

# STATIC CARAVAN & CAMPSITE BOOKING TERMS & CONDITIONS

## General Booking & Cancellation

1. This contract is between Luccombes Fishery Ltd and each member of the party booked in the accommodation (The Clients). All clients must have read and agreed to the Terms & Conditions upon booking and payment.

2. Prices quoted for Static Caravans are for accommodation & day ticket fishing only. **Pet Free or Pet Friendly & all NON-SMOKING**. Numbers in a party must not exceed the maximum number of berths for the accommodation booked. Additional charges apply for night fishing, bedding & linen.

Prices quoted for camping are for 1 vehicle on hardstanding pitches, with EHU, inclusive up to 2 Adults & 2 Children. Additional charges apply for fishing tickets / pass, extra car and persons. All extra charges must be paid upon arrival.

3. A booking may be made on a provisional basis via telephone or email. Enquiries can also be made through Facebook messages, but confirmation of a booking will only be sent via email or post. Contact our team at 01392 833571 or 07510 545283 or info@luccombes-fishery.co.uk

### 4. Deposits & Balance Payment

A deposit is required within 7 days to secure your booking date. **Deposits are non-refundable** and in an event of a cancellation, it will go towards the administrative and re-letting cost. We accept Cash, Debit/Credit Card, Cheque & Bank Transfers.

STATIC CARAVANS	CAMPSITE
<ul style="list-style-type: none"><li>• 25% deposit</li><li>• Balance due 1 month before arrival</li><li>• Damage deposit is required if paying by cash / cheque (£50 refundable at check-out)</li><li>• For payments by card, only card authorisation is required. No cash deposit needed. The company reserves the right to charge the customer accordingly within 72 hours of departure</li><li>• A <b>minimum £30 cleaning fee</b> will be levied for leaving caravans dirty and for smoking in the statics</li></ul>	<p>If the duration of your holiday is:</p> <ul style="list-style-type: none"><li>• 1 - 6 Nights, £20 deposit</li><li>• A week or more, 50% deposit</li><li>• Balance is due upon arrival</li><li>• Day Fishing Pass or Ticket must be purchased in advanced or be paid on arrival</li></ul>

### 5. Cancellations

30 days notice or more: Deposit amount is non-refundable. If full payment was made prior, only balance amount will be refunded.

Less than 30 days notice: Deposit and balances will not be refunded.

## **Safety On Site**

6. All customers & guests must report to the reception upon arrival.

Arrival & Departure timings are as follows:

- Static Caravan Check in: 2pm to 7pm. Check out by 10am
- Campsite Check in: 12 noon to 7pm. Check out by 11am

Kindly inform us for arrivals later than 7pm. No refunds will be made for late arrivals or early departures.

7. No movement of vehicles on site during the hours of 11pm to 7am. Main entrance gate will be locked during those hours for the safety of the customers staying on site.

8. All vehicles are restricted to 5mph on site. Vehicles must be parked at spaces provided, **NO PARKING ON THE GRASS**. You can unload equipment at designated areas, but must park the vehicle as requested.

9. You have a responsibility to leave the accommodation as you find it. **NO SMOKING** in any accommodation. Please note that a cleaning fee will be taken as damage deposit, if things are left smelly or untidy, as mentioned in your booking. Always ensure that doors and windows are locked when you are not in the caravan. Kindly sort and dispose of rubbish, appropriately by using the facilities provided.

10. Open fires are not allowed in general, except with the permission of the Owner and in an agreed location. BBQs should also be agreed and sited well away from any accommodation and must be raised off the grass.

11. Please take note of the nearest fire point and exit location.

12. Children must be supervised at all times.

## **General Behaviour**

13. Kindly respect the nature and surroundings, such as the landowner's property, trees, fences, facilities, equipment and stock.

14. Please leave the statics as you find it. Use the equipment lockers provided. Note the cleaning charge imposed if areas are left dirty or smelling of smoke.

15. No pitching at the campsite after dusk.

16. Noise should be kept at a reasonable level and there should be no noise between 11pm - 7am.

17. Please be considerate if fishing, and fish at your swim. Pack away your equipment if you are not going to be physically present at your spot. Placing personal items / equipment to 'reserve' a swim for later use is not allowed. Give fellow anglers a fair chance.

18. We reserve the right to refuse accommodation to persons who are causing a nuisance, or unsuitable to take charge due to intoxication, drugs or any other cause which we consider justifies such action. There is zero tolerance towards any acts of aggression or abuse towards staff.

## **Pet Policy**

19. Pets are not allowed in the water, Dogs and other pets must be kept under control at all times and dogs must always be on a lead.
20. Pets are not to be left unattended in the caravans or campsite.
21. You must clean up after your pet and dispose your litter in the bins provided.
22. Pets staying in a Pet Friendly Static Caravans are not allowed on the furniture without a pet blanket or towel. Please bring your own. Note cleaning fee levied if statics are left dirty or untidy.
23. Your pet remains your responsibility at all times and are brought to Luccombes at your own risk.

## **Liabilities**

24. Whilst every endeavour is made to provide all the facilities and accommodation as advertised, we cannot accept liability for circumstances beyond our control, (e.g. loss of mains services, theft, fire, flood, etc), and will make every effort to provide you with an alternative. If this is not possible, we will return your money and there will be no further claim against us.
25. Public Liability insurance is carried by us, which provides for damage or injury caused by our proven negligence. No other liability is accepted. Please take every care to ensure your own safety, vehicles and belongings.
26. The Client agrees to permit the owners or their staff reasonable access to the property for maintenance or inspection. The Client(s) are responsible for any breakages, losses or damage to the property (other than normal wear & tear).

## **Fishery Rules**

- ✓ A current and appropriate E.A fishing rod license is required to fish
- ✓ Vehicles must be parked at spaces provided. You can unload equipment near the ponds safely but **NO PARKING ON THE GRASS**
- ✓ Dip all nets & mats in the solution provided before fishing
- ✓ **Each** angler must have his own landing net & mat. No sharing. Cradles are provided for the specimen ponds.
- ✓ Only Fishery Keep Nets are allowed. Kindly ask for any other tackle for hire at the reception
- ✓ No lead core
- ✓ Barbless hooks only
- ✓ No artificial baits
- ✓ No nuts or fixed feeders
- ✓ Minimum 12lb line on specimen ponds
- ✓ Handle all fish with care. Pictures are allowed. Stay low over mats / cradles then quickly and safely return the fish
- ✓ Rods must never be left unattended, even with a bite alarm
- ✓ **NO RESERVATION OF SWIMS.** If you are not fishing, please pack all your equipment and vacate. Be considerate and let fellow anglers have a fair chance. Any personal equipment left behind to 'reserve' a swim will be removed by the management
- ✓ Maximum stay of 48 hours on any 1 swim
- ✓ Refer to the signboards at each pond for any other specific rules
- ✓ Take all your litter with you and use the bins provided

**THE MANAGEMENT RESERVES THE RIGHT TO ASK YOU TO LEAVE, IF ANY OF THE RULES ARE BROKEN**