



# MANORAFON FARM

TOURING AND CAMPING

## Terms & Conditions

### COVID-19 Impact on Booking Terms & Conditions

Manorafon Touring & Camping are currently accepting bookings for holidays from 13<sup>th</sup> July 2020. It is important that you understand that at this present time, your booking is for the provision of a pitch only and not for park services and facilities.

Touring customers with onboard WC and hand-washing facilities are welcome, currently we cannot accept bookings from customers who do not have such facilities of their own. In most cases this will be Tent/Camping and Small Camper Van customers.

Until further notice, communal WC, Shower Facilities & Dish-washing areas will be closed.

Amenities that will be made available are communal cold-water points, WC waste points and refuge bins.

Once restrictions and safeguards are eased our usual services and facilities will resume.

Bookings cancelled/suspended by us (Manorafon Touring & Camping) due to a mandatory closure will be protected by an extended deposit transfer guarantee of up to 24 months. But please note your deposit will remain non-refundable.

### BOOKING

#### Payment

1. **Deposit:** Payment in full or a £30 deposit is required at the time of booking.
2. **Balance:** Your balance is due in full 21 days prior to your arrival. We will send a reminder.
3. **Currency:** All prices quoted are in GBP Sterling and are inclusive of VAT.

#### Before booking, make sure you understand...

4. **Online booking:** We (Manorafon Touring & Camping) reserve the right to review and refuse any online booking received that breaches our terms and conditions or the limitations of the pitch booked. In these circumstances we will not be held accountable for your error and will charge a £5 cancellation fee per booking to cover costs incurred by us and associated with credit/debit card charging and refunding.
5. **Max two Adults:** Unless by prior arrangement, only a maximum of two adults per pitch are permitted. Any additional unauthorised guests will be required to leave the site immediately by management. In these circumstances – you will not receive a refund.
6. **Groups:** We do not accept group bookings of more than two units/pitches. We reserve the right to refuse or vacate any booking that we determine makes up a group of more than two units/pitches. In these circumstances – you will not receive a refund.

7. **Commercial vehicles:** Unless by prior arrangement, we do not accept commercial vehicles. Commercial vehicles will not be permitted onto the site. Any commercial vehicle discovered on site will be required to leave the site immediately. In these circumstances – you will not receive a refund.
8. **One car per pitch:** Strictly one car per pitch is permitted. Car parking for additional cars in our adjacent car park is available for advance booking.
9. **Quiet at 11pm:** If you would like to stay up outside talking after 11pm we recommend you stay at another site. Anyone not adhering to this rule will be required to vacate the site. In these circumstances – you will not receive a refund.
10. **Unsupervised minors:** Bookings can only be made by a person over 18 years of age who are in attendance during the holiday and agree on behalf of all persons in their party to abide by the conditions of booking and the rules of the park.
11. **Child supervision:** Any children causing disturbance or playing in inappropriate areas will be required to leave. In these circumstances – you will not receive a refund.
12. **Size limitations:** Pitches are subject to dimension limitations, when relevant - these limitations are clearly listed. Any unit (tent, touring caravan, camper, motorhome) larger than the set-out limitation will be required to pack away and vacate. In these circumstances – you will not receive a refund.
13. **Max two Dogs:** We allow a maximum of two dogs per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed so check with us when you book. There is no booking charge for eligible assistance dogs. Dogs must always be under the control of a responsible adult, kept on a lead and wear a collar. You must clean up after your Dog. Dogs (other than assistance dogs) are not allowed in any facilities. Dogs should not be left unattended. If we think your dog is causing a nuisance or damage you will be required to remove it from the park.
14. **No campfires:** Campfires of any description are strictly prohibited on the site. Please ensure that any portable/disposable barbecues do not damage the grass.
15. **Electricity hook ups** EHU's are 10-16 amp depending on chosen pitch type and have the standard round commando socket. Tent customers will require a mobile mains power unit that is compatible with our touring hook-ups. You may need a 25m cable to make connection to some electrical hook-ups and depending on the specific location of the pitch assigned to you.
16. **Arrival time:** Arrival is possible any time between 1pm and 7pm.
17. **Departure time:** On day of departure pitches must be or vacated by 12 noon.
18. **Arrival:** Upon arrival you will be checked in and provided with a site map, please ensure you have parked on the allocated pitch. Failure to pitch correctly and as directed is likely to result in you being required to reposition or relocate to another pitch.

### **Cancellation of your booking**

19. **By us:** We reserve the right in any circumstance to cancel your booking. Unless you have breached the terms of our agreement or for reasons beyond our control (“force majeure”), we will refund 100% of the monies you have paid.
20. **By You:** If you wish to cancel your booking you must notify us by email or by telephone. Terms of cancellation are set out within our cancellation policy. The date of cancellation is the date we receive your email or phone call.
21. **Force Majeure:** We cannot accept responsibility or pay compensation for circumstances which amount to “force majeure”, which subsequently affect the provision of our service to you. The site is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking because of circumstances beyond our control. Such circumstances shall include

(but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events (“Force Majeure”).

## **22. Cancellation Policy:**

- a) This cancellation policy applies to any complete cancellation of the booking, or a reduction in the booking of either nights or number of pitches / people.
- b) A £5 cancellation fee to cover costs incurred by us and associated with credit/debit card charging and refunding will be deducted from any refund total.
- c) Deposits: Deposits are non-refundable. Providing that we are notified of cancellation 15 days before the arrival date your deposit amount or when less than £50; total payment, remains transferrable until the end of that current season.
- d) Remaining balance: Any amount paid in addition to the deposit will be refunded as follows:
  - 100% refund: if notified 15 days before the arrival date
  - 25% refunded: if notified 7 days before the arrival date
  - No refund: if prior notification is not received 7 days before the arrival date.

We recommend that you invest in your own holiday insurance incorporating a cancellation policy.

## **ADDITIONAL TERMS & CONDITIONS**

**Cars:** You should comply with speed limits, parking and traffic regulations on site. We try to provide parking next to or near your pitch, but we can't always guarantee this. Vehicles are brought onto the site at your own risk. Please note we do not currently have a facility to charge hybrid cars. You are not permitted to charge your car using the pitch electricity supply.

**Children:** All children must be supervised by parents or guardians throughout the stay. Please make sure you always know where your children are. If they are playing – it should be outside your own pitch, not someone else's. Playing within wc and shower facilities is strictly prohibited.

**Lost property:** Lost property that is found on the site will be kept for 6 weeks from the date that it was found. If the property has not been claimed within the specified timeframe then it will be donated to a local charity shop or otherwise disposed of.

**Services & Facilities:** We endeavour to ensure that all on site services and facilities are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us and you will not be entitled to a refund.

**Check your booking:** Once we have confirmed your booking a contract is formed with Manorafon Touring & Camping. You must check your booking confirmation carefully as soon as you receive them. If any information is inaccurate in any way you must let us know straight away.

# Privacy Policy

## INTRODUCTION

Welcome to our privacy notice.

We respect your privacy and are committed to protecting your personal information, which we call “personal data”. This privacy notice will tell you how we look after your personal data and about your privacy rights. This notice does not form part of any contract. It supplements any other notices and is not intended to override them. We have tried to be brief and clear. We are happy to provide any additional information or explanation.

## Who we are:

<b>Data controller, referred to as "we/us/our"</b>	Will & Jules Arrowsmith, Manorafon
<b>Name of Data Protection Manager</b>	Jules Arrowsmith
<b>Address</b>	Manorafon, Llanddulas Road, Abergele, LL228ET
<b>Telephone</b>	01745 833237
<b>Email</b>	jules@manorafon.co.uk

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO) ([www.ico.org.uk](http://www.ico.org.uk)). We would appreciate the chance to deal with your concerns first.

## How we collect your personal data:

You may give us data orally or by filling in forms or by corresponding with us by post, phone, email or otherwise, for example when you:

- enter into a contract with us or contact us about doing so;
- contact us about any contract we have with you;
- request marketing to be sent to you;
- enter a competition, promotion or survey;
- give us some feedback.

We also collect still images and video footage via our CCTV cameras during your stay at our site. We may also receive personal data about you from third parties, including other customers when they interact with us and (if applicable): when friends or relatives make bookings on your behalf on occasion and will provide your contact details at the time of booking.

## How we use your data:

We will only use your personal data when the law allows us to.

### **Purpose/Activity**

1. To register you with our business
2. To perform any contract with you, including:
  - (a) Managing payments, fees, and charges
  - (b) Collecting and recovering money owed to us
  - (c) Addressing any breach
3. To manage our relationship with you which will include:
  - (a) Notifying you about changes to our terms or privacy policy
  - (b) Notifying you about changes to our business which are relevant to you
4. To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)
5. To make suggestions and recommendations to you about goods or services that may be of interest to you.
6. Asking you to partake in a: review, prize draw, competition or complete a survey
7. To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you.
8. To use data analytics to improve our website, products/services, marketing, relationships, and experiences.
9. To monitor and protect the security and health and safety of our business and our customers whilst on the park (CCTV)

### **Promotional offers from us:**

1. We may use your personal data to form a view on what we think you may want or need, or what may be of interest to you.
2. We may then use your personal data to send you marketing communications from us if you have requested information from us or purchased goods or services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

### **Opting Out**

You can ask us or third parties to stop sending you marketing messages at any time by contacting our Data Protection Manager.

### **Cookies**

For information about the cookies we use, and your ability to refuse them please refer to our separate cookie policy on our website.

### **Change of purpose**

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law. However, if we need to use your personal data for a new purpose and the law allows us to do so, we will notify you and explain the legal basis for our actions.

### **Visitors to our website**

If we want to collect personally identifiable information through our website, we will be up front about this. When someone visits our website, we may use a third-party service to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

### **Third party links**

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

### **If you fail to provide personal data:**

If you do not provide personal data to us and this would prevent us from performing the contract we have or are trying to enter into with you, or place us in breach of the law, we may have to cancel our contract. We will notify you if this is the case.

### **Disclosure of your personal data**

We may share your personal data with third parties to help us run our business or carry out our obligations to you:

1. Other companies in our group when necessary for our legitimate interests (performing the contract).
2. Service providers for IT and system administration when necessary for our legitimate interests (performing the contract, using your data as we have described in this notice).
3. Our professional advisers including lawyers, bankers, auditors, and insurers when necessary for our legitimate interests (complying with our legal obligations).
4. HM Revenue & Customs, regulators, and other authorities when necessary for our legitimate interests (complying with our legal obligations).

We may also share your personal data with any third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

### **Important**

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **International Transfers**

We do not transfer your data outside the European Economic Area.

### **Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who

have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **How long will we use your personal data?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. You can ask us about the retention periods for different aspects of your personal data by contacting our DPM.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

### **Your legal rights**

You have the right to:

**Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or

defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

**No fee usually required** You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

**We may need to request specific information from you** to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

**We try to respond to all legitimate requests within one month.** Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.