

Terms and conditions

About our terms and conditions

Please read these terms carefully as they make up your agreement with us, together with your booking confirmation and the information on our website and literature. If you've booked a special offer, its terms will also apply. These terms and conditions apply only to booking contracts made with Burton Constable Holiday Park & Arboretum online, by phone and through a travel agent.

We may need to update our terms and conditions. You can always find the latest version online at www.burtonconstableholidaypark.co.uk. Whether you book online, by phone, in person or through a travel agent, these terms affect every booking. If we make a significant change to our terms after you've booked, we'll give you the option of cancelling for a full refund. If you're not happy with our terms or have any questions about them, please call us on **01964 562508 option 1**. Lines are open seven days a week, 9am - 5pm otherwise we'll assume you've accepted these terms.

Who's who in our Terms and Conditions

Just so everything's clear, here are the definitions of some of the things we say in our terms and conditions:

'you' and 'your' - the person who makes the booking

'we', 'us' and 'our' - Burton Constable Holiday Park & Arboretum Holidays is a trading name of the JR Chichester Constable Legacy Trust, The Estate Office, Burton Constable Hall, HU11 4LN

'we both' - both Burton Constable Holiday Park & Arboretum and the person who makes the booking

'agreement' - the contract between us based on these terms and conditions, any other conditions we refer to in our literature and website, anything else we agree in writing and the terms of any promotional offer you've booked.

Contact Us

To talk about a holiday or holiday home ownership, telephone 01964 562508
Lines are open every day from 9am - 5pm

Planning for your holiday

Only the people named on the booking confirmation can use our caravan holiday homes, facilities and pitches. So please check this as soon as you receive it, and make sure you tell us if any of the details of your booking change after you've booked.

The total number of people coming with you (including children and babies) mustn't be more than the capacity of your holiday rental accommodation. Please check your

confirmation carefully, because if you do go over the maximum number, we will have to ask you to put this right or forfeit your holiday.

We want our holidays to be enjoyable for all of our guests. So we may turn down some bookings – for example, from people we think might spoil things for other guests. And if you come to the park and you're unruly or antisocial, we'll tell you to leave the park immediately, with no refund.

Frequently asked questions

Our site rules can be found on www.burtonconstableholidaypark.co.uk or you can contact us by e-mail or telephone on:-

info@burtonconstable.co.uk or 01964 562508 option 1

Here are a few answers:-

Bringing your Kids

There's plenty of exciting indoor and outdoor stuff for kids to do at Burton Constable Holiday Park & Arboretum. We'll do everything we can to keep you and your little ones safe at Burton Constable Holiday Park & Arboretum. When your kids are at our park, they're still your responsibility at all times (especially around the lakes) and you must make sure they do what our team say.

Dogs on our Park

We welcome well-behaved dogs at our holiday park. We don't accept dogs listed under the Dangerous Dogs Act which is: Pit bull Terrier, Dogo Argentino, Fila Brasileiro and Japanese Tosa. If you have a dog that's noisy or behaving badly, or you don't clean up after it, we may ask you to take it away. So please keep your dog on a lead and make sure a responsible adult is looking after it. Please see the Site Rules for where you may not bring your dog.

We do of course accept Registered Assistance Dogs in all areas of our park. This does mean we can't guarantee that we have never had any dogs in our rental accommodation.

Travelling in a Group

We want to give you and everyone else at the park a great holiday. If you're travelling as part of a group and you're using more than one rental accommodation or pitch, call us on 01964 562508 option 1 so we can keep everyone happy. Lines are open every day, 9am - 5pm. If you haven't made a group booking and arrive in a group, we may tell you to leave the park without a refund. We've designed our holidays with families and couples in mind. So we usually turn down non family bookings from people under the age of 21, and we don't allow hen or stag parties. If you visit our park as a group and are unruly or antisocial, we'll tell you (and your entire party) to leave the park immediately, with no refund.

Bringing a Vehicle to Burton Constable Holiday Park & Arboretum

We'll do our best to give you a parking space next to your rental accommodation or pitch – but we can't guarantee this.

Touring or Camping

Our standard pitches are big enough to suit most units. You can only bring one tourer, motorhome, tent or trailer tent onto each pitch. If yours is on the large side, we'll do what we can to help you fit in – please let us know when you book.

There is a charge for extras (e.g. awnings) and for larger units – and you must tell us when you book so that we can check the pitch is suitable.

Paying for your Holiday

What you'll pay - Like most things to do with travel, the prices of our holidays change depending on availability. You'll find up-to-date prices on our website, although we can only confirm the exact price of your holiday when you book. Once you've booked and have paid your deposit, we won't change your holiday price unless the VAT rate changes, or unless we both agree. VAT will be payable at the prevailing rate on the date on which payment is made. Although we will confirm to you at the time of booking the price for the holiday including the VAT at that time, if the VAT rate increases before the start date of your holiday we may ask you to pay an additional cost to include the new VAT rate.

If we find out we've undercharged you significantly because of a mistake on our part, we'll get in touch to put things right. We'll give you the choice of cancelling your holiday for a full refund or paying the full price. And if we've overcharged you in error, we'll give you back the difference in price.

Don't forget that you may have to pay extra for options like bed linen – if this is the case, we'll always let you know beforehand so there are no nasty surprises.

When you arrive, you will be asked for 2 deposits: one for our access barrier card (£10 per barrier card, maximum 2 barrier cards per booking), and one for a damages deposit. Both of these can be a debit card 'swipe' which will mean no exchange of cash, or you may opt for a cash deposit, returnable (subject to conditions) at the end of your stay. With a cash damages deposit, there may be a small delay while we check that your rental has been returned in good order.

When you Pay - Book more than 10 weeks before the start of your holiday, and you can either pay the full amount or a deposit. If you don't pay the balance when it's due, we may cancel your holiday and you won't get your deposit back. If you book less than 10 weeks before the start of your holiday, you'll have to pay in full at the time of booking.

Changing Your Plans - Want to make changes? We know that people's needs change – and we want to give you the best holiday we can. So if you decide to change your booking, we'll try our best to meet your needs. Unfortunately, what you want may cost more or may not be available. There's also a £20 admin fee for all changes.

Please bear in mind that changing your dates within 56 days before your holiday starts may count as a cancellation. We will always try to accommodate changes to your holiday dates. But if this isn't possible and you don't want to keep to your original booking, this will count as a cancellation.

Need to Cancel your Booking - We always hope that you don't need to cancel your holiday booking. If you do, please call our team on 01964 562508 option 1 as soon as you know so that we can offer you alternative options.

Our cancellation policy is as follows:-

Number of days before the start of your holiday	Our refund
56 days or more	Full refund minus your deposit (Minimum £50 per holiday home and £25 per touring or camping pitch)
43-55 days	70% refund, minus your deposit (Minimum £50 per holiday home and £25 per touring or camping pitch)
8-42 days	50% refund, minus your deposit (Minimum £50 per holiday home and £25 per touring or camping pitch)
7 days or less	No refund

We may be able to change the date of your holiday for an administration fee as an alternative to cancelling. Please call our team and we will discuss all possible options with you.

If we have to change your holiday - We do everything we can to provide the great holidays we advertise. But very occasionally we find we can no longer offer the holiday people have booked. If this happens to you, we'll get in touch and offer you one of three options:

1. A replacement holiday that's the same or even better than the one you booked
2. A replacement holiday that's less expensive than the one you booked (together with the price difference)
3. A full refund

When you're at Burton Constable Holiday Park & Arboretum

Checking in - All guests may check in from 2pm on the day of arrival. All arrivals to report to Reception before closing, unless by prior arrangement. Please contact us as soon as you know you may be late, on 01964 562508.

Smoking - There's no smoking of vaporisers, e-cigarettes and tobacco in any of our public buildings or accommodation. And we do our best to make sure all guests do not smoke in these areas. We do have outdoor smoking areas and these are clearly signposted.

Cutting your holiday short - We hope you'll have such a great time at Burton Constable Holiday Park & Arboretum that you don't want to leave. But if you do end up going home early, we won't normally offer you a refund.

Illness - Let us know if you come down with something that you think will affect any of our other guests. If it's really nasty, we may speak to a doctor and ask you to stay in your caravan holiday home – or even to go home.

If you leave something behind - Let us know as soon as you realise you've left something behind. We'll do all we can to find it, although we're not liable if this isn't possible or if it's damaged. If we find it we'll return it to you, but you will have to cover the postage costs.

Check out time - Check-out time is 10am. Please remember to give us back the keys and barrier cards and always leave your pitch or rental accommodation looking good.

Personal belongings - We take all reasonable steps to safeguard Burton Constable Holiday Park & Arboretum premises and hope you will have no cause for concern during your holiday but 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.

Keeping you safe and healthy - We do everything we can to keep you and your party safe (and, of course, we have to do what the law, Health and Safety Executive and local authorities say). That could mean offering different activities or even, in the worst-case scenario, closing our facilities at short notice – if we need to do an urgent repair, say.

We'll always try to tell you as soon as we know. And if there's an issue we know about before you book, we'll warn you. It's important that you always follow our advice for staying safe while you're with us. We don't put lots of silly rules in place just for the sake of it, but we do have a few important ones designed to keep you safe. And here's one of them: There is no swimming in the fishing lakes. For full site rules see www.burtonconstableholidaypark.co.uk .

Our promises to each other - We want you to have a great time at Burton Constable Holiday Park & Arboretum. So here are some promises we'll make when we accept your booking. And because it's a two-way street, you'll also be making promises to us when you book.

Our promises to you

1. We'll do our best to give you and the other people in your party a great holiday.
2. We'll do our best to give you the holiday we've described.
3. We'll do everything we can to prevent things going wrong.

Your promises to us

1. You'll tell us who's coming with you to Burton Constable Holiday Park & Arboretum and you'll only let the people on the booking confirmation into the park.
2. You'll look after our holiday accommodation and facilities so that other people can enjoy them after you. And if you cause any damage, you'll tell our Reception team straight away so we can sort it out.
3. You won't spoil things for other guests by you or members of your party being loud or antisocial.
4. You – and everyone who comes with you – promise not to break any of our terms and conditions. If you do, we'll ask all of you to leave the park immediately. No negotiation and no refund.

Damages - We hope you don't have any mishaps while you're with us. But if your rental accommodation is damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs. We may also go into your rental accommodation at a reasonable time (and on reasonable notice) during your holiday to check the state of things. And if there's an emergency we can come into your rental accommodation without warning.

If you need to complain please ask at reception for the appropriate form and we will attempt to answer this as soon as possible.

When you arrive, you will be asked to leave a pre-authorized swipe of your debit/credit card as a damages deposit. This is applicable to all rental accommodation.

Complaints - Even though we'll do all we can to give you a fantastic holiday, things do sometimes go wrong. Here's what to do if you need to complain:

1. If there's something wrong with your rental accommodation or holiday, tell the Reception team at the park straightaway so we can try to put things right.
2. If your holiday is over and you're still unhappy, email our reception team at info@burtonconstable.co.uk or telephone us within seven days of the end of your holiday. The telephone call or email must be from you (the lead booker) as you're the person we made this agreement with. Please make sure you write your holiday reference number on your email, and include your daytime and evening phone numbers.

3. Our Reception team will contact the park to find out what happened. We'll try to write back to you within 14 days of getting your telephone call or email.

The Small Print

The holiday agreement - When you make a booking request, you're offering to buy one of our holidays, and you're agreeing to follow our terms and conditions. We do have the right to turn down your booking request – if, for example, we don't have the space or we think you'd spoil things for our other guests.

The agreement between you and Burton Constable Holiday Park & Arboretum starts when:

1. We accept your booking and deposit – and give you a booking confirmation by email

or

2. Any third party agent used by the Burton Constable Holiday Park confirms your booking (please check they are a valid booking partner with us)

Our contract is with you, as the lead booker. Don't forget that you're making an agreement with us on behalf of everyone coming with you to Burton Constable Holiday Park & Arboretum. It's up to you to make sure that they all know about these terms and accept them.

This agreement doesn't allow either us or you to transfer or subcontract any of the things in it without getting permission in writing. But we may ask others to deliver parts of the agreement e.g. cleaners – although if anything went wrong, it would be our fault.

If a court or a similar organisation questioned any of these terms, the rest of the agreement would still be valid. It would also still be valid if we allowed you to do something that we wouldn't normally allow under the agreement.

When you make your booking, we'll ask you for details of your permanent home address. We have the right to check this information against the electoral register – both to prevent fraud and to make sure we can contact you by post before or after your holiday if we need to. All guests resident in the UK are required to appear on the Electoral Roll, guests from outside the UK may be required to produce their residential address (such as a bank or credit card statement no more than 3 months old) and an item of photographic identification such as a passport or driving licence.

We want to maintain a safe and secure environment for you and your family and may ask for your identification on arrival. We don't knowingly allow anyone to use or visit our park who is a convicted child sex offender, subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Risk of Sexual Harm Order or Child Abduction Notice.

When things are our fault - We'll do our best to give you a great holiday, and we accept responsibility for things that go wrong that we should have foreseen or prevented when you booked. We'll deal reasonably and proportionately with any claims for loss or damage that are our fault, and we'll never try to avoid responsibility for things that the law says we can't.

If you or someone you bring with you gets hurt in some way, or any of your belongings are lost or damaged, it will only be our fault if we really ought to have done something to stop it happening but didn't.

Things beyond our control - Unfortunately, we can't take responsibility or pay compensation for things beyond our control that destroy or damage our caravan holiday homes or facilities. Some of the things we mean by 'things beyond our control' are fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and epidemics.

English Law - We're based in East Yorkshire, so we're subject to English law – which means that if it ever came to it (and we hope it never would), we both agree that English law would apply to this agreement. And if things went really wrong, we both agree to allow the English courts to make the decisions.

Data Protection – for further information please also see our Privacy Policy

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Burton Constable Holiday Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to our booking manager, CampStead Ltd, who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

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