

Terms & Conditions

Please read this carefully. When you book your holiday, as you are entering into a contract with R & D Partnership t/a Luce Bay Holiday Park which binds you and R & D Partnership t/a Luce Bay Holiday Park in various ways. These terms & conditions list the responsibilities and commitments that you and R & D Partnership t/a Luce Bay Holiday Park have towards each other.

Please note that throughout these conditions the terms we, us, our and ourselves refer to R & D Partnership t/a Luce Bay Holiday Park

HOLIDAY RESERVATION T&C'S

Please contact us if you have any questions, concerns, requests or complaints regarding our terms & conditions.

By email: holidays@solwayescapes.co.uk

By post: R & D Partnership t/a Luce Bay Holiday Park, Auchenmalg, Newton Stewart, Galloway, DG8 0JT

Making a Booking – When you book you are accepting the terms of these booking conditions on behalf of your whole party. A binding contract comes into existence once we have received your deposit and we have issued a booking confirmation by email or post. All terms are from the start date specified for the accommodation detailed on your booking confirmation. Check-in time and check-out times are shown on your booking confirmation.

You must check your booking confirmation as soon as you receive it. If any information on the document is inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability if we are not notified of any inaccuracy within 14 days of us sending out.

Standard Deposit – When you book you must pay the applicable deposit. This is £50 per booking or £50 per week booked unless booked within 60 days of arrival where the full amount is due at the time of booking.

Balance – Your balance is due and payable 60 days before your arrival date unless otherwise stated. For bookings made within the 'balance due' period you pay the full amount when making your booking.

VAT – Prices include VAT

Number in your Party – The total number in your party must not exceed the capacity of the accommodation as advertised. Accommodation is provided only for the number stated.

Linen & Towels – Bed Linen is provided, and beds are made up for arrival. 1 x bath sheet & 1 x hand towel are provided for each person in your party. You can hire more towels if you require more.

Insurance – Personal Travel Insurance is not included. It is your own responsibility to arrange your own insurance.

Damage to Accommodation – You are liable for any damage caused in the Accommodation during the hire period. We have the right to enter the accommodation (without prior notice if special circumstances or emergencies arise (for example if repairs need to be carried out)

Noise – Please be respectful of your neighbours and keep noise to a minimum. Failure to do so might result in loss of your deposit and be asked to leave the park.

Cancellation by you – Please telephone us immediately if you have to cancel your holiday and please also email us the same day at holidays@solwayescapes.co.uk
All balances paid are non-refundable if cancellation is made within 28 days of arrival.
Note – Bookings may be able to be transferred, transfer and cancellation charges may apply.

Cancellation by Us – Very occasionally in circumstances out with our control we may have to cancel your booking. If we do so we will tell you as soon as possible and offer you an alternative. We regret we cannot pay any compensation or meet any expenses or costs you may incur as result of any such cancellation or change.

(Circumstances that may arise are damage caused to the accommodation which cannot be remedied to a satisfactory standard before the start of your holiday, through fire, flood, storm or other weather damage, natural disasters)

Unreasonable behaviour – We reserve the right to terminate your holiday if the unreasonable behaviour of anyone in the party is likely to impair the enjoyment, comfort or health of other guests or members of staff. In these circumstances no refund will be given.

Group / Party Bookings – The person booking the holiday is responsible for providing the parties details. Should you arrive at the park with such a group without notifying us, we reserve the right to refuse you entry to your accommodation.

Minors – We cannot accept bookings from under 18's

Pets – You may bring your dog with you (maximum 2) to specific accommodations on the park, A pet charge applies – so please check at the time of booking that a dog is allowed in the unit you are booking. You must tell us you are bringing a dog at the time of booking. You must ensure that your dog does not go on the soft furnishings or beds under any

circumstances. Dogs must not be left unattended in the accommodation or elsewhere, dogs must be kept on leads in all areas of the park.

Other pets are not allowed.

In the interest of visitors safety, we do not allow the following dogs on park American Pit Bull Terriers, Japanese Tosa, Fila Brasileiro and Dogo Argentino even where these types of dogs are muzzled.

Vehicles – Your vehicle and their contents are left entirely at your own risk. We will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, negligence of ourselves or our employees.

Electric Vehicle Charging - Due to fire safety risks, the use of Electric Vehicle charging through your accommodation or any other external power supply at Luce Bay Holiday Park is **Strictly Prohibited** as our site power supply is only installed, set up and regulated for the accommodations and facilities we manage on site.

Anyone found to be charging their Electric Vehicle will be automatically charged £50.

Liability – Except where otherwise specified R & D Partnership t/a Luce Bay Holiday Park will not accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person from any cause other than, the proven negligence of ourselves or our employees or agents. This clause does not attempt to exclude negligence or breach of statutory rights.

Illness – Guests should inform the park management of any illness developing during the duration of your stay which could have an effect on other guests. Guests who take unwell may be confined or depending on the severity, asked to leave in order to prevent the spread of said illness. In such circumstances we are unable to refund.

Smoking – Due to government legislation it is illegal to smoke within our accommodation, meaning smoking must take place outside. This includes e-cigarettes and vaporisers. Smoking in accommodation will incur a £150 fine to cover cleaning.

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

Complaints or Concerns – If you wish to complain, we will want to take action to sort out your complaint as soon as possible. It is essential that you contact us as soon as the issue arises, so that we can do everything in our power to sort it out as soon as possible. If you discuss the problem with our staff during your stay, it can usually be sorted straightway.

In particular, complaints (for example, if you are not happy on how the property has been prepared), cannot be investigated unless registered at the time during your stay.

Amendments – We reserve the right to amend these Terms & Conditions at any time.