



## Booking Terms & Conditions

Effective: 02 December 2025

### 1. Interpretation

- a. **Interpretation** - "WDLH" is short for West Dorset Leisure Holidays, the trading name for West Dorset Leisure Holidays Limited, Highlands End Farm Caravan Park Ltd, Graston Copse Holiday Park Ltd, Sandyholme Holiday Park Ltd, Eype House Holiday Park Ltd and any associated companies.

### 2. Bookings

- a. **Adults** - Please note each booking must include at least one party member over the age of 18, who is present throughout the duration of the stay.
- b. **Rules** - We aim to provide a relaxed holiday environment, and we make as few rules as possible. Those that do exist are for the benefit of all our guests and, therefore, we ask you to abide by them. We reserve the right to refuse acceptance or to terminate the visit of any person whose conduct is detrimental to our parks or the comfort of other guests. No refund shall be made.
- c. **Convictions** - We do not knowingly allow any guest who: (i) has an entry on a criminal register (including the sex offenders' register); (ii) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (iii) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If this information is not disclosed either about yourself or a member of your party, and it later becomes known to us, we reserve the right to cancel your booking without refund.
- d. **Group Bookings** - Group bookings are bookings for more than one accommodation unit or pitch. Group bookings made by a lead person, can be made over the phone only. It is essential that for each booking we have the individual names of the people staying, contact details and vehicle registrations. Alternatively, bookings can be made individually by each party online.

### 3. Information

- a. **Information** - We strive to ensure that all website information is correct, but cannot guarantee it. If an error affects your booking, please contact us to discuss remedies. Photographs are for illustrative purposes and may not depict the exact accommodation or facilities provided. See clause 18 for more information on facility opening dates and planned closures.

### 4. Pricing

- a. **Dynamic Pricing** - We use dynamic pricing and accordingly, the price on a booking search result may change if you come back to it at a later time. The price of your accommodation will be set out at the time we confirm your booking, and this will not change unless you make any amendments to your holiday or tax rates change.
- b. **VAT** - Prices are inclusive of VAT at the current rate, and we reserve the right to change the pricing to reflect any change in the rate of VAT or if any new taxes, levies or duties are imposed on your holiday.
- c. **Offers** - Please claim any special offers or discounts at the time of booking. They cannot be applied retrospectively and do not work in conjunction with one another. All discounts and special offers are subject to availability, their own terms & conditions and can be withdrawn at any time.

- d. **Pricing Errors** - We do our very best to ensure that all prices are correct at the time of publication. If however, we publish an error, we will contact you as soon as possible to correct this by refunding any overpayment within 7 working days to the original payment method. For underpayments, we will contact you to arrange payment within 48 hours or offer a full refund if you choose to cancel.

## 5. Confirmations

- a. **Booking Confirmations** - Please review your booking confirmation carefully, as we cannot accept responsibility for errors you do not report promptly, except where caused by our negligence (see clause 28). Your booking confirmation is our understanding of your booking.

## 6. Deposits and Balance Payments

- a. **Deposits** - The following deposit and balance payments are required. If these are not adhered to, we reserve the right to cancel your booking. For all bookings, a 10% deposit is required at the time of booking. This is 10% of the total amount payable, including any extras or upgrades added to the booking.
- b. **Balances** - All balances are due 6 weeks (42 days) before the arrival date. A reminder email will be sent before the remaining balance is due. Please note we do not chase payments by phone. Outstanding balances can be paid online or by calling 01308 426947 (10am to 4pm). For bookings made less than 42 days (6 weeks) before arrival, the full amount is required at the time of booking. If you fail to pay the balance and we cancel your booking, you remain liable for the outstanding amount.

## 7. Amendments

- a. **Amendments** - You may make amendments to your booking, including date changes, 7 days or more before your arrival. This will incur a non-refundable admin fee of £25 per amendment. Amendments are subject to availability and any price difference and can only be made by the lead name on the booking. The amendment fee does not apply for the following amendments:
- i. *Addition of extra adults or children to the booking*
  - ii. *Addition of dogs to the booking*
  - iii. *Change of vehicle registration*
- b. **Extensions** - Extensions to the length of your stay do not incur a £25 admin fee and can be made any time up to and during your stay, subject to availability. Extensions, date changes and cancellations can only be done over the phone, by calling 01308 426947 daily between 10am and 4pm. Extensions can also be done at your Park Reception. Extensions can only be made by the lead name on the booking.
- c. **Additional Payments** - An increase in the cost of the booking will be payable at the time of making the amendment if it is made within 42 days (6 weeks) of the arrival date. Any reduction in cost due to an amendment, after deducting the £25 admin fee, will be issued as a credit note valid for 12 months.

## 8. Cancellations, Refunds & Insurance

- a. **Cancellation Terms** - Our standard cancellation terms are as follows:

Days Before Arrival	Refund Percentage	Additional Notes
More than 42 days before arrival	90% of holiday cost	We retain the 10% deposit. A £25 admin fee applies in addition.

42 days or fewer	0%	No refund is due, a £25 admin fee applies and any unpaid balance remains payable.
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If full payment has not been made at the time of cancellation, you remain liable for the balance & admin fee, minus any refund due. Refunds will be processed within 7 working days to the original payment method. If you decide to cut short your holiday for any reason including weather, there is no partial refund or credit note.

- b. **Third Party Bookings** - For cancellations of bookings made with Online Travel Agents (OTAs) / Third Parties, please contact us direct. If we exercise our rights in clauses 9, 11 or 12 to end your booking early, then you will not be entitled to a refund.
- c. **Extra Flexibility Option** - You may opt into Extra Flexibility at the time of booking only. This provides enhanced cancellation rights for any reason, including change of mind or personal preference. The option costs 5% of the total holiday cost, with a minimum due of £10. This cost is non-refundable under any circumstances and is payable at the time of booking. If you are booking to arrive within 7 days time, please note there are no relevant benefits, so this option should not be selected. This option is only available when booking direct with West Dorset Leisure Holidays and not for bookings made with Online Travel Agents (OTAs) / Third Parties.

With this option:

- Refunds exclude the cost of the Extra Flexibility Option.
- Amendments and date change charges still apply.

Days Before Arrival	Refund Percentage (Of total holiday cost, including deposit. Excludes Extra Flexibility Option cost)
More than 14 days	100%
14 to 7 days	50%
7 days or fewer	0%

Refunds within the Extra Flexibility Option cannot be used to rebook the same or a substantially similar holiday at a lower price due to any subsequent promotional offer, discount, or special rate. For example, if we introduce a sale, you cannot cancel your current booking and apply the refund to repurchase at the discounted rate; you must pay the full original price or book a holiday which is not substantially similar. This ensures our promotional offers are applied fairly to all guests. Any attempt to do so, may result in the refund being withheld, or the new booking cancelled.

A substantially similar holiday is one which has at least two of the following three features:

- The same dates or dates starting and ending not more than one week earlier and/or later
- The same accommodation type
- The same party size

- d. **Travel Insurance** - We strongly recommend that you take out Travel Insurance to cover your holiday for things like adverse weather disruptions, property damage, personal injury and cancellations.

## 9. Arrival & Departure

- a. **Pre-Arrival Information** - Arrival process instructions will be communicated prior to your arrival date.
- b. **Check In** – Check in for Self-Catering bookings is from 4:00pm on your arrival day. Check in for Touring & Camping bookings is from 1:00pm on your arrival day. Please note that 9:30pm is our latest check in time to avoid disturbing other guests.
- c. **Check Out** - Check out for Self-Catering bookings is by 9:30am on your departure day. Check out for Touring & Camping bookings is by 11:00am on your departure day.
- d. **Early Check In** – We do not allow early check ins
- e. **Late Check Out** – We do not allow late check outs. The only exception to this is for Touring & Camping, outside of peak season and excluding bank holidays (subject to availability). A £15 fee applies and this can be booked at the Park Reception or by calling the Bookings Team on 01308 426947 (10am to 4pm).
- f. **Non-Arrivals** - If you have not arrived and we have not heard from you by 9:00am on the day after your arrival date, we reserve the right to re-let the Holiday Home or Pitch. No refund will be payable unless the park is full and the holiday has been rebooked, when there may be a refund less our administrative and financial costs. To avoid re-letting, please notify us of any delayed arrival by calling the Bookings Team on 01308 426947 (10am to 4pm).

## 10. Complaints & Feedback

- a. **How to Report** - In the unlikely event that you have any cause for complaint or suggestion during your stay, please let a member of the Reception Team or Management know. Bringing your concerns to our attention during your stay gives us the opportunity to investigate and resolve any problem. As we can only use the evidence, which is available to us when you tell us, reporting issues during your stay allows us to address them promptly, which may not be possible after departure.
- b. **Feedback** - If you feel your reported matter has not been resolved during your stay and would like further feedback and discussion on the issue, please send an email to [feedback@wdlh.co.uk](mailto:feedback@wdlh.co.uk). We encourage you to do this within 7 days of leaving, if possible, to give us and you the best chance of a resolution.
- c. **Online Survey** - We also have an online feedback survey that will be sent to you after departure. Please take the time to fill this in and let us know where we can improve.

## 11. Behaviour

- a. **Co-operation** - The co-operation of visitors will be expected in that they will not do, or allow to be done, anything which is detrimental to the quiet enjoyment or comfort of other people staying on the Parks.
- b. **Harassment** – We have a zero-tolerance policy for harassment or discriminatory behaviour towards guests, staff or others. If your behaviour is illegal, offensive, disruptive, abusive, causing a nuisance, being disrespectful, making racial comments or inappropriate, then clause 30 applies. Discrimination or harassment to anyone in regards to their sex, gender, race, religion, ethnicity, age, disability, sexuality or any other protected characteristic will not be tolerated. In some cases, you may be asked to leave immediately, and no refund will be issued.
- c. **Noise** - Please respect other people and keep noise to a minimum between 11pm and 8am.

## 12. Smoking, Vaping, Drugs & Alcohol

- a. **Smoking & Vaping** - It is illegal to smoke or use vapes or e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided. You **MUST** also refrain from smoking or using vapes or e-cigarettes in any holiday accommodation, though we cannot guarantee that any accommodation has always been smoke-free. If you are found to be smoking in public buildings or holiday accommodation, you will be charged a £100.00 cleaning fee per incident and clause 30 applies.
- b. **Drugs** - The use of illegal recreational drugs will not be tolerated on our Parks under any circumstances. Any guests found or suspected to be using or in possession of illegal recreational drugs will be asked to leave, with no refund issued. We reserve the right to report suspected illegal drug use to the police.
- c. **Alcohol** - Alcohol is sold in many of our Park shops and served in Martin's Bar & Restaurant. We reserve the right to refuse service to anybody who is unable to provide valid proof of age (passport or driving licence), or anybody we have reason to believe is purchasing alcohol on behalf of underage individuals. We may also refuse service to individuals who already appear intoxicated, disruptive or are exhibiting concerning behaviour.

### 13. Self-Catering Bookings

#### a. Linen & Towels

- i. **Lodges, Apartments, Bungalows & Cottages** – Bedding is provided, as well as linen and beds are made up for your arrival. Accommodation towels and tea towels are provided. Beach/swimming towels are not provided.
- ii. **Caravans & Glamping** – Bedding is provided, however linen is not and therefore beds are not made up for your arrival. Bed linen packs are available to hire – to guarantee availability, these should be added at the time of booking. Alternatively, please bring your own bedding. Accommodation towels, beach/swimming towels and tea towels are not provided.

#### b. Travel Cots and Highchairs

- i. **Hire** - Subject to availability, Travel Cots and Highchairs can be hired at a charge of £10.00 each and must be added at the time of booking. Bedding and linen is not supplied. Please note that in many caravans, the cot may not fit in the master bedroom and in some glamping accommodation, space is limited.

#### c. Cars

- i. **Parking** - Most of our Self-Catering Accommodation has allocated parking or parking is in a nearby on park car park.
- ii. **Visitors** - Please advise our park reception upon arrival if you have guests visiting during your stay.

#### d. Damages

- i. **Keys** - Only 1 key is supplied per holiday accommodation and there is a £25.00 charge for lost keys.
- ii. **Charge** - You are held responsible for the contents of your accommodation during your stay. If you leave the accommodation in a messy or untidy state, you will be charged for the extra cleaning at an hourly rate of £50.00.
- iii. **Damages** - All damages or losses are chargeable and must be reported to the Park Reception before your departure, or you will be sent an invoice.
- iv. **Accidental Damage Waiver** - We have an optional Accidental Damage Waiver, which can be taken out at the time of booking for a £20 fee:

## **Accidental Damage Waiver Terms & Conditions**

For an optional non-refundable fee of £20 per booking, you may purchase our Accidental Damage Waiver ("the Waiver"). This applies to accidental damage caused by you or any member of your party to the holiday accommodation (including fixtures, fittings, furniture, utensils, and contents) up to a maximum of £200 per booking.

The Waiver is optional. If you choose not to purchase it, you will remain fully liable for any damage, loss, or additional cleaning costs caused during your stay, and these will be charged to the payment card provided at booking or invoiced accordingly.

### **What is Covered**

The Waiver covers the reasonable cost of repair or replacement (whichever is lower) for minor accidental damage to the interior contents and fixtures of your allocated holiday accommodation, provided:

- The damage is reported to park reception or management immediately (or as soon as reasonably possible) and no later than upon check-out.
- The total cost of all claims under the Waiver does not exceed £200 per booking.
- The damage occurs during your booked stay and is caused unintentionally.
- The damage is not covered by our Exclusions below.

Examples of typically covered minor accidental damage include (but are not limited to):

- Broken crockery, glassware, or small appliances.
- Stains or minor marks to carpets, upholstery, or bedding (where normal cleaning resolves the issue).
- Minor breakage of furniture or internal fittings

### **What is Not Covered (Exclusions)**

The Waiver does not cover:

- Intentional, deliberate, malicious, reckless, or criminal damage (including vandalism or damage caused under the influence of alcohol or illegal substances).
- Damage caused by gross negligence (failing to take care which is obviously needed, such as leaving windows open in bad weather or overloading electrical sockets).
- Loss or theft of any items.
- Damage to the structure or exterior of the accommodation (e.g., walls, windows, doors, decking, roof, or any fixed external features).
- Excessive soiling or additional cleaning which cannot be resolved by normal cleaning (e.g., smoke damage from indoor smoking/vaping, bodily fluids, tanning products, mud, sand, or food spills requiring specialist cleaning).
- Loss or damage to accommodation keys.
- Damage to personal belongings of guests or third-party items brought into the accommodation.
- Any damage where the cost exceeds £200 (you will remain liable for the excess amount).
- Any incident not reported before departure (late-reported claims will be charged in full).

### **Notification Process**

- All incidents must be reported immediately to park reception (or as soon as reasonably possible) and no later than upon check-out. Failure to report before check-out will invalidate any claim under the Waiver.
- We reserve the right to inspect the accommodation and assess the damage.
- If a valid claim is accepted, we will repair or replace the damaged items up to the £200 limit, without further charge to you.
- If a claim is invalid (e.g., falls under an exclusion), you will be liable for the full cost and will be invoiced or charged to your provided payment card.
- If a claim is valid but exceeds £200, you will be liable for the excess and will be invoiced or charged to your provided payment card.
- We reserve the right to pursue recovery of reasonable costs (including any reasonable legal or administrative fees) for any damage not covered by the Waiver.

### **General Conditions**

- The £20 Accidental Damage Waiver fee is non-refundable and cannot be transferred to another booking.
- Purchase of the Waiver does not relieve you of your responsibility to take reasonable care of the accommodation and its contents at all times.
- The Waiver applies only to the booked accommodation and does not extend to any other park facilities, vehicles, or third-party property.
- In the event of serious or deliberate damage, we reserve the right to terminate your stay immediately without refund and/or pursue criminal proceedings where appropriate.
- These terms form part of our overall Booking Terms & Conditions and are governed by English law.
- The waiver can only be purchased at the time of booking and not added retrospectively before arrival, or during your stay.
- If you dispute a charge, please contact [feedback@wdlh.co.uk](mailto:feedback@wdlh.co.uk) within 7 days of receiving the invoice to discuss resolution.

By selecting and paying for the Accidental Damage Waiver during booking, you confirm that you have read, understood, and accept these terms on behalf of all members of your party. If you have any questions, please contact our bookings team prior to purchase.

#### **e. Number in your party –**

- Accommodation Capacity** - The total number in your party must not exceed the maximum capacity of the Holiday Accommodation, as advertised. This includes infants and babies that may be in travel cots.

#### **f. Allocation**

- Select Specific Accommodation** - If you wish to specify which individual unit of accommodation you would like to book, this can be done online and there is an additional charge of £25 per stay to do so. This can be chosen at the time of booking only, online or over the phone, by calling 01308 426947 daily 10am to 4pm.

## **14. Touring & Camping Bookings**

### **a. How to Pitch**

- i. **How To Pitch** - To comply with our park licence and fire safety regulations, you must pitch according to the instructions provided in your pre-arrival information. If you pitch incorrectly, you may be asked to move.
- ii. **Large Units** - We have a limited number of pitches for very large units – the maximum size for each pitch type can be seen on our website before making a booking.
- iii. **Gazebos & Awnings** - Gazebos, awnings and other shelters are permitted providing fire safety regulations are met. Please note that in extreme weather conditions we may encourage you to take these down.

**b. Allocation**

- i. **Pitches** - Specific pitches at Highlands End, Golden Cap, Graston Copse and Sandyholme Holiday Parks cannot be reserved. If you wish to save a pitch for friends/family that are arriving on the same day and pitch type, you are welcome to park a car or put something on the pitch until they arrive. However, as pitches are selected upon arrival, this cannot be guaranteed.
- ii. **Medical Conditions & Disabilities** - Should you require a pitch close to a toilet block due to a medical condition or disability, please let us know at the time of booking, or as soon as possible after that. Our Team will do their best to reserve you an appropriate pitch. If this is not possible, we will offer you the option of a full refund before your holiday starts.

**c. Extras**

- i. **Charges** - Prices for Touring & Camping are based on 2 persons, 1 car and 1 unit. There are extra charges for additional adults, children, cars and dogs, which vary by season.

**d. Weather**

- i. **Damage** - Subject to clause 27, WDLH accepts no responsibility for any damage to tents, awnings, and vehicles due to adverse weather conditions. Warnings of forecasted adverse weather are sent out by email, text or Whatsapp. Where possible, we try to arrange alternative pitches / parks, but this cannot be guaranteed. If particularly bad weather is forecast, we may contact you before your stay is due to commence, offering you a date change or credit note.

**e. Wildlife**

- i. **Wildlife & Badgers** - Please be respectful of wildlife around the park and surrounding area. Our parks are situated in a rural area with an active badger population and other native wildlife. Badgers and other animals are protected under UK law and are an important part of the local ecosystem. Guests are required to take all reasonable steps to avoid attracting or disturbing wildlife.

In particular:

- Badgers are primarily nocturnal and highly sensitive to the smell of food, cooking odours, rubbish, washing-up waste, toiletries, and any scented items (including cosmetics, candles, and air fresheners).
- Badgers are capable of entering unsecured tents, awnings, porch extensions, and storage boxes, if they detect food or attractive scents.
- Guests must store any such items in sealed, odour-proof containers or inside a hard-sided caravan, motorhome, or vehicle overnight.

- No food, rubbish, or scented items may be left outside overnight, even if inside a tent, awning, or soft-sided storage unit.

Failure to follow these guidelines may result in liability for:

- Any damage caused to their own property, tents, awnings, vehicles, or belongings by badgers or other wildlife.
- Any disturbance or harm caused to protected wildlife, which may constitute an offence under the Protection of Badgers Act 1992 and related legislation.

The park accepts no liability whatsoever for any loss, damage, or injury resulting from guests' failure to secure food and scented items properly. We kindly ask all guests to enjoy watching wildlife from a respectful distance and to help us protect these animals by following the above guidelines.

## 15. Dogs –

### a. **Self-Catering Accommodation**

- Numbers** - Dogs are allowed in designated dog friendly accommodation only. There is a maximum of 3 dogs per booking (except in some glamping pods where up to 2 dogs are allowed due to restricted space) and they are only allowed in the designated dog friendly Lodges, Caravans, Bungalows, Cottages and Glamping Pods. They are not allowed on the furniture or soft furnishings. Charges apply at £6 per night, per dog.
- Cleaning Fee** - If you take a pet into Hire Accommodation that is not allocated as dog friendly, you will be required to pay an additional fee of £100.00 for the deep cleaning of the accommodation and/or asked to find alternative accommodation for your pet.

### b. **Touring & Camping**

- Numbers** - Up to 3 dogs are welcome on Touring and Camping bookings. Charges apply per night, per dog, which is £1 in low season and £3 in mid and high season.

### c. **General Information**

- Leads** - Dogs must be always kept on leads while on the Parks, except for in the enclosed designated dog exercising meadows at Highlands End, Graston Copse, Eype Beach and Sandyholme Holiday Parks and within your accommodation. Please note, the dog exercising meadow at Golden Cap is flanked by the River Winniford and so is not enclosed.
- Assistance / Guide Dogs** - We make no charge for guide / assistance dogs, and they do not count against the limits on dog numbers. We may ask you for reasonable evidence of your dog's status, such as your Assistance Dogs ID Book.
- Local Beaches** - Please check the Dorset Council website for a list of dog restrictions on local beaches. Seatown Beach is not dog friendly from 1<sup>st</sup> May to 30<sup>th</sup> September.
- Supervision** - Dogs must **not** be left unattended at any times on the parks or in cars / holiday accommodation.
- Dog Fouling** - All dog fouling must be cleared up and bins are provided around the parks for this purpose. Failure to clear dog fouling may result in a £50 cleaning fee.
- Injuries** - Subject to clause 27, no liability can be accepted for damage or injury caused by them. We do not allow any dangerous breeds as per the Dangerous Dog Act 1991.

No other pets are permitted, unless agreed at the time of booking. Nothing in these Terms and Conditions are intended to prevent an assistance dog being allowed on the park.

## 16. Vehicles & Electric Vehicles

- a. **Speed Limits** - The Parks have a speed limit of 10mph, which is strictly enforced. At Eype Beach Holiday Park the speed limit is 5 mph. Traffic movements are restricted after 11:00pm to minimise disturbance on the Parks.
- b. **Motorised Vehicles** - We do not permit the use of any non-road legal motorised vehicles e.g., electric scooters, hoverboards, quad bikes etc. All vehicles on the Parks must be taxed, insured and have passed MOT regulations. All motoring laws which apply to the highway, also apply on the Parks. Please take care and do not drive on the grass during wet weather or the winter period.
- c. **EV Charging** - Electric cars **MUST NOT** be charged on touring hook-ups or from Holiday Homes. The infrastructure is not designed for this purpose, and you will trip the electricity on your pitches and your neighbours. The price for electricity supplied to pitches and accommodation does **NOT** cover the charging of cars. There is a charge of £80.00 to reset a supply which has been tripped by an electric car. Electric car charging points (fees apply) are available at Highlands End, Golden Cap, Graston Copse, Larkfield and Sandyholme Holiday Park. Guests staying at Eype Beach Holiday Park can use the charging points at Highlands End. Find out more [here](#).
- d. **ANPR Barriers** - Some of the parks have standard barriers or ANPR barriers to access the park. Where ANPR barriers are used, please come to a slow stop and wait for the barrier to recognise your number plate and open. Please **do not tailgate** other vehicles and go through one at a time.

## 17. Wi-Fi and Power

- a. **Wi-Fi** - Wi-Fi is available on all our Holiday Parks. The Wi-Fi is very restricted due to our rural location and is not for streaming or downloading. The service may not be the same as you are used to at home. Wi-Fi is complimentary with some accommodation types: Lodge Apartment and Bungalow bookings. If your accommodation does not include complimentary Wi-Fi, please ensure you can view the login page before purchasing it through your device or from your Park Reception. This service is only refundable for any full day on which the Park's Wi-Fi service is not accessible by any users on the park. The Wi-Fi charge covers up to two devices and is payable online. Please make a note of your Wi-Fi code in case you are logged out after a period of inactivity.
- b. **Power** - If there is a loss of power on the Park due to circumstances out of our control, there will be no compensation provided. Should a power cut be planned in advance by the National Grid, then we will notify guests affected as soon as we are aware.

## 18. Facilities

- a. **Fees** - The price you pay us is for the holiday accommodation or pitch and does not include any services on the park, unless advertised. Facilities are available at Highlands End and Golden Cap Holiday Parks, which involve an additional payment.
- b. **Health & Safety** - The health and safety of you, other customers and our team are a priority. A facility will only be available if both the law and our own health and safety risk assessments confirm we can open them safely.
- c. **Closures** - You will be staying in the accommodation or on the pitch you have booked, and we have not promised that these amenities will be open; facility closures do not entitle you to compensation or cancellation, as their availability is not guaranteed. We close some facilities between 1 December and 28 February: please ask at the time of booking about any facilities which are important to you. We may also close facilities at any time for health and safety reasons. We will notify you of any planned facility closures at the time of booking or as soon as possible thereafter via email, Whatsapp or on-site notices.
- d. **Identification** - anyone who appears to be under 25 years old will be asked to provide photographic identification in our retail outlets if necessary. We only accept passports and photo driving licence as forms of ID. Parents and guardians are responsible for ensuring that anyone under their care under the age of 18, does not consume alcohol on the park.

- e. **Highlands End Leisure Club** – The Leisure Club is open to holidaymakers staying at any WDLH Park.
  - i. **Complimentary Use** – Guests staying in Lodges, Apartments and Bungalows at Highlands End and Golden Cap Holiday Parks, receive complimentary unlimited use of Highlands End Leisure Club.
  - ii. **Pool Passes** – Guests staying in Caravans, Glamping accommodation or Touring & Camping pitches can use Highlands End Leisure Club by paying a small entry fee, or purchasing a Pool Pass for the duration of their stay, for discounted use.
  - iii. **Leisure Club Rules** - The Leisure Club rules must be adhered to, which can be viewed at the Leisure Club Reception.
  - iv. **Sauna & Steam Room** - The sauna and steam rooms can be used by over 18s only.
  - v. **Supervision** - A parent/guardian permission form (available at the Leisure Club Reception), must be filled out to allow 15- to 17-year-olds to swim without supervision. Children under the age of 15 must be supervised by an adult swimmer in the pool. Please note there is no spectator area, and 1 adult can supervise up to 3 children. There is no nominated lifeguard on duty and the adult is responsible for the children.
- f. **Martin’s Bar & Restaurant** – Rooms within the Bar & Restaurant are sometimes reserved for private functions. The management reserves the right to suspend or change the opening times and entertainment without prior notice. The outdoor play area is for children aged 5 to 14. Only alcohol and food purchased in the Bar & Restaurant can be consumed in the building and patio area.
- g. **The Little Fire Station Soft Play** – The Soft Play is for children aged 6 or under, who must also be under 130cm tall. Charges apply and the rules can be found at Martin’s Bar & Restaurant. Passes for regular use throughout your stay with discounted entry, can be purchased at the Bar.
- h. **Dorset Foot Golf** - Booking and payment can be made online at [www.dorsetfootgolf.co.uk](http://www.dorsetfootgolf.co.uk) or by visiting the Spar shop at Highlands End. The course is only available to use during the advertised opening hours and dates and can only be used by paying customers. Dogs are welcome on leads, but dog exercising is not permitted, the designated off-lead dog exercising areas must be used for this purpose. Please aim balls away from the lodge accommodation. Dorset Foot Golf has its own Terms & Conditions which users must agree to.

## 19. Fires, BBQs & Generators

- a. **Fire Pits** - Wood burners and fire pits are allowed only when using smokeless fuel and this fuel is available to purchase in the park shops. Fire pits must not be lit in windy conditions, under gazebos, awnings or shelters, or left unattended at any time. There are strictly no open fires permitted on any of our Parks.
- b. **BBQs** - Disposable BBQs must be raised off the ground using bricks/slabs, which are available on the Parks and safely located in accordance with any instructions we give you. We do not permit BBQs or fire pits on the decking area of any accommodation –
- c. **Fireworks** - The use of fireworks and lanterns on the Parks is strictly forbidden.
- d. **Generators** - We do not allow any generators on the park, due to the fire risk and noise disturbance for other guests.

## 20. Lost Property

- a. **Lost Property** - For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after 1 month. If we can return your item to you, the cost of postage and packaging will be required to be paid for prior to posting.

## 21. Refuse & Recycling

- a. **Bin Bays** - In all our bin bays across the parks, you will find 3 types of bins – recycling, glass and general waste.
- b. **Recycling** - Please help us to achieve our recycling targets and use the appropriate bin in the event of general waste being placed in the recycling bin, the whole bin will be sent to landfill. Please see the signage at the bin bays for a list of what can be recycled.

## 22. Safety

- a. **Local Area** - Please ensure you read the [safety advice](#) about the West Dorset coastline.
- b. **CCTV** - Please note that for your security, CCTV operates on the Parks at key locations, and we operate a privacy policy – see clause 31.
- c. **Helmets** - Parents/guardians must ensure that children using bicycles, scooters, skateboards, roller skates and/or other similar equipment must always wear a helmet and not use the equipment in prohibited areas.

## 23. Photography & filming

- a. **Drones** - Other than members of our team, the use of drones on our Parks is not permitted, in accordance with the Drone Code, issued by the Civil Aviation Authority. Drones must not take off or land on land owned by West Dorset Leisure Holidays.
- b. **Promotional Photography** - We regularly take photographs and videos for promotional purposes, and we occasionally receive requests from third parties to film on the park. Should you not wish to appear in any material, please pay attention to the notices on display when pictures are being taken and our team will also obtain prior consent of the parents and guardians if children could potentially be in the images. Whilst we cannot guarantee to avoid taking photographs at particular times or in particular places, it is also helpful to let the Park Reception know that you prefer not to appear in any material.
- c. **Limitations** - Photography in the children's play areas, Highlands End Leisure Club and the Little Fire Station Soft Play is prohibited.

## 24. Accessibility

- a. **Assistance** - If you require assistance, please do not hesitate to contact a member of staff at any time. Our [Access Statement](#) is also available on our website. Some Holiday Accommodation may be more suitable for those with disabilities – please speak to our Bookings Team on 01308 426947. We have facilities to suit a range of access needs. If you have a disability or are travelling with someone who does, please discuss your requirements with the booking team and we will do our best to help you.

## 25. Food allergies

- a. **Allergens & Dietary Requirements** - All our team members dealing with food and beverages are trained in food allergen awareness. If you have a food allergy or special dietary requirement, please talk to our team members before ordering your food to enable us to give you guidance to enable you to make a decision about whether it is suitable for you.

## 26. Site Licence

- a. **Site Licence** - You must observe the conditions of the Site Licence, a copy of which is available in every Park Reception.

## 27. Exclusions

- a. **Exclusions** - Neither WDLH nor any employee servant or agent shall be liable for any loss of, or loss or damage to any property including tents, awnings, motor vehicles and motorcycles or the

like or any death, injury, loss or other damage, directly or indirectly sustained by or occasioned to any person, unless caused by our negligence.

## 28. Negligence

- a. **Negligence** - No clause in this contract shall limit our liability for damage or loss caused by our negligence.

## 29. Force Majeure Events

- a. **Liability** - We shall not be liable to you for any Force Majeure Event. For every day on which a Force Majeure Event means you are unable to stay with us we may choose to either give you a pro rata refund or allow you to book another day's holiday with us without charge. We will notify you as soon as possible by email or Whatsapp if a Force Majeure event affects your booking.
- b. **Definition** - A Force Majeure Event means any circumstance affecting our business which is not within our reasonable control including, without limitation:
  - (i) acts of God, flood, drought, earthquake or other natural disaster.
  - (ii) collapse of buildings, fire, explosion or accident; storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, epidemics, disease or pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, government closure, and unavoidable technical problems with transport. *We have pandemics in here twice*
  - (iii) non-performance by suppliers or subcontractors.
  - (iv) interruption or failure of utility service.
- c. **Adverse Weather** - In the event of adverse weather, your booking will only be refunded if your chosen park is closed in the interests of health and safety. If you cannot travel on the day to your chosen park due to adverse weather, we will do our best to move your booking to an alternative date and/or different park, but refunds will not be provided.

## 30. Termination

- a. **Termination** - If you commit a material breach of these Terms & Conditions, which is not capable of remedy, then we may cancel your booking on such notice, if any, as is reasonable. A material breach of the quiet enjoyment or comfort of other people staying on the Parks is one example of such a case. If you commit any other breach of these Terms & Conditions which is capable of remedy, then we may give you a written notice to remedy the breach within such time as is reasonable in the circumstances. If you fail to do so, we may then cancel your booking on such notice, if any, as is reasonable.

## 31. Privacy

- a. **Privacy Policy** - For details of what data we hold and how we hold it, see our Privacy Policy on our website – [www.wdlh.co.uk/privacy](http://www.wdlh.co.uk/privacy)