

2020 PRICE LIST



WEST DORSET

Leisure Holidays



For more information on our parks, accommodation and facilities visit www.wdlh.co.uk or pick up a copy of our Holiday Brochure



Call 01308 426947 or visit www.wdlh.co.uk to make a booking



Your Guide to the Parks

See the range of accommodation and facilities available at each of our Holiday Parks, as well as everything that's included in each of our accommodation types

Accommodation					
	Highlands End	Golden Cap	Graston Copse	Larkfield	Sandy-holme
Lodges	✓	✓			
Deluxe Caravans	✓	✓			
Caravans	✓	✓			✓
Camping	✓	✓	✓		✓
Motorhomes	✓	✓	✓		✓
Touring Caravans	✓	✓	✓		✓
Trailer Tents	✓	✓	✓		✓
Campervans	✓	✓	✓		✓
Jurassic Escape Pods		✓			
Safari Tents		✓			
Bell Tents		✓			
Classic Camping Pods		✓	✓		
Premier Camping Pods	✓	✓			
Apartments	✓				
Bungalows	✓				
Caravans for Sale	✓	✓	✓	✓	✓
Lodges for Sale		✓		✓	
Facilities					
Bar & Restaurant	✓				
Takeaway Food	✓	✓ Pizza			
*Swimming Pool	✓				
*Sauna & Steam	✓				
Tourist Information	✓	✓	✓	✓	✓
Takeaway Coffee	✓ Costa	✓			
Park Shop	✓	✓			
Children's Play Area	✓	✓			✓
Dog Friendly	✓	✓	✓	✓	✓
Dog Exercising Area	✓	✓	✓	✓	
*Children's Soft Play	✓				
Nature Trail	✓	✓	✓		✓
Beach within 1 mile	✓	✓	✓	✓	
*Fishing Lake		✓			
Wildlife Lake	✓				✓
*Wifi Available	✓	✓	✓	✓	✓
*Launderette	✓	✓	✓	✓	✓

What's Included										
	Lodge	Deluxe	Caravan	Apartment	Bungalow	Jurassic	Safari Tent	Bell Tent	Classic Pod	Premier Pod
1 bed - sleeps up to	✓2				✓2			✓4	✓4	✓4
2 bed - sleeps up to	✓4	✓4	✓4	✓4		✓4	✓4			
3 bed - sleeps up to	✓6	✓6	✓6							
4 bed - sleeps up to				✓8						
Friday Arrival	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Saturday Arrival	✓	✓	✓	✓					✓	
Monday Arrival	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check In	Check in from 4pm and check out by 10am									
Check Out	Check in from 4pm and check out by 10am									
Shower	✓	✓	✓	✓	✓	✓	Facilities available at the shower block			
Bath	✓			✓	✓		Facilities available at the shower block			
Dogs Welcome	max 2	max 2	max 2		max 2	max 1				max 1
Heating / Heater	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Decking / Patio	✓	✓	✓	✓	✓	✓	✓			✓
Towels Included	✓			✓	✓					
Linen Provided	✓	✓	✓	✓	✓	✓	✓	extra	extra	extra
Beds Made Up	✓			✓	✓					
TV	✓	✓	✓	✓	✓	✓				
Complimentary Wifi	✓	✓		✓						
Leisure Club Passes	✓	✓		✓						
Fitted Kitchen	✓	✓	✓	✓	✓	✓				
Fridge						✓				✓
Fridge/Freezer	✓	✓	✓	✓	✓		✓			
Dishwasher	✓			✓						
Washing Machine	Washing Machines available in 2 & 4 bed Apartments and 2 and 3 bed Lodges									
Oven	✓	✓	✓	✓	✓					
Hob	✓	✓	✓	✓	✓	✓	✓			✓
Cooking Equipment	✓	✓	✓	✓	✓	✓	✓			✓
Utensils & Cutlery	✓	✓	✓	✓	✓	✓	✓			✓
Microwave	✓	✓	✓	✓	✓	✓				

*extra charges apply

Deposits

Self Catering Accommodation

A deposit of £100 per booking per week is required at the time of booking. The remaining balance is due 10 weeks before the arrival date. If it is less than 10 weeks until the arrival date, the full amount is required upfront at the time of booking.

Glamping

A deposit of £100 per booking per week is required at the time of booking. The remaining balance is due 10 weeks before the arrival date. If it is less than 10 weeks until the arrival date, the full amount is required upfront at the time of booking.

Touring & Camping

A deposit of £40 per booking per week is required at the time of booking. The remaining balance is due 70 days before arrival (28 days for Camping). If it is within these times or the value of the booking is under £100, the full amount is required upfront at the time of booking.

Glamping, Camping & Touring Prices

All prices based on 4 people & 1 car						
Park	Opening Dates	Accommodation	Duration	Season		
				Low	Mid	High
Highlands	13 Mar to 02 Nov	Premier Pods	3/4 Nights (Fri to Mon or Mon to Fri)	180	285	395
			7 Nights	360	570	715
Golden Cap	03 Apr to 28 Nov	Jurassic Escape Pods New for 2020!	3/4 Nights (Fri to Mon or Mon to Fri)	250	375	510
			7 Nights	420	625	850
	13 Mar to 01 Nov	Premier Pods	3/4 Nights (Fri to Mon or Mon to Fri)	180	285	395
			7 Nights	360	570	715
	13 Mar to 01 Nov	Safari Tents	3/4 Nights (Fri to Mon or Mon to Fri)	180	285	395
			7 Nights	360	570	715
	01 May to 28 Sep	Bell Tents	3/4 Nights (Fri to Mon or Mon to Fri)		235	310
			7 Nights		390	515
13 Mar to 01 Nov	Classic Pods	Weekend (per night)	50	65	75	
		Weekdays (per night)	45	60	70	
Graston	03 Apr to 28 Sep	Classic Pods	Weekend (per night)		60	70
			Weekdays (per night)		55	65

Glamping Extras

Dogs

A max of 1 dog is allowed in designated Jurassic Escape Pods, Premier Camping Pods and Safari Tents at Golden Cap and Premier Camping Pods at Highlands End Holiday Park. Dogs are charged at £25 per week or £15 for short breaks.

Bedding & Linen Packs

Bedding & Linen Packs (duvets, pillows & linen) are included but not made up for your arrival in Safari Tents and Jurassic Escape Pods. In Premier Camping Pods, Bell Tents and Classic Pods, Bedding & Linen Packs can be hired (must be pre-booked) for £16.50 per double bed and £12.50 per single bed, but beds are not made up. Alternatively you can bring your own bedding or sleeping bags.

Camping / Touring Extras

Extras are charged each, per night	Season		
	Low	Mid	High
Extra adult	5	5	6
Child (4-17yrs)	3	3	4
Dog (max of 2)	1	3	3
Extra Car	4	4	4

All prices based on 2 persons, 1 car & 1 unit/tent						
Park	Opening Dates	Pitch Type	Duration	Season		
				Low	Mid	High
Highlands End	31 Jan to 28 Nov	Hard Base	Fri, Sat (per night)	27	34	44
			Sun - Thu (per night)	25	31	43
	28 Feb to 01 Nov	Gravel	Fri, Sat (per night)	27	34	44
			Sun - Thu (per night)	25	31	43
13 Mar to 01 Nov	Grass	Fri, Sat (per night)	22	27	39	
		Sun - Thu (per night)	20	24	38	
Golden Cap	15 Mar to 01 Nov	Hard Base	Fri, Sat (per night)	26	32	43
			Sun - Thu (per night)	24	30	42
	13 Mar to 28 Sep	Gravel / Grass	Fri, Sat (per night)		27	38
			Sun - Thu (per night)		24	37
	17 Jul to 31 Aug	Big Berries Summer Camping	Fri, Sat (per night)			25
			Sun - Thu (per night)			23
Graston	03 Apr to 28 Sep	Grass	Fri, Sat (per night)		23	31
			Sun - Thu (per night)		22	30
	03 Apr to 28 Sep	Grass non-electric	Fri, Sat (per night)		21	28
			Sun - Thu (per night)		20	27
Sandyholme	13 Mar to 02 Nov	Grass	Fri, Sat (per night)	19	22	28
			Sun - Thu (per night)	18	21	27
	10 Apr to 06 Sep	Grass non-electric	Fri, Sat (per night)		21	25
			Sun - Thu (per night)		20	23

Season Dates

Low Season

31 Jan to 12 Mar
28 Sep to 15 Oct
01 Nov to 29 Nov

Mid Season

13 Mar to 02 Apr
19 Apr to 06 May
10 May to 21 May
31 May to 16 Jul
01 Sep to 27 Sep
16 Oct to 31 Oct

High Season

03 Apr to 18 Apr
07 May to 09 May
22 May to 30 May
17 Jul to 31 Aug

See the back page for details of our 10% Saver Deal on Touring & Camping

Hire Accommodation Prices

S/V = Seaview
S/B = Short Break

Highlands End Holiday Park

Accommodation	Bedrooms	Duration	Week Commencing													
			03 Jan to 21 Feb	28 Feb to 06 Mar	13 Mar to 27 Mar	03 Apr to 10 Apr	17 Apr to 15 May	22 May	29 May to 10 Jul	17 Jul to 28 Aug	04 Sep to 09 Oct	16 Oct to 23 Oct	30 Oct to 20 Nov	27 Nov to 11 Dec	21 Dec to 28 Dec	01 Jan to 19 Feb 2021
Sea View Lodges	2	Week	700	815	1090	815	1495	1045	1690	900	965	720	945	735		
		S/B	490	570	765	570	1045	730	1185	630	675	505	660	515		
	3	Week	755	865	1175	865	1590	1085	1795	960	1040	775	995	795		
		S/B	530	605	825	605	1115	760	1255	670	730	545	695	555		
Lodges	1	Week	465	600	860	600	880	830	900	690	740	480	695	490		
		S/B	325	420	600	420	615	580	630	485	520	335	485	345		
	2	Week	560	700	980	700	1385	935	1540	795	855	575	800	590		
		S/B	390	490	685	490	970	655	1080	555	600	405	560	410		
Eype View Lodge	2	Week	755	865	1175	865	1590	1085	1795	960	1040	775				
		S/B	530	605	825	605	1115	760	1255	670	730	545				
Deluxe Sea View Caravans	3	Week	600	715	880	715	1200	930	1325	785	825	610	New for 2020!			
		S/B	420	500	615	500	840	650	930	550	580	425				
Sea View Caravans	2	Week	420	500	595	500	830	690	910	560	595	420				
		S/B	295	350	415	350	580	485	640	395	420	295				
Caravans	2	Week	345	425	505	425	755	620	835	480	515	345				
		S/B	240	300	355	300	530	435	585	335	360	420				
	3	Week	440	515	615	515	840	705	930	575	605	440				
		S/B	310	360	430	360	590	495	650	405	425	310				
Apartments	2	Week	490	555	725	555	930	720	1170	575	635	505	750	515		
		S/B	340	390	510	390	650	505	820	405	445	355	525	360		
	4	Week	605	660	1000	680	1155	925	1425	695	815	625	945	635		
		S/B	445	460	700	475	810	650	1000	485	570	440	660	465		
Bungalows	1	Week	435	530	645	530	800	655	830	515	605	445	615			
		S/B	305	370	450	370	560	460	580	360	425	310	430			

See the back page for details of our Winter Loyalty Offer!

Golden Cap Holiday Park

Accommodation	Bedrooms	Duration	Week Commencing													
			03 Jan to 21 Feb	28 Feb to 06 Mar	13 Mar to 27 Mar	03 Apr to 10 Apr	17 Apr to 15 May	22 May	29 May to 10 Jul	17 Jul to 28 Aug	04 Sep to 09 Oct	16 Oct to 23 Oct	30 Oct to 20 Nov	27 Nov to 11 Dec	21 Dec to 28 Dec	01 Jan to 19 Feb 2021
Seaview Lodges	2	Week		535	620	860	620	1245	845	1510	825	880	535			
		S/B		375	435	605	435	870	590	1060	580	615	375			
	3	Week		850	995	1260	995	1645	1230	1810	1100	1140	875	1095	895	
		S/B		595	695	880	695	1150	860	1270	770	800	615	765	625	
Horseshoe Lodges	3	Week		685	830	1090	830	1475	1065	1645	920	965	705	925	665	
		S/B		480	580	765	580	1035	745	1150	645	675	495	650	505	
	3 S/V	Week		735	885	1155	885	1535	1125	1705	985	1025	760	995	770	
		S/B		515	620	810	620	1075	790	1195	690	720	535	700	540	
Deluxe Caravans	2	Week		515	630	795	630	1115	845	1240	700	740	525	New for 2020!		
		S/B		360	440	555	440	780	590	870	490	520	370			
	3	Week		600	715	880	715	1200	930	1325	785	825	610			
		S/B		420	500	615	500	840	650	930	550	580	425			
Caravans	2	Week		345	425	505	425	755	620	835	480	515	345			
		S/B		240	300	355	300	530	435	585	335	360	240			
	2 S/V	Week		420	500	595	500	830	690	910	560	595	420			
		S/B		295	350	415	350	580	485	640	395	420	295			
	3	Week		440	515	615	515	840	705	930	575	605	440			
		S/B		310	360	430	360	590	495	650	405	425	310			

Sandyholme Holiday Park

Accommodation	No of Bedrooms	Duration	Week Commencing														
			03 Jan to 21 Feb	28 Feb to 06 Mar	13 Mar to 27 Mar	03 Apr to 10 Apr	17 Apr to 15 May	22 May	29 May to 10 Jul	17 Jul to 28 Aug	04 Sep to 09 Oct	16 Oct to 23 Oct	30 Oct to 20 Nov	27 Nov to 11 Dec	21 Dec to 28 Dec	01 Jan to 19 Feb 2020	03 Jan to 28 Feb 2021
Caravans	2	Week			335	380	335	515	445	625	345	360					
		S/B			235	265	235	360	310	440	240	255					

Hire Accommodation Extra Charges

Dog (max of 2) - £40 each per week or £30 per S/B. Cot / Highchair - £15 each

Terms & Conditions

Please read all of the terms and conditions listed below before booking as they make up your agreement with us, together with the information supplied on our website and in our brochure. An up-to-date copy of our terms and conditions can always be found on our website.

Booking Conditions

- 1. Bookings** - Please note that we cannot take bookings from any persons under the age of 18.
- 2. Confirmations** - Always check your booking confirmation. Subject to clause 28, we are unable to accept responsibility for any misunderstandings or errors arising. Your confirmation is our understanding of your booking. Bookings and amendments can only be made in the name and address of the person staying.
- 3. Information** - We aim to ensure that all brochure information is correct at the time of going to print, however (subject to clause 28) we cannot accept responsibility for any errors. Photographs are intended as a guide only and accommodation or facilities may vary from those shown as they are not identical at all parks. 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.
- 4. Pricing** - We reserve the right to alter or amend our published prices, so long as you are notified before booking. 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. 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. 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.
- 5. Deposits and Balance Payments** - The following deposit and balance payments are required. If these are not adhered to, we reserve the right to cancel your booking. For any bookings under £100.00, the full payment is required at the time of booking.
 - (a) Lodge, Caravan, Apartment & Bungalow Bookings** - A deposit of £100.00 per booking per week is required at the time of booking. The remaining balance is due 10 weeks before the arrival date. If it is less than 10 weeks until the arrival date, the full amount is required upfront at the time of booking.
 - (b) Glamping Bookings** - A deposit of £100.00 per booking per week is required at the time of booking. The remaining balance is due 10 weeks before the arrival date. If it is less than 10 weeks until the arrival date, the full amount is required upfront at the time of booking.
 - (c) Touring & Camping Bookings** - A deposit of £40.00 per booking per week is required at the time of booking. The remaining balance is due 10 weeks before arrival for Touring/Motorhome bookings and 28 days before arrival for Camping bookings. If it is less than 10 weeks / 28 days until the arrival date, the full amount is required upfront at the time of booking.
- 6. Amendments** - If you book directly with WDLH, then you may make changes to your booking 21 days or more before your arrival but this will incur an admin charge of £25 each time, plus any increase in the cost of the holiday. If you book via an Online Travel Agent, then you may make only ONE change to your booking. No changes can be made to any booking less than 21 days before your arrival date. You may wish to consider purchasing travel insurance - see clause 8.
- 7. Cancellations and Refunds** - Your booking is a legally binding contract. In the event of cancellation or curtailment, we will retain any payments you have made to us until we establish whether or not it is possible to rebook your accommodation / pitch. If it is not possible to do so, or is only possible at a reduced fee, we will retain all or part of your payment to compensate us for our loss and we may ask for further payment to cover any balance. If we exercise our rights in clauses 10 and 31 to end your booking early, then you will only be entitled to a refund in accordance with clause 7 i.e. to the extent we are able to rebook your accommodation / pitch.
- 8. Insurance** - We strongly recommend that you take advantage of insurance to cover your booking and a leaflet will be enclosed with your confirmation. Alternatively, visit www.guestfirst.co.uk.

During your Holiday

9. Arrival & Departure - Please report to the Park Reception to check in and collect your keys. Check in for Lodge, Caravan, Apartment, Bungalow and Glamping bookings is from 4:00pm on the day of your arrival. Check out is by 10:00am on the day of your departure and please return keys to the Park

Reception. Check in for Touring & Camping bookings is from 2:00pm on the day of your arrival (please arrive no later than 10:30pm) and check out is by 11:00am on the day of your departure.

10. 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. Any refund will be calculated in accordance with clause 7.

11. Early Check In & Late Check Outs - Please note we do not allow early check ins or late departures on any Holiday Accommodation. Late check outs are available on Touring & Camping bookings until 3:00pm, during low and mid season only, excluding bank holidays. A £10.00 charge applies and this can only be booked over the phone or in person at the Park Reception.

12. Complaints - 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 complaint 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, your complaint may be prejudiced if you do not tell us until you depart. 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. We encourage you to do this within 7 days of leaving, if possible, to give us and you the best chance of a resolution.

13. Behaviour - 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. If your behaviour is illegal, offensive, disruptive or inappropriate, then clause 31 applies. In some cases you may be asked to leave immediately and no refund will be issued. You must comply with speed limits, parking and other traffic regulations whilst on Park. Please respect other people and keep noise to a minimum between 11pm and 8am.

14. Smoking - It is illegal to smoke or use e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided. You MUST also refrain from smoking or using 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 may be charged a £75.00 cleaning fee. Again clause 31 applies and you may be asked to leave immediately and no refund for your holiday will be issued.

Hire Accommodation Only

15. Holiday Accommodation

- (a) Linen & Towels** - Linen is provided and made up on all beds in Lodges, Apartments and Bungalows. Linen Packs are provided in all Caravan Holiday Homes and will be in the accommodation for your arrival but not made up. Towels and tea towels are included only with Lodge, Apartment and Bungalow bookings and these are for use within the accommodation and should not be taken off the Park.
- (b) Dogs** - Dogs are only allowed in the designated dog friendly Lodges, Caravans and Bungalows and are not allowed on the furniture or soft furnishings. Dog beds are provided in Lodges. There is a maximum of 2 dogs per booking allowed. 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. Dogs are charged at £40.00 each per week or £30.00 each for short breaks. 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 £80.00 for the deep cleaning of the accommodation and/or asked to find alternative accommodation for your pet.
- (c) Cots & Highchairs** - Subject to availability, Cots and Highchairs can be hired at a charge of £15.00 per booking each and must be requested at the time of booking. Cot bedding is not supplied.
- (d) Extras** - Passes for unlimited use of Highlands End Leisure Club are complimentary for all Lodge, Deluxe Caravan and Apartment bookings at Highlands End and Golden Cap Holiday Parks. This includes use of the swimming pool, sauna & steam room (over 18s only) and the pitch 'n' putt course.
- (e) Cars** - Most of our Hire Accommodation has 1 or 2 allocated parking spaces, while others involve parking in a nearby car park. Instructions will be provided upon arrival. Please advise upon booking if you wish to bring more than 1 car, or have any guests visiting during your stay.
- (f) Damages** - You are held responsible for the contents of the Holiday Accommodation whilst it is in your possession. If you leave the accommodation in a messy or untidy state, you will be charged for the extra cleaning at an hourly rate of £22.00. All damages or losses are chargeable and should be reported to the Park Reception before your departure or you will be sent an invoice. Only 1 key is supplied per holiday accommodation and there is a £10.00 charge for lost keys. For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after 1 month.
- (g) Number in your party** - The total number in your party must not exceed the maximum capacity of the Holiday Accommodation, as advertised.

(h) Refuse & Recycling - All refuse and recycling must be placed in the bins located on the Park.

Touring, Camping & Glamping Only

16. Touring, Camping & Glamping

(a) How to pitch - To comply with Health & Safety and fire regulations, you must pitch according to the instructions on the park map given to you on your arrival. We have a limited number of pitches for very large units. If your touring caravan, motorhome or RV exceeds 7.5m x 4.5m, please call the bookings team on 01308 426947 to check we have a suitable pitch available. If you pitch incorrectly, you will be asked to move. Gazebos are permitted or not permitted at the park's discretion and in relation to forecasted weather conditions.

(b) Allocation - Specific pitches cannot be reserved, but, every effort will be made to arrange neighbouring pitches for families who wish to be together (as long as they are all booked on the same pitch type, in the same area of the park). However, as pitches are selected upon arrival, this cannot be guaranteed.

(c) Extras - Prices for Touring & Camping are based on 2 adults, 1 car and 1 unit. There are extra charges for additional adults, children, cars and dogs, which vary by season. There are allocated dog friendly Jurassic Escape Pods, Premier Camping Pods and Safari Tents, with a maximum of 1 dog per booking. Extra charges of £25 per dog per week or £15 per dog per short break applies.

(d) Weather - Subject to clause 29, WDLH accepts no responsibility for any damage to tents, awnings and vehicles due to adverse weather conditions. Warnings of forecasted adverse weather will be available at the Park reception and where possible we try to arrange alternative pitches / parks, but this cannot be guaranteed.

(e) Linen - Bedding & Linen are included in Jurassic Escape Pods and Safari Tents. In Premier Camping Pods, Classic Camping Pods and Bell Tents, this is not included but Bedding & Linen Packs can be added for £16.50 per double bed and £12.50 per single bed. These must be pre-booked and the pack will be in your accommodation for your arrival, but beds are not made up. Alternatively, you can bring your own bedding, sleeping bags, pillows etc.

(f) Dogs - If you take a pet into Glamping Accommodation that is not allocated as dog friendly, you will be required to pay an additional fee of £80.00 for the deep cleaning of the accommodation and/or asked to find alternative accommodation for your pet.

(g) Refuse & Recycling - All refuse and recycling must be placed in the bins located on the Park.

On the Parks

17. **Dogs** - Dogs must be kept on leads at all times while on the Parks, with the exception of the enclosed dog exercising areas at Highlands End, Golden Cap, Graston Copse and Larkfield Holiday Parks. Dogs must not be left unattended at any times on the parks or in cars / holiday accommodation. All dog fouling on the Park must be cleared up and bins are provided around the parks for this purpose. 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.

18. **Vehicles** - The Parks have a speed limit of 10mph, which is strictly enforced. Traffic movements are restricted after 11:00pm to minimise disturbance on the Parks. We do not permit the use of any non-road legal motorised vehicles e.g. mini scooters, 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. Please note boats of any type are not allowed on the Parks.

19. **Wifi** - Wifi is available on all of our Holiday Parks and is free of charge at Sandyholme Holiday Park and in Lodges and Apartments at Highlands End and Golden Cap Holiday Parks. Our wifi is very restricted due to our rural location and is not for streaming. The service may not be the same as you are used to at home. Please ensure you can view the login page before purchasing wifi from your Park reception as this service is only refundable for any full day on which the Park's wifi service is not accessible by any users on the Park.

20. **Facilities** - All facilities are open from March to November, but opening times may be restricted outside of these dates.

(a) **Retail Outlets** - 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.

(b) **Highlands End Leisure Club** - The Leisure Club is open to holidaymakers staying at any WDLH Park. Other than holidaymakers staying in Lodges or Apartments at Highlands End and Golden Cap Holiday Parks, there are extra charges for use of the Leisure Club. The Leisure Club rules must be adhered to, which can be viewed at the Reception. The sauna and steam rooms can be used by over 18s only and a

parent/guardian permission form 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 but please note there is no spectator area and 1 adult can supervise up to 3 children. We do not employ lifeguards. Please see the opening times for the adult-only swim times.

(c) **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. The Little Fire Station 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. Only alcohol and food purchased in the Bar & Restaurant can be brought into the building.

21. **Fires & BBQs** - There is strictly no burning of wood, any type of fire pit or open fire on any of our Parks. Disposable BBQs must be raised off the ground and holiday accommodation deckings using bricks / slabs, which are available on the Parks and safely located in accordance with any instructions we give you. The use of fireworks and lanterns on the Parks is strictly forbidden.

Further Information

22. **Safety** - When you arrive, please ensure you read the safety advice about the West Dorset coastline. Please note that for your security, CCTV is operated on the Parks at key locations. Parents/guardians must ensure that children using bicycles, scooters, skate boards, roller skates &/or other similar equipment must wear a helmet at all times and not use the equipment in prohibited areas.

23. **Photography & Filming** - Other than members of the WDLH 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 and must not be flown within 50 metres of people, vehicles or buildings. 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 we put up when pictures are being taken. Whilst we cannot guarantee to avoid taking photographs at particular times or in particular places (subject to clause 24), it is also helpful to let the Park Reception know.

24. **Limitations** - Photography in the children's play areas, Highlands End Leisure Club and the Little Fire Station Soft Play is prohibited.

25. **Customer Access** - If you require assistance, please do not hesitate to contact a member of staff at any time. For your benefit, we have customer assistance packs at all Park Receptions, as well as in Martin's Bar & Restaurant and Highlands End Leisure Club. These contain useful items to assist you, such as large print menus, pen, paper and magnifying glasses. 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.

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

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

29. **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.

30. **Force Majeure Events** - A Force Majeure Event means any circumstance affecting our business which is not within our reasonable control including, without limitation: (a) acts of God, flood, drought, earthquake or other natural disaster; (b) collapse of buildings, fire, explosion or accident; (c) non-performance by suppliers or subcontractors; (d) interruption or failure of utility service.

31. **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.

32. **Privacy** - For details of what data we hold and how we hold it, see our Privacy Policy on our website - www.wdlh.co.uk/privacy

33. **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 and any associated companies.

MAKE A BOOKING

Visit www.wdlh.co.uk or call 01308 426947



/westdorsetleisureholidays



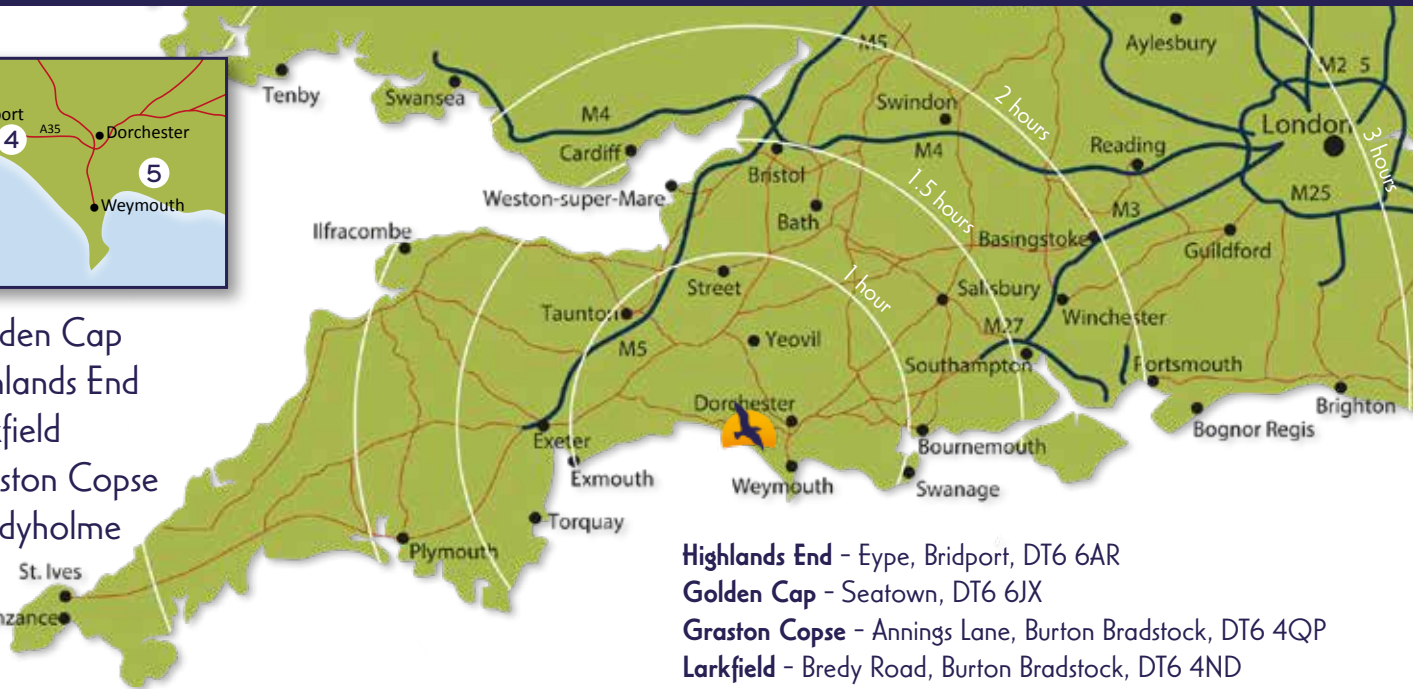
/wdlh



/westdorsetleisureholidays



- 1 Golden Cap
- 2 Highlands End
- 3 Larkfield
- 4 Graston Copse
- 5 Sandyholme



Highlands End - Eype, Bridport, DT6 6AR

Golden Cap - Seatown, DT6 6JX

Graston Copse - Annings Lane, Burton Bradstock, DT6 4QP

Larkfield - Bredy Road, Burton Bradstock, DT6 4ND

Sandyholme - Moreton Road, Owermoigne, DT2 8HZ

Winter Loyalty Offer



Take any holiday of 7 nights or longer between 1st March 2020 and 30th September 2020 at any WDLH Park and get a HALF PRICE self-catering holiday between 1st October 2020 and 28th February 2021 (25% off if you stayed for a short break of 3 or 4 nights).

Excludes October Half Term, Christmas & New Year and February Half Term. The reduced price winter break can be taken in a Lodge, Caravan, Apartment or Bungalow at Highlands End or Golden Cap Holiday Parks.

10% Saver Deal



Book a stay of 3 nights or longer on a grass, gravel or hard-base pitch and receive 10% off the pitch price during 2020 in low and mid season only, excluding peak season and bank holidays.

The booking must be made at least 30 days in advance of the arrival date. The saving is 10% off the price of the pitch for 2 adults, 1 unit and 1 car and excludes extra cars, extra adults, extra children and dogs. Available at all WDLH Parks. The booking can commence on any day of the week.