

Terms and Conditions

The following terms and conditions set out the booking conditions with a list of responsibilities and commitments we have towards each other. When you book your holiday with us you are entering into a contract, which is a legally binding agreement between you and Go Camping UK Ltd.

- Prices.** We reserve the right to correct errors in advertised prices. We will advise you of any error at the time of booking. We reserve the right to correct errors in confirmed prices. This does not entitle us to increase confirmed prices except in the case of an error.
- Booking Confirmation.** A binding contract between us will come into existence when we dispatch, by post the booking acceptance. The contract shall be deemed to have been made at our office in Eye, Suffolk and be subject to English Law. We both agree to submit any dispute to the exclusive jurisdiction of the Courts of England. In all cases these Conditions form the basis of your holiday contract.
- Booking Monies.** When you book you must pay the applicable booking deposit. Your Balance-of-Holiday-Money is due and payable 60 days before your holiday start date. For bookings made within 60 days of your holiday start date you pay the full monies when you make your booking. We reserve the right to pass on to you any bank charges and other costs we incur if payment is made in a foreign currency, by any other method not normally accepted by us or if we have to represent a cheque or process late payments.
- Cancellation by You.** Telephone us *immediately* if you have to cancel your holiday and confirm this in writing by first class mail. Your cancellation is effective from the date we receive your written notification. We will acknowledge your cancellation in writing. If you cancel, we will refund all money except your booking deposit providing your written cancellation is received more than 60 days before your holiday. If your written cancellation is received within 60 days of your holiday we will not refund any money and you will be liable for the full price of the holiday, whether you have completed your payment or not. You may, with our consent, transfer the holiday onto another party providing that we agree to accept a booking from this party.
- Holiday Insurance.** You are strongly recommended to take out Travel Insurance for your holiday. All or part of your liabilities as stated above may be covered by your Travel Insurance if your reason for cancellation is one of those covered and if you have taken out such cover.
- Minors.** We cannot accept bookings from anyone under 18 years of age.
- Number in your party.** It is a condition of your booking that the total number in your party shall not exceed the capacity of the accommodation as agreed.
- Group/Party Bookings.** The organiser or leader of a group or party booking is responsible for completing the party details on the booking form. Should you arrive at your holiday site where a discrepancy exists between the details of the people that are stated on your booking form and the people who are at the holiday site, we have the right to refuse to hand over the accommodation to you.
- Force Majeure.** Neither we, nor the site owner/manager can accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason or circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we or the site owner/manager could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our or the site owner/managers control. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our or the site owner/managers control.
- Repairs.** We and the site owner/manager have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).
- Campsite Rules.** Each campsite is different and has differing rules and regulations, we ask that at each of these sites you respect the rules. The site owner/manager reserves the right to terminate any booking by reason of contravention of these rules. If a holiday is terminated by a site owner/manager no holiday monies will be refunded by Go Camping UK.
- Vehicles.** Your vehicles and their accessories and contents are left entirely at your risk. We or the site owner/managers will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than, in the case of the site owner/managers negligence of him/herself or his/her employees or agents or, in our case, negligence of ourselves or our employees or agents. Parking and other regulations may vary from one Holiday site to another.
- Arrival.** On the first day of your holiday the usual time of takeover is 3pm (subject to unavoidable delays). You must leave your accommodation by 10.30am.
- Cycle Tours.** On your transfer days we ask that you leave your accommodation by 10.30am leaving your luggage packed ready for us to transfer to your next accommodation. You are obliged to leave everything in a clean and tidy condition. You are responsible for any damage done or loss sustained during your stay.
- Liability.** Except where otherwise specified in these Conditions of Hire neither Go Camping UK Ltd., nor the site owners and managers, can accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than, in the case of the owner(s) and/or manager(s) the proven negligence of him/herself or his/her employees or agents or, in our case, the proven negligence of ourselves or our employees or agents. This clause does not attempt to exclude negligence or breach of statutory duty.
- Data protection.** We will hold your information, where collected by us, and may use it to send you direct marketing about our own products and services. Your information will not be passed to any other business or organization. If you do not wish to receive such approaches or for us to hold this information in the future, please write to us.
- Cycling responsibilities.** Cycling on or off the highway is a potentially dangerous activity and all persons participating in a cycling based holiday do so at their own risk and should be aware of the potential hazards involved. Parents or guardians undertake to accept full responsibility and supervision of and for their children at all times. You are responsible for cycling in a safe manner in keeping with the Highway Code (www.direct.gov.uk Highway Code 59-82: Rules for cyclists) and are fully responsible for any child in your care in satisfying yourself of their proficiency and safety.
- Your Safety and Responsibilities.** We want you to have a safe holiday. Any person coming on a cycling or activity holiday must be fit and capable of undertaking the activity. If you have any doubts please consult your doctor. If for any reason, at any time we are not satisfied about your competence we reserve the right to refuse to supply you with a bicycle or withdraw it from your use.
- Cycle helmets.** These are provided free of charge and we recommend their use but ultimately the decision to wear a helmet or not has to be a matter for the individual adult. All cyclists aged 17 and under must wear a cycle helmet.
- Damage or Loss.** The equipment including all accessories supplied, are on loan to you for the duration of your holiday with us. The equipment remains the property of the company and you will not sell, hire out or otherwise part with the possession thereof.
- Security.** You must ensure that the equipment is adequately secured when not in use, not use the equipment whilst under the influence of alcohol or drugs and immediately notify us in the event of the breakdown or loss of the equipment. In the event of the equipment being lost or stolen, we reserve the right to call upon you to indemnify us for the cost of the replacement of the equipment. However should the equipment subsequently be returned in a satisfactory condition, we hereby undertake to refund you within 14 days.
- On-road support.** Our bicycles are serviced and maintained and you should have no problems, however, help is available should you need it. You can contact us between 9am and 5pm for support and assistance.
- Own Bicycle.** You should ensure that your own bicycle is in a good state of repair before bringing it on one of our holidays. If you have problems with your own bicycle whilst on holiday with us we will attempt to help you. If we replace your bicycle with one of our own we will ask you to complete our cycle hire agreement form and charge you the hire of the cycle.
- Personal Insurance.** You are responsible for any loss or damage to baggage (including whilst in transit by us), cycles (including tag-a-longs and trailers), cycling equipment, tents and equipment or personal equipment or any consequential loss theft or damage. You should keep valuables with you at all times. For your safety and convenience we strongly recommend that you have insurance cover for your holiday. You may already be covered on an annual holiday insurance or household insurance policy but it is your responsibility to check the terms of such policies. We cannot accept responsibility for any personal injury, loss, accident, damage or your 3rd party personal liability.
- Bicycle delivery.** Your bicycle will normally be delivered to you on your first day of your holiday between 4pm and 6pm where you will have the opportunity to check over the bicycle and ensure that the bicycle is in a clean and well-maintained condition with all accessories present. You will be required to sign an agreement stating that you are happy with the bicycle and accept full responsibility of the bicycle for the duration of your holiday. You will need to sign an agreement on behalf of your party. Your bicycles will not be left with you without a signed agreement.
- Itineraries.** There is a need to be flexible on a holiday with a stated itinerary. The itineraries outlined for each tour or activity holiday must be taken as an aim and not a contractual obligation on the part of the company. Changes to the itinerary may be caused by local conditions, weather, mechanical breakdown, sickness or loss or damage to property. Go Camping UK reserves the right to alter the itinerary without notice.
- Customer Care.** We will do our utmost to ensure that you have an enjoyable holiday. If you do have any complaint please notify us in writing as soon as possible and in any event within 28 days of your holiday.
- Activity Holidays.** Parents / guardians remain solely responsible for themselves and the care of their children whilst on an activity holiday except where a third party company agrees to takes over the responsibility of running the activities. All activities are provided at customers own risk and parents are required to make sure children are accompanied during activities run by Go Camping UK staff.
- Our Liability To You.** We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers). We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:- (a) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or (b) the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or (c) force majeure as defined in clause 9 above. We cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which the campsite or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure or on our website and we have not agreed to arrange them. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you. Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers.
- Your Responsibilities** Bookings are accepted on the understanding that all persons travelling are normally in good health and able to fulfil the physical demands of the chosen holiday. Please do not take risks while on an active holiday. In the interests of safety, you must follow the guidance in our notes, as well as that provided by anybody on our behalf, comply with any local codes of conduct, follow the Country Code, and act sensibly and prudently at all times.
- Special Requests and Medical Problems** If you have any special request, you must advise us at the time of booking. All special requests are subject to availability. If you or any member of your party has any medical problem or disability which may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.
- Cancellation by Us.** We reserve the right to withdraw any holiday dependent on a full refund being paid to you.