

POLICY PACK

Contained herein this policy pack are corporate and other policies in place as at the "**Effective Date**" set out below for Coast & Country Parks Limited and all relevant affiliates thereof (collectively, the "**Company**", "**us**" or "**we**"). These policies include:

- ◆ Booking Policy;
- ◆ Holiday Protection Cover;
- ◆ Park Rules;
- ◆ Hot Tub Policy; and
- ◆ Dog Policy.

Effective Date: 10 November 2020

BOOKING POLICY

The Company has pitches for tents, trailer tents, motorhomes, campervans and touring caravans to be brought onto our parks, as well as standing glamping pods and bell tents, static caravans, lodges and cottages available for holiday let. Guests' enjoyment and safety on these parks is paramount, and therefore we request you read the following terms before making any holiday booking, as any such booking made with the Company shall be subject to these terms.

Before booking, we ask that all guests read, understand and acknowledge our current COVID-19 policy, available to review below.

Summary Terms of Agreement

1. A booking is a contract between yourself and the Company. All bookings are accepted on the proviso that you agree to these terms.
2. You, on behalf of yourself and your accompanying holiday party, acknowledge and accept the policies set out herein this policy pack, and agree to abide by any rules and/or obligations promulgated thereunder. It is your responsibility to ensure that all members of your holiday party accept these terms.
3. We reserve the right to: (i) refuse any booking, and (ii) subject to all applicable law, not accept all-male and/or all-female groups over a total of 3 persons, onto any of our parks.
4. The person who makes a booking (the "**Booker**") is responsible for it and warrants that: (i) the Booker is over 18 years of age, and (ii) the relevant holiday party will not exceed the person numbers and, where applicable, the pitch size requirements stated at the time of the booking by the Booker, and as shall be confirmed by the Company on the corresponding booking confirmation sent to the Booker.

5. Bookings can be made via our online booking system on our website or by contacting us using the contact details contained therein.
6. Bookings may be rejected by the Company if stated by the Booker to be expressly and wholly reliant on the uninterrupted provision of a wireless internet connection (Wi-Fi), as this is not something the Company can reasonably guarantee.
7. If staying in a park-hired accommodation unit (e.g., a standing glamping pod, bell tent, static caravan, lodge or cottage), a Dog Agreement must be completed and returned to park staff prior to or upon your Start Date. In addition to the Deposit (as defined below), a £50 cash deposit is to be paid by the Booker to the Company upon arrival of their holiday party and dog(s), which shall be refunded upon their departure if there has been no damage to the park and/or relevant accommodation unit reasonably caused by such dog(s).
8. The contract between you and the Company, incorporating these terms, becomes binding as soon as we receive your initial booking payment. This payment, which is treated as a part payment of your holiday, is neither transferable nor refundable.
9. Where contrary to these Summary Terms of Agreement (only), terms concerning any Holiday Protection Cover (see below) shall prevail. If you have purchased Holiday Protection Cover at the time of booking, you shall be covered depending on when you cancel or amend your booking, and, in respect of the former, any reason for such cancellation.
10. These terms do not impact in any way the terms of any third-party holiday cover or insurance you may have purchased.
11. The required deposit, payable at the time of booking, is 20% of the total price of your holiday with the Company (the "**Deposit**"). The balance payable in respect of your holiday (i.e., the total price less the Deposit) must be paid at least 28 days before your holiday start date (the "**Start Date**"). If this balance is not paid in compliance with the foregoing, we are entitled to cancel your holiday and retain the Deposit.
12. We reserve the right to ask our park guests who contravene these terms or, who in any other way are behaving in a manner reasonably likely to cause distress and/or nuisance to other park guests, to leave our parks immediately. In these circumstances, your holiday shall cease and we shall not be liable for any costs incurred by you.
13. Notwithstanding anything herein this policy pack or elsewhere, the Company, its employees, agents and/or sub-contractors (collectively, the "**Representatives**"), in whatever circumstances:
 - 13.1. shall not be liable for any loss or damage, or any theft from, any caravan or other accommodation located within our parks, unless the same be caused or contributed to by any gross negligence or material default on the part of the Representatives;
 - 13.2. do not accept any responsibility whatsoever for third parties' personal effects, whether brought onto such parks or otherwise; and

13.3. shall not incur any liability whatsoever in the event of any part of the parks or any facilities thereof being unavailable because of unforeseen circumstances beyond the Representatives' control.

Cancellation by You

In respect of cancellations and alterations by you, please see a summary table set out below, subject to the formal terms described under such table.

	<i>Purchased: Holiday Protection Cover</i>		<i>Not Purchased: Holiday Protection Cover</i>	
	CANCELLATION	AMENDMENT	CANCELLATION	AMENDMENT
<i>>28 days before Start Date</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	Full refund (less £25 cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>14-28 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	50% refund (no cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>7-14 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	30% refund (no cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>2-7 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	20% refund (no cancellation fee).	Not valid. Treated as cancellation.
<i>0-2 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	10% refund (no cancellation fee).	Not valid. Treated as cancellation.
<i>On or after Start Date</i>	No refund.	Not valid.	No refund.	Not valid.

14. Subject to the remaining terms, in the event of a cancellation a refund may be given in line with our sliding scale below.
15. Should you need to cancel your booking for any reason, or cut your holiday short following the Start Date, you should call or email the relevant park using the details set out on our website, and we will advise you of the following procedure.
16. Any cancellation by you will not take effect until we have received written confirmation of your intent to cancel (a "**Cancellation Notice**").

- 16.1. If Holiday Protection Cover has been purchased upon booking, we will offer a full refund of both your Deposit and any remaining balance paid less the Holiday Protection Cover premium; provided we receive your Cancellation Notice prior to the Start Date.
- 16.2. If no Holiday Protection Cover has been purchased upon booking, we will offer a refund following a Cancellation Notice according to the following, dependent on when we receive the Cancellation Notice:
 - (a) 28 days or more before the Start Date: full refund of both the Deposit and any remaining balance paid less a £25 administration charge;
 - (b) between 28 days and 14 days before the Start Date: a partial 50% refund of both the Deposit and any remaining balance paid (no administration charge);
 - (c) between 14 days and 7 days before the Start Date: a partial 30% refund of both the Deposit and any remaining balance paid (no administration charge);
 - (d) between 7 days and 2 days before the Start Date: a partial 20% refund of both the Deposit and any remaining balance paid (no administration charge); and
 - (e) anytime during the 2 days before the Start Date: a partial 10% refund of both the Deposit and any remaining balance paid (no administration charge).
- 16.3. Notwithstanding the foregoing, irrespective of whether Holiday Protection Cover has been purchased upon booking, we will not offer any refund of either the Deposit nor any remaining balance paid if we receive a Cancellation Notice anytime on or after the Start Date.

Alteration by You

17. Subject to the remaining terms, once we have received your Deposit you may not transfer your booking to anyone else or amend it in any way without the Company's prior express agreement.
18. Subject to the foregoing, if, after your booking has been confirmed by the Company, you wish to amend it for any reason, the alteration may proceed in line with our sliding scale below.
19. Any amendment by you will not take effect until we have received written confirmation of your intent to amend your booking (an "**Amendment Request**").
 - 19.1. If Holiday Protection Cover has been purchased upon booking, there will be no fee to amend your booking. If an alternative Start Date for your holiday is chosen and of lesser value than your original booking, the remaining balance will be refunded less the Holiday Protection Cover premium; provided we receive your Amendment Request prior to the Start Date.
 - 19.2. If no Holiday Protection Cover has been purchased upon booking, we will seek to process and honour your Amendment Request according to the following, dependent on when we receive the Amendment Request:

- (a) 7 days or more before the Start Date: we may charge a £25 administration fee to process your Amendment Request, subject to availability; provided that, if we are unable to honour the Amendment Request (e.g., we have no availability for your requested new Start Date), your Amendment Request may be treated by the Company as a Cancellation Notice subject to the related aforementioned terms; and
- (b) anytime during the 7 days before the Start Date: regrettably the Company is unable to honour Amendment Requests and any received shall be treated by the Company as Cancellation Notices subject to the related aforementioned terms.

19.3. Notwithstanding the foregoing, irrespective of whether Holiday Protection Cover has been purchased upon booking, regrettably we are unable to honour Amendment Requests received anytime on or after the Start Date.

Cancellation or Alteration by Us

- 20. If we are unable to provide your booked holiday and have had to cancel prior to the Start Date, you are entitled to a full refund of all monies you have paid to the Company; provided that, in circumstances beyond our control, or in the event of a serious breakdown of services, other emergencies or withdrawal of your pitch from service, we reserve the right to offer you the opportunity to change your Start Date, offer an alternative pitch if available, or cancel and receive a full refund.
- 21. When deemed necessary in the Company's reasonable opinion, the Company reserves the right to change the pitch or otherwise accommodation allocated for your booking; provided we shall not be permitted to change the type of accommodation booked by you without your permission.
- 22. Pursuant to the foregoing term, the Company shall utilise reasonable endeavours to allocate guests the accommodation unit or pitch (as applicable) of their choice; provided you acknowledge and accept that your booking is not conditional on the allocation of a particular accommodation unit or pitch (as applicable).

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HOLIDAY PROTECTION COVER

For that extra piece of mind, please review the terms of our Holiday Protection Cover ("HPC") below.

If you are booking to stay in Company-provided accommodation (e.g., a glamping pod, bell tent, static caravan, lodge or cottage), our HPC protects your cancellation in the event of any member of your holiday party being unable to travel due to:

- ◆ sickness;
- ◆ accident or injury;
- ◆ redundancy;
- ◆ jury service; or
- ◆ death.

Our HPC applies to the whole of your holiday party up to the Start Date (as defined above). We guarantee to return the full amount of the Deposit (as defined above) and any remaining balance paid to the Company (less the cost of the HPC premium), under these terms. Please give as much notice as possible of any cancellation. In order to obtain cover, in the event of cancellation you will need to provide the appropriate authoritative documentation to substantiate and verify your claim for HPC, e.g., a doctor's fit note in the event of sickness, accident or injury (if relevant), a death certificate, a Redundancy Notice pursuant to the Payment Act 1965, etc. Claims outside the specified reasons of cancellation listed above may not be paid by the Company.

Please note, notwithstanding the foregoing, the Company's HPC premium, payable upon booking (if applicable), is non-refundable in any event.

If you are booking online, HPC will be automatically added, but you can choose to remove it during the booking process. If you are booking by telephone or email, our offer or HPC will be read to you and applied to your booking unless requested to be removed.

Important HPC Notice for Tent, Trailer Tent, Motorhome, Campervan and Touring Caravan Bookings

HPC is not applicable to tent, trailer tent, motorhome, campervan and touring caravan bookings and any HPC premium will not be added to such bookings. In such circumstances, if you are unable to visit us on your planned Start Date, we will do our utmost to honour any Amendment Request (as defined above) and move your booking to another Start Date in the same or following holiday season, subject to availability; provided any such Amendment Request is received by the Company 7 days or more before the original booked Start Date.

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PARK RULES

Please see below some brief park rules, applicable to all our parks, in place to ensure the enjoyment and safety of all our guests. As mentioned above, adherence to these rules is a condition of any holiday booking. Anyone found breaching any of the rules set out below, along with any members of their holiday party, may be asked to leave the relevant park, and such breach may be deemed by the Company to be the service of a Cancellation Notice (as defined above) in respect of such person's holiday party, with such Cancellation Notice treated according to the terms set out above.

If you encounter any problems during your stay on our parks, please contact a member of park staff and, if appropriate, please ask to be directed to the park manager so that remedial action, where possible, can be taken. Regretfully, if you do not register your problems or complaint during your stay, it may not be possible for us to investigate after your stay, and we may be unable to offer you any recompense if appropriate.

Bookings

- ◆ Guests expecting to arrive at a park after 5pm must notify the Company in advance, preferably noting such late arrival on any booking enquiry.
- ◆ Under no circumstances must the number of persons in any holiday party exceed that either (i) stated at the time of booking, or (ii) the berth capacity of your booked accommodation. Children of any age count as one person.

Vehicles

- ◆ For tent, trailer tent, motorhome, campervan and touring caravan bookings, one car parking space is included with every booked pitch. One additional space (only) for use during your visit can be purchased at the point of booking. Whilst we try reasonably to ensure this additional space is adjacent to your booked pitch, regretfully this may not always be possible, and such space may often be located elsewhere on the park.
- ◆ Speed restrictions and traffic flow signs on all parks must be strictly adhered to at all times, by all vehicles including bicycles.
- ◆ The use of scooters, skateboards, hoverboards and similar are not permitted to be brought or used on any of our parks.
- ◆ Vehicles are only permitted on our parks if they are insured against third party risks and the driver holds a current valid driving licence. Like all caravan parks, our parks, in respect of public usage and related accidents, are regarded as public highways under the law. As such, it is an offence to drive under the influence of alcohol or drugs whilst on our parks. We reserve the right to invite the police onto our parks at any time where persons are suspected of driving under the influence of drugs or alcohol.
- ◆ The parking of boats and jet skis are not permitted on any of our parks without express prior permission from our staff.
- ◆ Notwithstanding anything herein this policy pack or elsewhere, all vehicles left on site are left at the owners' risk.

Health & Safety

- ◆ Full health & safety policies for each park are available for inspection at such park's reception.
- ◆ To prevent risk of wild spread fires and damage to local biodiversity and nature, open fires are not permitted on any of our parks.
- ◆ Guests may utilise barbeques; *provided* they are (i) disposable/portable barbeques, (ii) utilised on a suitable, non-combustible surface, (iii) of a reasonable and appropriate size, (iv) operated by a responsible adult, and (v) finish/be completely put out by 10pm.
- ◆ Everyone on any park must act in a courteous and considerate manner towards others, whether they be caravan owners, holiday guests, other customers or park staff, at all times. We would ask you to respect others with regard to noise anywhere on the park, and not play loud music or otherwise be of nuisance between the hours of 10pm and 8am the following day.
- ◆ When using park facilities, children must be supervised by an adult at all times.
- ◆ In the interest of safety, the flying of kites, Chinese lanterns and/or drones is not permitted on any of our parks.
- ◆ Waste must be managed respectfully and placed in the allocated and appropriate bins. If in doubt where such bins are located, please ask our park staff.
- ◆ To prevent serious injury and, in the most extreme of circumstances, loss of life, utility supplies of whatever nature, wherever located on our parks, must not be tampered with in any event.
- ◆ No persons under the age of 18 years are permitted to occupy any accommodation on our parks (whether tent, touring or static caravan, lodge, etc.) without appropriate adult supervision.

Dogs

- ◆ Please refer to our separate Dog Policy set out below.

Other General Rules

- ◆ *Check-in Time:* Guests may take occupancy of booked pitches or accommodation on our parks from 2pm on the relevant Start Date.
- ◆ *Check-out Time:* Booked accommodation must be vacated by 10:30am on the day of departure; *provided* that booked tent and touring caravan pitches may be vacated by 11:00am on the day of departure.
- ◆ Upon check-out, all booked accommodation must be left in a reasonably clean and tidy condition, and all breakages and damage reported to park staff prior to guests leaving the relevant park.
- ◆ Any shops and other retail services and facilities available on our parks may operate reduced hours before Spring Bank Holiday and from September onwards. Notwithstanding the foregoing, the Company reserves the right to alter the times of opening and the extent of opening hours of any shops and other retail services and facilities on our parks. We will endeavour not to if possible, but we reserve the right to close these shops, services and facilities if faced with circumstances reasonably outside of our control.
- ◆ Gazebo's, of whatever size, may not be erected on any of our parks.

- ◆ Where a wireless internet connection (Wi-Fi) is an advertised facility on any of our parks, please note that its provision is subject to availability and third-party network conditions outside of the Company's control. Use of this Wi-Fi is entirely subject to the terms and conditions of such service imposed by such network provider. It may not be available continuously for 24 hours in any given day and is provided for guests' pleasure and not business purposes.
- ◆ Where booked, your accommodation unit or pitch number (as applicable) shall be confirmed to you upon arrival at one of our parks. If you are unsatisfied with such unit or pitch, please inform a member of park staff. Subject to the terms of booking, we shall act to reasonably accommodate any requests to change such unit or pitch (as applicable) where possible.

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HOT TUB POLICY

This policy governs the use of hot tubs on any of our parks. Please see below some brief rules, applicable to all our parks, in place to ensure the enjoyment and safety of all guests. As mentioned above, adherence to these rules is a condition of any holiday booking.

Regretfully, if guests fall in breach of the rules set out below, the relevant hot tub(s) may require a drain down, clean and refill, whereupon additional charges may be made for such guests' account. If any guest frequently and routinely breaches the rules set out below, regretfully they may be banned from use of the relevant hot tub for the remainder of their stay without any refund offered.

- ◆ Please shower immediately prior to and after using any of our hot tubs. This is both for your safety and the ongoing maintenance of the hot tubs.
- ◆ Our park staff check our hot tubs daily to ensure chemical levels are monitored and safe use is maintained. Water is replaced after each guest's holiday to ensure our hot tubs are clean, maintained and sanitary.
- ◆ Hot tubs may be checked by park staff daily between the hours of 8am and 10am. We apologise in advance for any inconvenience this may cause during your stay.
- ◆ Hot tubs may not be used between the hours of 10pm and 8am the following day.
- ◆ Please keep noise to a minimum during your use of any hot tub, and adhere to related park rules regarding noise, nuisances and respect for other park guests.
- ◆ Please enter and exit our hot tubs slowly and safely.
- ◆ No jumping or diving.
- ◆ Please do not bring glassware or electrical items in or near any hot tub, for obvious safety reasons.
- ◆ Prior to or during any use of our hot tubs, please do not consume excessive alcohol or any drugs or medicine that may cause drowsiness.
- ◆ Children are only permitted to use our hot tubs under the appropriate supervision of an adult.
- ◆ For general safety reasons, pregnant women should refrain from using our hot tubs.
- ◆ Do not enter any hot tub if its water temperature is 40°C or higher.
- ◆ Please do not use soap, oils, bubble bath or anything similar when in our hot tubs.
- ◆ Always replace the hot tub's lid after any use.
- ◆ Never sit, stand or lie on the lid of our hot tubs.
- ◆ For use on how to control jets, lights and temperature, please refer to our Hot Tubs User Guide, available within your accommodation unit or otherwise at park reception.
- ◆ Decking surrounding the hot tubs may be slippery after use, so please take extra care when returning to your accommodation.

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DOG POLICY

This policy governs the accompaniment of dogs with guests on any of our parks. Please see below some brief rules, applicable to all our parks, in place to ensure the enjoyment and safety of all guests. As mentioned above, adherence to these rules is a condition of any holiday booking.

- ◆ Dogs must be kept on a lead at all times in all areas of our parks and not allowed to wander without a lead.
- ◆ We permit a maximum of 2 dogs to accompany guests of any single accommodation unit or pitch (as applicable). For clarification, this permits guests to bring a maximum of 2 dogs to any one of our standing glamping pods and bell tents, static caravans, lodges and cottages available for holiday let.
- ◆ Under no circumstances should dogs or any other pets be left unattended in any booked accommodation unit, touring caravan or tent.
- ◆ Dogs that present a serious danger to the public as described under the Dangerous Dogs Act 1991 or any equivalent succeeding legislation are not allowed onto our parks in any circumstances.
- ◆ Dog mess must be immediately picked up and deposited into the allocated and appropriate dog bins on the park. If in doubt where such bins are located, please ask our park staff.
- ◆ In accordance with our terms, guests of any holiday party agree to be responsible for any damage caused by their dogs, leaving the park and any accommodation unit or pitch (as applicable) in a reasonably tidy and clean condition.
- ◆ If there are any complaints about your dog from park staff or guests, you may be told to remove the dog from the park. All park guests acknowledge and accept that disputes between guests shall be arbitrated by the Company and its decision in respect of any such disputes shall be final.

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