



# Welcome...



Dear Holidaymaker,

We're delighted to enclose copies of our new look 2012 brochures and welcome you to the choice of two perfect holiday destinations.

Choose from Broadland Sands in lovely unspoilt Suffolk or Lakeside in the heart of beautiful Somerset - they're each very different with a particular charm and appeal of their own, but have quite superb locations, great facilities, outstanding entertainment for all the family and above all, offer real value for money.

Your holiday is very special to you and your enjoyment is equally important to us - as a family business with years of successfully providing top quality family holidays, we're sure you will not be disappointed!

Call one of our knowledgeable holiday advisers on 01278 792222 today, and they can tell you even more. We look forward to hearing from you soon and welcoming you to stay with us this year.

We do hope you really enjoy the brochures - they're just a taste, the reality is even better!

See you soon!

from us all

*the Holiday team*

## Your Accommodation

### Broadland Sands & Lakeside

Both parks offer a wide choice of self-catering caravan holiday home accommodation  
In fact, with such a variety and prices to match, there's something for everyone!



#### PREMIUM

Top of our range of accommodation, these 12ft wide caravans are chosen to be that little bit special inside to make your stay a real treat... includes central heating and double glazing, duvets, bed linen, colour T.V./DVD, freezer, microwave, toaster, crockery & cutlery upgrade. (plus balcony at Broadland Sands only)



#### SILVER

Either more simply appointed or not as new as a Gold or Premium, but a perfect choice for a relaxed holiday at an affordable price... colour T.V. & now also with background heating, toaster, duvets and microwaves.



#### GOLD

Again, 12ft wide (and what a difference it makes inside!), these well appointed caravans make for a very comfortable holiday home from home... complete with background heating, duvets, colour TV, microwave and toaster.



#### BRONZE

These may be our oldest caravans but they're still 12ft wide, have background heating, duvets, colour T.V. and offer really serious value for money! (microwaves & toasters can be hired on arrival, subject to availability).

(N.B. Bronze offered at Broadland Sands only, where numbers/availability, if at all, will vary - check current position before you set your heart on one!)

#### What to expect:

##### Premium 8, Gold 8, Silver 8, Bronze 8

Whichever you choose, these caravans are the most spacious and absolutely ideal for the larger family or simply to spread out in a bit.

Sleeping up to 8 people max, there are 3 bedrooms (each for 2 persons) with additional sleeping for 2 in the lounge/dining area.

##### Premium 6, Gold 6, Silver 6, Bronze 6

Usually medium sized caravans, you will find sleeping for up to 6 max in 2 bedrooms (each for 2 persons) with additional sleeping for 2 in the lounge/dining area.

#### What's not included:

Please note - **We Do Not supply sheets/pillowcases or duvet covers (except for Premium)**, but these can be hired for just £8 per set per week/part week - just fill in the appropriate space on the booking form\*. We do not provide a bed making service.

#### Disabled Premium

The manufacturer has modified these special model Premium grade caravans to their version of a disabled layout, primarily facilitating wheelchair access (external ramp access also provided). Sleeping up to 6 people max, with a double plus twin bedroom and additional sleeping for 2 in the lounge. Please check that layout meets any specific needs - phone 01278-792222 for details.

**P.S.** Caravans have one double bedroom, the second bedroom (and third if applicable) are mostly twin bedded - please check at time of booking.

The total number of people per caravan (including babies in cots, prams etc) must not exceed the number given above for the individual caravan types.

You can hire Travel Cots (please bring your own bedding) and High Chairs - £12 each per week/part week - again, simply complete the relevant space on the booking form\*.

**P.S. Don't forget to bring your own towels, teatowels, toilet paper etc!!**

**\* (N.B. linen, cots and high chairs must be ordered at least 14 days before your arrival date).**

#### VERY IMPORTANT

These brief accommodation descriptions and/or brochure photos must be used as a guide only. All photos of accommodation are shown to indicate a general guide to likely layout only, are not contractual, and may show electrical or other items, soft furnishings, bed linen, ornaments, crockery etc and personal effects that are **not** included in our letting fleet caravans. Caravans (including those in same category) may be of differing makes/models/year & internal layouts vary as will position

of individual caravans on the park(s). This applies to parks in both brochures.

Not all accommodation types are available on both parks; individual caravans may be re-sited on park or re-graded for operational reasons; accommodation is allocated on a 'first come first served basis' - please check carefully at time of reservation to avoid disappointment on arrival.



All our caravans are designated no-smoking, but we can only rely wholly on the co-operation of all guests to achieve this.



All our caravans are no pets (except registered guide dogs)

We cannot accept responsibility, or offer any form of compensation, because of inconsiderate disregard of either the smoking or pets ban by previous occupants of any particular caravan.

# Mega Super Savers

Giving families real value for money

at Broadland Sands and Lakeside Holiday Parks

## 1. 10% OFF WEEK or SHORT BREAKS BOOKINGS

10% OFF 2012 tariff prices if you book before 1st March.

## 2. TOUR & EXPLORE

Judging by the bookings, a real favourite every year!

Make the most of the many places to go & things to see near our Parks – just the job for those times when sitting in the sun may not be a certainty!

In holiday weeks and for accommodation types marked ⊗, the weekly tariff is reduced by 15% and in holiday weeks and for accommodation types marked ⊕, the weekly tariff is reduced by 10%.

(offer not applicable to short break bookings)

## 3. SMALL PARTY? TAKE 25% OFF!!

25% OFF per week tariff if there are only two of you in a 6 x berth caravan, or 4 of you staying in an 8 x berth caravan. Holiday must be completed by 21/07/12 or started after 1/09/12 and some dates are excluded (see below\*).

(offer not applicable to short break bookings).

## 4. UNDER 5's

£20 OFF per week, or £10 OFF per short break booking, if there are any children under 5 yrs old in your party. Holidays must be completed by 21/07/12 or started after 1/09/12 and some dates are excluded (see below\*).

## 5. OVER 55's

£20 OFF per week, or £10 OFF per short break booking, if there are any persons over 55yrs old in your party. Holidays must be completed by 21/07/12 or started after 1/09/12 and some dates are excluded (see below\*).

## 6. £50 OFF FORTNIGHTS

Take £50 OFF second, and additional, consecutive whole weeks taken in the same accommodation, at the same park at any time of the year.

(offer not applicable to short break bookings).

## 7. STAY AGAIN.....!

We'd love to see you more often! So, just to prove it, take a second entirely separate holiday with us in 2012 (per week or short break booking) and we'll take 10% OFF – come and stay for a third entirely separate holiday with us in 2012 (per week or short break booking) and we'll take 15% OFF that visit !!

## 8. SPRING BANK HOLIDAY BONUS

Pay for 7 x nights and grab an 8 x night stay for the same price!! Book the week from Saturday 2nd June until the 9th June but have Friday the 1st June as well, on us!

(offer not applicable to short break bookings - limited availability).

## 9. NEXT YEAR'S HOLIDAY

AT THIS YEAR'S PRICES – LESS 5%!!!

Book before 1st November 2012 and your 2013 holiday will be at 2012 brochure tariff prices less 5%. Applies per week or short break bookings.

(Please note: Bank Holiday weeks subject to date change).

### PLEASE NOTE...

Only one **Mega Super Saver** may be taken per direct booking, all are subject to availability, apply to accommodation only and, whichever you choose, must be confirmed when you pay the deposit (or full holiday balance) on your booking. They cannot be combined together or taken in conjunction with any other promotional offer. Please note that not all **Mega Super Saver** offers are available with short break bookings (as noted above).

Dates Excluded from offers 3, 4 and 5 are: 31/03/12 to 14/04/12; 2/06/12 to 9/06/12 and 27/10/12 to 3/11/12, inclusive in all cases.

### PS...

As usual, not only were people surprised and disappointed that they couldn't get their first choice of accommodation in 2011, many were horrified to find out that there was **nothing available at all** by the time they got around to booking. Don't leave it too late to book, make sure you get what you want, when you want it & help yourself to some really great savings at the same time!

# 2012 Weekly Tariffs

## BROADLAND SANDS

ACCOMMODATION TYPE	PREMIUM 8	PREMIUM 6	PREMIUM 6 DISABLED	GOLD 8	GOLD 6	SILVER 8	SILVER 6	BRONZE 8	BRONZE 6
Number of Persons	8	6	6	8	6	8	6	8	6
24-Mar	263 ⊗	229 ⊗	229 ⊗	215 ⊗	190 ⊗	176 ⊗	156 ⊗	164 ⊗	145 ⊗
31-Mar	310	273	273	259	233	218	200	203	186
07-Apr Easter Week	346	312	312	297	271	259	240	240	222
14-Apr	276 ⊗	240 ⊗	240 ⊗	226 ⊗	200 ⊗	185 ⊗	164 ⊗	172 ⊗	152 ⊗
21-Apr	276 ⊕	240 ⊕	240 ⊕	226 ⊕	200 ⊕	185 ⊕	164 ⊕	172 ⊕	152 ⊕
28-Apr	303	266	266	250	222	207	186	193	174
05-May Bank Holiday Week	317	279	279	265	238	224	204	208	190
12-May	351 ⊗	314 ⊗	314 ⊗	299 ⊗	272 ⊗	258 ⊗	238 ⊗	240 ⊗	222 ⊗
19-May	358 ⊕	320 ⊕	320 ⊕	306 ⊕	278 ⊕	265 ⊕	245 ⊕	247 ⊕	228 ⊕
26-May	397	355	355	340	306	293	265	272	247
02-Jun Bank Holiday Week	500	449	449	435	395	380	348	354	322
09-Jun	405 ⊕	361 ⊕	361 ⊕	348 ⊕	313 ⊕	299 ⊕	272 ⊕	278 ⊕	253 ⊕
16-Jun	419 ⊕	369 ⊕	369 ⊕	354 ⊕	319 ⊕	306 ⊕	278 ⊕	285 ⊕	258 ⊕
23-Jun	432	381	381	366	326	313	285	291	265
30-Jun	452	403	403	386	348	333	299	310	278
07-Jul	503	457	457	438	398	384	347	357	323
14-Jul	549	502	502	483	440	427	384	398	359
21,28 Jul; 4, 11, 18 Aug	681	624	624	604	550	538	484	500	450
25-Aug Bank Holiday Week	441	394	394	377	339	325	292	302	272
1,8 Sept	303	267	267	252	224	211	191	196	177
15,22,29 Sept; 6,13,20 Oct	276 ⊗	240 ⊗	240 ⊗	226 ⊗	200 ⊗	185 ⊗	164 ⊗	172 ⊗	152 ⊗
27-Oct Half Term Week	289	253	253	238	211	197	176	184	164



## LAKESIDE

ACCOMMODATION TYPE	PREMIUM 8	PREMIUM 6	PREMIUM 6 DISABLED	GOLD 8	GOLD 6	SILVER 8	SILVER 6
Number of Persons	8	6	6	8	6	8	6
24-Mar	290 ⊗	256 ⊗	256 ⊗	228 ⊗	202 ⊗	190 ⊗	173 ⊗
31-Mar	372	335	335	304	278	265	246
07-Apr - Easter Week	395	355	355	325	292	279	252
14-Apr	320 ⊗	284 ⊗	284 ⊗	252 ⊗	224 ⊗	211 ⊗	191 ⊗
21-Apr	320 ⊕	284 ⊕	284 ⊕	252 ⊕	224 ⊕	211 ⊕	191 ⊕
28-Apr	363	323	323	292	261	248	228
05-May - Bank Holiday Week	381	343	343	313	285	272	252
12-May	415 ⊗	372 ⊗	372 ⊗	340 ⊗	306 ⊗	293 ⊗	265 ⊗
19-May	448 ⊕	399 ⊕	399 ⊕	366 ⊕	326 ⊕	313 ⊕	285 ⊕
26-May	503	453	453	421	380	366	333
02-Jun - Bank Holiday Week	599	555	555	517	476	462	421
09-Jun	510 ⊕	460 ⊕	460 ⊕	427 ⊕	386 ⊕	374 ⊕	340 ⊕
16-Jun	516 ⊕	466 ⊕	466 ⊕	435 ⊕	395 ⊕	380 ⊕	348 ⊕
23-Jun	523	475	475	441	401	386	354
30-Jun	537	487	487	456	415	401	366
07-Jul	567	521	521	486	445	432	394
14-Jul	599	551	551	517	473	461	418
21,28 Jul; 4, 11, 18 Aug	716	660	660	623	570	558	504
25-Aug - Bank Holiday Week	524	476	476	445	405	392	358
1,8 Sept	340	303	303	272	245	231	211
15,22,29 Sept; 6,13,20 Oct	320 ⊗	284 ⊗	284 ⊗	252 ⊗	224 ⊗	211 ⊗	191 ⊗
27-Oct - Half Term Week	353	318	318	285	258	245	224

Fishermen must produce a valid NRA Licence on arrival before using our lake.

### PLEASE NOTE...

Prices are per unit of accommodation per week.

Dates are the Saturday start of each holiday week - holiday weeks may also be started on the day before (Friday), or the following Monday - tariff as per the Saturday start date.

### FREE Gas & Electricity.

Outdoor swimming pools are scheduled to open at Lakeside on 5th May and Broadland Sands on the 19th May and both close 30th August.

Broadland Sands and Lakeside are both level.

VAT: is included within our 2012 tariffs at the rate appropriate as at October 2011 & is subject to change if VAT rates increase.



**XTRA SPECIAL**

**2012**

# Short breaks TARIFFS

**Short but very sweet...**

if you really can't join us for a whole week, or you just want to do it all again, then these hugely popular short breaks are just for you!

**How it works...**

Simply choose your accommodation type, date and call **01278 792222** to check availability - it's as easy as that!

**Breaks are either...**

**WEEKEND** Friday to Monday (3 x nights) or  
**MIDWEEK** Monday to Friday (4 x nights)

## BROADLAND SANDS

ACCOMMODATION TYPE	PREMIUM 8	PREMIUM 6	PREMIUM 6 DISABLED	GOLD 8	GOLD 6	SILVER 8	SILVER 6	BRONZE 8	BRONZE 6
Number of Persons	8	6	6	8	6	8	6	8	6
24-Mar	152	132	132	124	110	108	90	100	84
31-Mar	201	177	177	169	151	142	130	132	121
6-9 April Easter Weekend	242	218	218	208	190	181	168	168	155
9-13 April Easter Mid-Week	225	203	203	193	176	169	156	156	145
14-Apr	152	132	132	124	110	102	90	95	84
21-Apr	152	132	132	124	110	102	90	95	84
28-Apr	167	146	146	137	122	114	102	106	96
05-May Bank Holiday Week	174	154	154	146	131	123	112	114	105
12-May	193	173	173	165	150	142	131	132	122
19-May	197	176	176	168	153	146	135	136	125
26-May	218	195	195	187	168	161	146	150	136
02-Jun Bank Holiday Week	325	292	292	283	257	247	226	230	210
09-Jun	263	235	235	226	203	195	177	181	164
16-Jun	272	240	240	230	207	199	181	185	168
23-Jun	281	248	248	238	212	203	185	189	172
30-Jun	293	262	262	251	226	216	195	201	181
07-Jul	327	297	297	285	259	250	225	232	210
14-Jul	357	326	326	314	286	278	250	259	233
21,28 Jul; 4, 11, 18 Aug	476	437	437	423	385	377	339	350	315
25-Aug Bank Holiday Week	309	276	276	264	237	227	204	212	190
1,8 Sept	197	173	173	164	145	137	124	128	115
15,22,29 Sept; 6, 13,20 Oct	152	132	132	124	110	108	90	100	84
27-Oct Half Term Week	188	164	164	155	137	128	115	119	106



N.B Both parks open on Friday 23rd March for the first of the Weekend Breaks.

All dates shown are Saturdays (except Easter dates).

The price of your break is calculated by taking the Saturday nearest your start date: ie Fri 6/07 to Mon 9/07 or Mon 9/07 to Fri 13/07 will be 7th July prices.

**FREE GAS & ELECTRICITY.**



## LAKESIDE

ACCOMMODATION TYPE	PREMIUM 8	PREMIUM 6	PREMIUM 6 DISABLED	GOLD 8	GOLD 6	SILVER 8	SILVER 6
Number of Persons	8	6	6	8	6	8	6
24-Mar	160	141	141	125	111	105	95
31-Mar	242	218	218	198	181	173	160
6-9 April Easter Weekend	277	249	249	228	204	195	176
9-13 April Easter Mid-Week	257	231	231	211	190	181	164
14-Apr	176	156	156	139	123	116	105
21-Apr	176	156	156	139	123	116	105
28-Apr	200	178	178	161	144	136	125
05-May Bank Holiday Week	210	189	189	172	157	150	139
12-May	228	204	204	187	168	161	146
19-May	247	219	219	202	179	172	157
26-May	277	249	249	232	209	202	183
02-Jun Bank Holiday Week	389	361	361	336	309	300	274
09-Jun	332	299	299	278	251	243	221
16-Jun	335	303	303	283	257	247	226
23-Jun	340	308	308	287	261	251	230
30-Jun	349	317	317	296	270	261	238
07-Jul	369	339	339	316	289	281	256
14-Jul	389	358	358	336	307	300	272
21,28 Jul; 4, 11, 18 Aug	502	462	462	436	399	390	353
25-Aug Bank Holiday Week	367	333	333	311	283	274	250
1,8 Sept	221	197	197	177	159	150	137
15,22,29 Sept; 6, 13,20 Oct	176	156	156	139	123	116	105
27-Oct Half Term Week	229	207	207	185	168	159	145



www.broadlandsands.co.uk  
www.lakesideholidays.co.uk

Hotline **01278 792222**

# Booking Conditions

## HOW TO BOOK AND HOW TO CONTACT US

**BY TELEPHONE:** Have ready the Park name where you wish to stay, the start date, plus the number of people in your party, the type of accommodation you require, and your credit/debit card.

Ring our Central Booking Office on 01278 792222. We are open 7 days a week (except Christmas Eve, Christmas Day, Boxing Day, New Year's Eve & New Year's Day). Our friendly holiday advisors can check availability and make a reservation immediately for you, which will be held provisionally for 5 days, pending receipt of a completed booking form and non-returnable deposit. To make a firm reservation by phone a deposit may be paid by quoting your credit/debit card number.

**BY POST:** Complete the Booking Form not forgetting to sign it. Also enclose your deposit or full payment and for either Broadland Sands or Lakeside send to: Wilson Leisure Ltd, The Central Booking Office, Lakeside Holiday Park, Westfield Road, Burnham on Sea, Somerset, TA8 2AE.

**BY FAX:** 01278 795592

**BY EMAIL:** [bookings@broadlandsands.co.uk](mailto:bookings@broadlandsands.co.uk) or [bookings@lakesideholidays.co.uk](mailto:bookings@lakesideholidays.co.uk)

**ONLINE BOOKING:** Go to [www.lakesideholidays.co.uk](http://www.lakesideholidays.co.uk) or [www.broadlandsands.co.uk](http://www.broadlandsands.co.uk) and simply follow the links.

### GENERAL

All reservations for accommodation are applied for and accepted subject to the following terms and conditions: In these conditions the Company means Wilson Leisure Ltd or Ladycroft Ltd. (Lakeside and Holmarine are trading names of Wilson Leisure Ltd; Broadland Sands is the trading name of Ladycroft Ltd); "you" and "your" refers to the person who signs the Booking Form.

### DEPOSITS

To confirm your holiday booking we must receive from you for each week/part week a non-returnable deposit of £50 plus cancellation insurance of £15 - ie. £65 per unit per week or part week (£115 therefore for 2 or more weeks). This deposit will be deducted from the total balance due.

### ALTERATIONS OR AMENDMENTS

Once issued, changes to the hire invoice at your request, or re-invoicing due to loss, will be subject to a £15 charge. We also reserve the right to pass on any charges arising from re-presenting cheques & processing late payments (subject min. £15).

### PAYMENT OF BALANCE

Balance of payment must be received at least 8 weeks before commencement of your holiday. Any discount given will be automatically forfeited if the balance is not received 8 weeks before your holiday start date. Please note that if the balance is not received by the due date we reserve the right to cancel your booking, retain the deposit (see above) and re-let the accommodation. We do not send a reminder after the invoice has been sent.

### METHODS OF PAYMENT

Payments can be made by Cheque, Postal Orders, Cash or Credit/Debit Cards (a charge of £2 per credit card, per transaction will be added). Cheques and Postal Orders should be crossed and made payable to Wilson Leisure Ltd. If cash is sent it must be by Recorded Delivery. Please put your address and the booking reference on the back of cheques. V.A.T. is included within our tariffs at the rate current at time of printing (October 2011) and is subject to change if V.A.T. rates increase.

### THE CONTRACT

A reservation constitutes a legal contract. Wilson Leisure Ltd acts as letting agent for Ladycroft Ltd. Once a booking confirmation has been issued by Wilson Leisure Ltd following receipt of a completed booking form or verbal agreement and deposit, the first-named person on the Booking Form is responsible for the total price of the accommodation. **IN NO CIRCUMSTANCES CAN THE DEPOSIT AND CANCELLATION PLAN PAYMENT BE RETURNED.** The same applies to subsequent balances due or paid where cancellation is for any reason(s) other than covered under the Cancellation Plan and payment for such cover has been received. Any accommodation not paid for in full by 8 weeks of the due date of arrival may be immediately re-let by Wilson Leisure Ltd.

### CANCELLATION PLAN

At just £15 per holiday our Comprehensive Cancellation Plan covers the whole of your party up to the day before your holiday commences against cancellation due to:

- Accident, illness or death of any member of the Party (or close relative) included on the Booking Form.
- Redundancy of first named person on Booking Form or spouse.
- Witness or Jury Service for first named person on Booking Form or spouse.
- Fire, Storm or Flood, Subsidence or Malicious damage rendering the house of first named person on Booking Form or spouse uninhabitable.

Providing any of the above circumstances have arisen, please notify us immediately, by telephone on 01278 792222, followed by written notification with supporting documented evidence, you will no longer be liable for the BALANCE of hire monies, and providing all the above conditions have been met, we will REFUND IN FULL any balance (not deposit and cancellation plan payment) of hire monies that you have paid. Alternatively the holiday may be taken at another date, subject to availability and any appropriate price differential relevant for the date selected tariff. This alternative is ONLY available if you have already paid for the Cancellation Plan. (\*We will be happy to accept alternative equivalent cancellation cover provided copy of said cover is sent with initial deposit.)

### IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstances to cancel your holiday, and in this event we will try (but cannot guarantee) to offer you an alternative holiday of comparable standard subject to availability, alternatively refund your total cost of holiday as paid to us but you will have no additional claim against us or any letting agent.

### ACCOMMODATION

Only those people listed on the Booking Form ('Residents') shall be entitled to occupy the accommodation allocated. It is a condition of your booking that the total number in your party (including babies who sleep in cots, prams etc) shall not exceed the caravan capacity as noted in the attached accommodation descriptions. Residents are responsible for keeping and leaving their accommodation clean, tidy and in good order. Residents will be required to pay for the cost of any loss or damage for which they may be responsible to any part of the premises or to any property belonging to or leased by the Company which shall be damaged, destroyed or removed.

### SMOKING

All our caravans are designated no-smoking but we can only rely wholly on the co-operation of all our guests to achieve this. We cannot accept responsibility, or offer any form of compensation, because of inconsiderate disregard of this smoking ban by previous occupants of any particular caravan.

### PETS

Sorry, but for reasons of hygiene and for the convenience of other guests, **NO PETS MAY BE BROUGHT ONTO THE PARK OR ALLOWED IN LETTING ACCOMMODATION BY RESIDENTS OR DAY VISITORS.** (Registered Guide Dogs excepted)

### ARRIVALS AND DEPARTURES

Your accommodation will be available from 4.00pm on the day of your arrival. We are of course happy to welcome you at the Park earlier, where you can have full use of all facilities until your accommodation is ready. To prepare for our incoming guests, we request all accommodation is vacated by 10.00am on day of departure.

**IMPORTANT - You must tell us if for any reason you will not be arriving until after 10.00am the morning following the day you are due to arrive. If we have heard nothing from you by 10.00am the following day, we reserve the right to re-let your accommodation & regret that there can be no refund to you. This eventuality is not covered by our cancellation insurance.**

### LICENSED BARS

Only residents are allowed to enjoy the full amenities of the Licensed Bars and Club Membership Fees are included in the tariff. Residents are required to observe the Club Rules and especially all Statutory enactments and Regulations applicable to Licensing and Gaming. Children are not allowed in the Clubrooms or other licenced areas unless accompanied by a parent or other responsible adult. Use of big screen or other TV's and choice of programmes shown are at the management's absolute discretion.

**UNDER AGE DRINKING - We operate 'Challenge 21' - anyone seemingly under 21yrs will be asked for proof of age - a PASS card (Proof of Age Standards Scheme, the national proof-of-age accreditation scheme, endorsed by Government, setting minimum standards for proof-of-age cards), Driving Licence or Passport are all that are acceptable (i.e. student union etc cards are not).**

### LOST/LEFT PROPERTY

Glad to help, but we must charge a minimum flat rate of £10 for return to cover admin., post and package etc.

### SWIMMING POOLS ETC

Opening and/or closing times (daily & seasonal) are subject to weather, maintenance, issues of safety/numbers of people, demand etc - these factors also apply to the flume at Broadland Sands.

### VEHICLES

Vehicles must not exceed 10 miles per hour within the boundary of our Parks and must only be driven by holders of a current driving licence having adequate Third Party insurance. The Company will not be responsible for any loss or damage to vehicles, property or persons, howsoever caused, in these respects or vehicles stationary/parked.

### UNREASONABLE BEHAVIOUR, NUISANCE OR EXCESS NOISE

We reserve the right to decline a booking, transfer a booking or terminate a holiday without compensation or refund, if in the opinion of the Management the unreasonable behaviour (actual or anticipated with good reason) of residents or day visitors may lead to a situation that could prejudice the safety, enjoyment or comfort of others. Remember neighbours - when leaving the club at closing time or returning to the park at night, please do so quietly and with consideration for others.

### DAY VISITORS

- Residents wishing to entertain day visitors during their stay at our Parks may do so subject to Management approval. Arrangements should be made with RECEPTION beforehand by the Resident who must accept full responsibility for such day visitors.
- Each day visitor must register at Reception and may stay only during the day/evening (ie not overnight). Day visitors are required to observe all Club Rules and especially all Statutory enactments and Regulations applicable to Licensing and Gaming, to comply with the Management's arrangements, and with these Booking Conditions overall which they are deemed to have knowledge of.

### SINGLES PARTIES

Our holiday parks cater primarily for family holidays and same sex parties of 3 or more people or young mixed parties will only be accepted at the discretion of the Management.

### CHILDREN

Whilst we provide a range of facilities at each of our Parks, please note that we do not provide childcare facilities and children (this includes teenagers under 18 years) remain the responsibility of their parents or guardians at all times.

### WHILE YOU ARE HERE...

If you feel that you have any comments you wish to make whilst on holiday, please speak to the Duty Manager. In most cases he or she will be able to help you on the spot. Where this is not the case, please make sure that you record the details with the Duty Manager and then write to our Administration Manager no later than 14 days after the end of your holiday.

Please note that we cannot subsequently act on any problem that has not been brought to the attention of the Park Management at the time it arose.

### BROCHURE INFORMATION

The Company will endeavour to provide all facilities/entertainment advertised in the brochure or elsewhere but reserves the right to make changes at any time. Levels of some facilities/entertainment will vary according to time of year and/or numbers of people on the park. This particularly applies to organised children's entertainment. All descriptions/photographs are intended for guidance only.

### GENERAL

The attention of all guests is drawn to the rules governing the individual establishments and in particular the following:

The Company shall not be liable for any personal injury (fatal or otherwise) or loss or damage to persons or property of whatsoever nature howsoever caused sustained by or occasioned to any person (including persons under the age of 18 years) unless resulting from or caused by negligence of the Company. Furthermore, the question of any compensation in respect of alleged non-performance or improper performance of our contract with you (but subject to these Booking Conditions and Caveats as to accommodation overleaf) will be considered by the Company on the basis of being reasonable in all the circumstances and in any event limited to the actual price paid to the Company for your holiday. The person who signs the declaration at the foot of the Booking Form warrants to the best of his/her knowledge and belief that none of the persons listed thereon nor any day visitor for whom he/she is responsible is suffering from an infectious or contagious disease or has recently been in contact with any person so suffering. Any person who contracts an infectious or contagious disease during the reservation period must report the same to the Duty Manager. On no account can additional transportable electric or gas heating appliances or primus stoves be allowed within guest accommodation. Use of any other electrical appliances are entirely at your risk. Food, alcoholic or other drinks, purchased elsewhere must not be consumed in the licensed bars.

Information correct at time of going to press.