company of Hengar Manor.
- c) As soon as you receive your holiday booking confirmation, please check that holiday details and party details are all correct. If any information is incorrect, please contact us as soon as possible.
- d) **Special Requests**
Special requests such as adjacent or specific accommodation cannot be guaranteed, but every effort will be made to satisfy them. When booking on-line, you will be allocated the first available accommodation unit or pitch. Any special requests or requirements must be organised through our Reception team on park. If you book on-line and want to make a special request after the event you will be charged a £20.00 administration fee.

Holiday guests on your booking

- e) It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behavior interferes or may interfere with the general comfort of other guests. In this event no refunds will be made.
- f) The total number of people coming with you (including children and babies) must not be more than the capacity of your holiday home. In most cases, this will be 6 or 8 people maximum so please check your confirmation carefully
- g) Only those people listed on the booking can occupy your accommodation and use the facilities of the Park. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made.
- h) If you have any friends who wish to visit you while you are staying with us, please see the Duty Manager and advise them of who your visitors are, just so they know who is on the park.
- i) **Guests with disabilities**

If you have a disability or are travelling with someone who does, please let us know at the time of booking. We will do our best to meet your requirements, but they cannot always be guaranteed. We have a limited number of accommodation options suitable for guests with disabilities, so we strongly recommend checking with the park at the time of booking so that we can meet your expectations. We do, of course, accept accredited guide dogs in all of our pet-friendly grades of accommodation.
- j) **Bringing your baby?**

If you need a cot or highchair, you need to ask for it when you book, and we'll do our best to get you one. A hire charge is payable for these items and a £10 deposit is required which will be returned to you at the end of your holiday. The hire costs are £10.00 per item, per week and £7.00 per break. While our holiday homes are quite spacious, most won't be able to fit a standard sized travel cot in the bedroom. Most of our guests find that the living room is the best place to put them. Please note that you will need to bring your own cot linen.
- k) **Dogs and other pets**

We welcome (well-trained) dogs in our pet-friendly accommodation range, for a small charge. A maximum of 2 dogs are welcome at an additional cost of £50 per dog, per week and £40 for a short break. There is no charge for registered assistance dogs.

We don't accept dogs listed under the Dangerous Dogs Act which are: Pit Bull Terrier, Dogo Argentino, Fila Brasileiro and Japanese Tosa. Additionally, we do not allow Rottweilers on the park, as they can appear threatening to young children.

If you have a dog that's noisy, behaving badly or affects the comfort of guest, we may ask you to take them away or leave the park.

Please keep your dog on a lead and make sure a responsible adult is looking after it. Pets must not be left unattended in accommodation or elsewhere on the Park.

You are responsible for cleaning up after your pet in the accommodation and on the park. Pets are not allowed in central complex areas, clubs, shops, bars or swimming pool areas. Other pets may be permitted at our discretion.

When you're on holiday at the park

***Due to COVID-19 and to ensure guest safety, some things will be a little different on the park. You will find the latest updates on your pre-arrival email or online at <https://www.hengarmanor.co.uk/coronavirus-and-travelling/keeping-you-safe-on-park/>**

To avoid disappointment, we would recommend pre-booking any activities and swimming sessions prior to arrival, on the app or by calling the park. You can download the app on Google Play for Android phones or the App store for I-phones. Simply search for the park name to find the app.

a) Check-in and check-out times

Check-in time is 4.00pm for Holiday Homes (subject to unavoidable delays). Please bring your booking confirmation reference number (which can be quoted rather than showing the full document).

Guests arriving early are welcome to check in and enjoy the Park facilities until their accommodation is ready. If you expect to arrive after 6.00pm or are running late, please let the Park know to arrange key collection.

For non-arrivals unless the Park is previously notified, accommodation unclaimed by 8.00am on the day following your holiday start date will be treated as a cancelled booking and the accommodation may be re-let.

Check-out time is 10.00am on your day of departure. Please remember to give us back the keys and always leave your accommodation in a clean and tidy condition. You are responsible for any damage done or loss sustained during your stay.

b) Smoking

Using or smoking of vaporisers, e-cigarettes or tobacco is not permitted in any of our public buildings or accommodation. We do have outdoor smoking areas, and these are clearly signposted.

We have a zero-tolerance policy on drugs, firearms and offensive weapons. If you take illegal drugs or any other illegal substance or are in possession of a firearm or offensive weapon, we will ask you to leave the park, without refund.

c) Your holiday accommodation

Linen and Towels

Duvets, pillows and bed linen is provided in the accommodation based on the number of guests booked. Towels are only provided in Superior Holiday Homes and Lodges.

If you have booked through a newspaper promotion, linen is only provided if you have purchased the linen supplement.

Damage to your accommodation

You are liable for any damage caused in the accommodation during the period of hire and may be charged for it. We retain the right to enter the accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise, for example if repairs need to be carried out. All guests are expected to treat our holiday accommodation and park facilities with care so that others may continue to enjoy them. Any accidental damage must be reported to Reception immediately, so that we can make the necessary repair or replacement. Accommodation will be inspected at the end of a stay.

d) Entertainment, Activities and Facilities

Some facilities and activities are chargeable. We would recommend pre-booking any activities and swimming pool sessions prior to arrival via the app or by calling the park. These are subject to availability at time of booking.

At certain times we may have to alter or withdraw amenities, facilities, entertainment or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

Opening times may be limited outside the main holiday season.

In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 or over. We may require you to show proof of age using an approved form of identification such as a passport, photo driving license or a valid proof of age card. Some venues have age restrictions covering certain times.

e) Food allergies

If you have a food allergy or special dietary requirement, please talk to one of our team members before ordering your food so you can make an informed decision about whether or what to order.

f) Bringing your car on the park

We'll do our best to give you a parking space next to your caravan holiday home where possible – but we can't guarantee this.

We cannot accept working vehicles on site, this includes pickup trucks, vans and open back trucks. (Working whilst staying on park is prohibited)

Your vehicles, their accessories and contents are left entirely at your own risk. We cannot accept responsibility for any loss or damage from or to any vehicle from any cause whatsoever.

Speed limits in force on the Park must be followed for the safety of all our guests.

We're really happy that some of our guests are using hybrid cars to help protect the environment, so we have an electric charging point at the park, which is subject to availability at time of charging.

g) Behaviour on the park

For the convenience of our guests, we reserve the right to terminate any holiday without compensation or refund, where the unreasonable behaviour of any person or persons in the holiday party might impair the enjoyment, comfort or health of other guests, our team members or staff. This may include but is not limited to verbal or physical abuse, and will be at the management's discretion.

h) Filming and photography

You are not allowed to film or take photographs in our swimming pools or changing areas.

Every year, we take promotional films and photographs on the parks throughout the year. These will be used in our brochure, website and on marketing material. We'll try to make sure the filming doesn't affect your holiday and that you always know what's going on. With this agreement, you give us the rights (free of charge) to anything containing your image (or the image of the other people with you) that's made while you're with us. Therefore, if you don't want to be in shot, please try and stay away from the filming or photo shooting area. If you do appear in a photo without meaning to and you want us to remove it from our library, we'll do our best to do so.

i) Fishing

The fishing lakes at Hengar Manor are stocked for coarse fishing, all you need to bring is a rod and a fishing license, which you can obtain from the post office or online.

j) Wi-Fi Access

Where Wi-Fi is an advertised facility please note that its provision is subject to availability and network conditions. It may not be available 24 hours and is provided for pleasure not for business. Bookings are

not accepted if they are wholly reliant on the uninterrupted provision of Wi-Fi. Download limits may apply, please check when booking.

Changing your holiday

Once a booking has been confirmed by us, should you require it to be amended or re-invoiced then, if we accept this change, an administration fee of £20.00 incl. VAT will be charged. Up to 10 weeks before your holiday start date you may change your accommodation to another one at the same park as your original booking and within the same calendar year, subject to availability and payment of the above fee and any outstanding difference in price. You may transfer your booking to someone else/another party (introduced by you) at any time providing that you pay the administration fee and any outstanding balance. Bookings may not be transferred to other parties after we have received notification of cancellation.

What if you need to cancel your holiday?

a) **Coronavirus - Holiday with Confidence Guarantee**

As we are living in uncertain times at the moment, we've added our 'Holiday with Confidence' pledge onto all direct bookings to give you some reassurance in the event that your holiday might be cancelled due to Coronavirus.

Here's what our guarantee offers you if we have to close the park for the dates you have booked, if there is a ban or major restrictions on non-essential travel from the UK Government or you or a member of your party can't travel due to Coronavirus related sickness, isolation or a regional lockdown:

- Transfer your holiday to a new date in 2021 or 2022, with no administration costs
- Get a credit for the value of your break to spend on a future break
- Cancel your booking and receive a refund. Refunds will be processed within 28 days

You must notify us of your request to change your date at least 48hrs prior to arrival. In the first instance email Holidays@hengarmanor.co.uk with the details of your booking; your booking reference number, your holiday date and your daytime contact details.

Change of dates are all subject to availability and the alternative date can be taken in either the 2021 or 2022 season, for the same number of nights and grade of accommodation / pitch type. If the cost of your alternative date is higher or lower than that of your original booking, then the difference in price at the date the request is made will be charged to you or refunded by us.

Applies to all bookings made directly on website or made via the park or our call centre. Group bookings, third party and Tour Operator bookings not included.

b) **If you need to cancel your booking and don't have one of our Protection Plans**

If you do need to cancel your booking and it's not due to Coronavirus, please call us as soon as you can.

Unfortunately, if you have not taken out one of our protection plans, we will not issue a refund and you will need to claim back through your holiday insurance provider.

c) **If you need to cancel your booking and you have paid for our Protection Plan**

If you do need to cancel your booking and it's not due to Coronavirus, please call us as soon as you can

As soon as you know you need to cancel, you must also confirm the cancellation by writing to our Customer Services Team via email to customerservices@bridgeleisure.com by letter to the address; Customer Services Bridge Leisure, 31/32 Shenley Pavillions, 39 Chalkdell Drive, Milton Keynes, MK5 6LB. The letter/email must be signed (where possible) by the person who made the booking or their travel agent

If you have not arrived by 8am on the morning after your break was due to commence or contacted the Park concerned to confirm when you will arrive, we will assume that the break is cancelled and the total holiday cost including the Protection Plan, fees and postal charge will be forfeited.

Customers covered by our Cancellation Plans will be entitled to the following (less a £25.00 administration fee)

42 days or more before the holiday start date – Full refund of total fund received.

41 - 15 days before the holiday start date – 75% of total sums received will be refunded

14 days or less before the holiday start date – 50% of total sums received will be refunded

Please note: Our cancellation scheme covers you until you arrive on site. After which, refunds cannot be given if, for any reason, you decide you leave early. You may wish to take out your own holiday insurance to cover this. Completion of our Cancellation Form and Proof will be required, by recorded delivery prior to the confirmed start date of your holiday. Please see the cancellation plan for details on how to request a refund under the plan.

If the Cancellation Plan is not taken out at the time of booking, we recommend you make your own arrangements.

Information about our Protection Plans

When making a booking you will be offered the option to take out one of our Protection Plans which cover's you and your holiday party. We have two types of protection plan;

Premium Plan

Provides you with complete peace of mind and allows you to cancel your holiday up to 10 weeks before your holiday start date regardless of the reason, you can simply just change your mind. Premium plan also gives you the cover as outlined in the Standard Plan below:

The costs for this plan are as follows:

- For holiday home accommodation - £35.00 per unit

Standard Plan

Our Standard cancellation protection plan covers you should you, or any other member of your party, be forced to cancel your holiday because of sickness (non-Coronavirus related), bereavement, redundancy or jury service.

- For holiday home accommodation - £15.00 per unit

To claim on our Standard Plan, we will need written proof of your cancellation and a copy of the following document:

- ✓ Sickness – Doctors Certificate
- ✓ Redundancy – Formal notification from your employer
- ✓ Jury service – Court notification
- ✓ Bereavement – Death Certificate

If we need to cancel your holiday

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances 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:

- a. accept the alternative arrangements as notified to you
- b. choose another available break from us at the advertised price
- c. cancel your holiday with a full refund of any money you have paid.

We do not pay compensation in circumstances where we have to cancel your booking including those arising from *force majeure. *Force majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems and bad weather.

If the cancellation relates to Coronavirus, please refer to our 'Holiday with Confidence' guarantee section.

Brochure and Website Accuracy

We have taken care to ensure the accuracy at the time of publication of our brochure and any other printed matter. We continuously update our websites, however information and prices may have changed by the time you book. Pricing errors can occasionally be made, if you happen to spot an error, we are under no obligation to honour this price.

There may be small differences between the actual accommodation and the facilities and their description, as we are always looking for ways to make improvements. Whilst every care is taken to ensure that the details shown in the brochure and on the website are correct, we do not accept responsibility for errors or omissions therein. We reserve the right to vary the products and services we provide from the descriptions of them in our printed materials or on our websites.

Photographs are taken at our Park and are intended for guidance only. Accommodation images are representative as grades of accommodation can vary by date of manufacture and by make or model. Layout plans are for illustrative purposes only.

No party shall be allowed to reproduce any of the contents of this website (including photographs) without written permission of Hengar Manor or any other copyright owner.

We accept no responsibility for information relating to local attractions, including details of distances, timings and activities. We provide this in good faith for information purposes only but make no recommendations in respect of any attraction, have not verified that the listed details are accurate or up-to-date and accept no responsibility for any reliance by you on them. You must make your own arrangements (including, where appropriate, having any necessary insurance in place) regarding the attractions with the operators and local tourist board information centers. Where we list attractions on this website we do not do so as an agent for the owner or operator of any attractions and so have no liability for any loss or damage suffered by you whether in contract or negligence as a result of any reliance on the information contained herein, or for any loss or damage suffered by you in visiting or purchasing any ticket for any such attraction

Oh no...what to do if you need to complain

We always want you to have a fantastic holiday, but sometimes things do go wrong.

- **If something goes wrong whilst you are on holiday**, please report it immediately to Reception so that we can try and put things right. We will use our best endeavors to resolve the problem as quickly as possible. If we are unable to resolve the problem, we may move you to an alternative unit in a similar or upgraded category if available.

- **Don't wait until you get home** - The Company cannot accept any liability in relation to any shortcomings or claim of whatever nature if you fail to notify us of any complaint during your holiday allowing us the opportunity to resolve any issues to your satisfaction whilst you are with us.
- If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the Park Manager within 28 days of your return. We will investigate thoroughly and respond as quickly as we can.

Liability

We accept responsibility for those arrangements for your holiday that are within our control, but we cannot accept liability for any loss or damage suffered by you or any member of your party unless there was willful default by us, our employees or agents.

Guests remain responsible for looking after their own belongings. Please remember to secure any vehicles or bicycles and try not to leave any valuable items on display. If you are bringing anything valuable on holiday you should check it is adequately covered by your insurance. We cannot accept any liability for loss or damage to your belongings unless it is due to our negligence.

You must make your own enquiries and arrangements (including, where appropriate, having any necessary insurance cover in place) regarding the attractions with operators and local tourism information centers. Where we list attractions in this brochure we do not do so as agent for the owner or operator of any attractions and so have no liability for any loss or damage suffered by you whether in contract or negligence on the information contained herein, or for any loss or damage suffered by you in visiting or purchasing any ticket for any such attraction.

Data Protection Policy

When you book with us, you'll be giving us some personal information about you and the other people coming with you. We will use the personal information that you provide to process your booking and payments and provide you with information relating to your booking. You can opt out at any time by contacting us. Our detailed Privacy Policy is available on our website <https://www.hengarmanor.co.uk/privacy-policy/>

We will only correspond with the lead customer on the booking. It is your responsibility to inform all other members of your party what information about them you are providing to us, and what we will use it for.

We have CCTV cameras at some locations at our holiday Parks for crime prevention and safety reasons.

Terms and Conditions updated 1 October 2020