

Holiday Village guidelines

& terms of hire



To ensure an enjoyable holiday for everyone we request that you and each member of your party comply with the following guidelines. These are legally binding as they form part of your contract with Flamingo Land Ltd.

The contract between Flamingo Land Ltd commences when the booking has been processed and you have received your written confirmation letter. You should check your confirmation carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days, in which case you should inform us within 24 hours.

The number of persons occupying a holiday home must **not** exceed the berth of accommodation (6 for the Gold Holiday Homes, Log Cabins and Lodges and 4 for the 4 Berth Holiday Homes, Nantucket and Ridgewood). Only the applicants listed on the reservation form shall be entitled to occupy the allocated accommodation. Due to the nature of the park we only accept family-based parties (parents and children), we do not accept youth groups or same-sex parties. A seventh or fifth person (accommodation type dependent) can be accommodated **only** if they are aged two or under. Any breach of this condition will entitle the company to terminate the booking, and to exclude from the park both the applicants and the unauthorised persons. You will be allocated **one** wristband per person on arrival. These are non-transferable and **must** be worn for the duration of your stay. Wristbands remain the property of Flamingo Land at all times and will be removed and retained if the guest is no longer welcome in certain venues or at all.

Flamingo Land reserves the right to refuse admission without explanation even if a prior booking/deposit has been made, or to deny the continued occupation of any type of accommodation, for whatever reason.

You are welcome to arrive and use our facilities from 10am on the day of our arrival, your accommodation will be available from 4pm. Your accommodation must be vacated and keys returned to reception by 10am on the day of departure. You are however welcome to use all the facilities until 4pm.

The person who signs the reservation form is responsible for the booking and warrants that he/she is over 25 years of age.

Due to the recent rise in credit card fraud, every guest who has paid by credit/debit card must be present on the holiday with the appropriate card. On arrival to us, an imprint of the card will be taken and the cardholder will be asked to sign a docket as confirmation that authority was given by them to debit the said amount. This must be done before we can allocate and check you in. Please make sure you also know your pin number, as we cannot bypass any transactions.

Pets are not permitted in the holiday homes or log cabins. If you are found to have brought a pet you will be asked to leave site with no refund.

HOLIDAY PAYMENT PROTECTION PLAN/ CANCELLATIONS/CHANGE OF DATES

Payment in full for accommodation (excluding tents or tourers) must be received no later than 28 days prior to the commencement date of your holiday. Failure to comply with the condition will result in a loss of your deposit and the cancellation of your booking. A reminder will not be sent.

Once a booking has been made any subsequent alterations in type of accommodation or a change of date will incur an administration charge of £10.

If you have taken out the Payment Protection Plan, a full refund will be given for the cost of the holiday less any deposit paid (the £50 Payment Protection Plan fee is non-refundable).

If you have not taken out our holiday payment protection and you cancel your holiday, the following penalties will apply:

Cancellation up to 57 days before arrival – refund of total cost of holiday less deposit paid.

Within 56-29 days of arrival – 50% of total cost of holiday will be refunded less deposit paid.

Within 28 days of arrival – no refund will be given.

(Deposit amount £50 for 6 and 4 Berth Holiday Homes and the Nantucket or £100 for the Log Cabins, Boston Lodges and Ridgewood.)

No refund will be given due to unforeseen circumstances e.g. weather.

No refunds can be given if guests depart prior to the end of the booked/paid holiday.

DAMAGE TO OUR PROPERTY

On departure you must leave your accommodation in a clean and tidy condition. We reserve the right to invoice you should you not comply with this requirement. In the event of any damage to the accommodation, furnishings, fittings or contents, we reserve the right to seek compensation. Guests therefore have a duty to inform reception during their stay of any breakages.

The company will accept no responsibility for guest's own personal property stolen or left unattended.

TENT/TOURERS

Water taps, toilets and showers are provided free of charge on site.

We do not allow Hobby, Buccaneer or Tabbert caravans or commercial vehicles i.e. transit vans and flat bed vehicles on site at any time.

The use of generators is not permitted.

Security may ask you to provide proof of identity i.e. National Insurance card or utility bills.

SMOKING

Flamingo Land Ltd strictly operates a no smoking policy in all levels of accommodation, licensed venues and other public areas.

BEHAVIOUR

You must show consideration for your neighbours and other guests. Refrain from using loud music and parties after midnight.

We reserve the right to ask guests who contravene our terms and conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

In order to protect our guests and staff, anyone found to have infectious and contagious diseases or such like conditions will be requested to leave.

You will act in a courteous and considerate manner towards us, our staff and others.

You further agree that you will not:

- i) Commit any criminal offence at the park or undertake any criminal activity.
- ii) Commit any acts of vandalism or nuisance.
- iii) Keep or carry any firearm or any other weapon at the park.
- iv) Use any unlawful drugs.
- v) Create any undue noise or disturbance.
- vi) Carry out any trade or business while on the park.

PARENTAL RESPONSIBILITY

There is a wide choice of activities for younger children. For their safety and maximum enjoyment we would ask you to consider the following:

Check that the facility is suitable for your child's age. Please supervise your children, particularly in busy areas and observe and undertake any specific guidelines put in place to help protect and keep your children safe e.g. child/parent ratio at the swimming pool. Please consider your fellow holidaymakers and ensure your children do not disturb others.

SPEED LIMIT

The maximum speed limit within Flamingo Land Holiday Village is 10mph.

The company insist that any vehicle and driver are fully insured and of the legal age to drive such vehicles. We will impound any cars, which persistently abuse the speed limits. No drinking and driving is allowed on the site. Please note that the UK Road Traffic Act is applicable on all Flamingo Land property and may be liable to policing at any time.

LEGISLATION

Neither underage nor excessive drinking of alcohol is permitted within any of Flamingo Land outlets.

It is the guest's responsibility to provide **photo** ID i.e. passport or driving licence. All relevant legislation will be enforced rigorously.

The consumption of guests' own alcohol or soft drinks in Flamingo Land bars is not permitted and will be confiscated.

For safety, walking around the park with drinking glasses is not allowed at any time.

CLAIMS

The nature of Flamingo Land, due to its rural location within an area of outstanding natural beauty by definition, entails naturally occurring defects on grassed surfaces such as rabbit holes, mole hills, tree roots and ruts, although this list is not exhaustive.

Visitors to the site must respect the natural forms, dress suitably and take due care, bearing in mind the nature of the venue is an adventure park. Where a slip, trip or fall occurs, in any of the aforementioned areas as a consequence of inappropriate footwear or inappropriate behaviour, no liability or responsibility will be accepted by Flamingo Land.

FACILITIES

Information on all the facilities is available in the form of entertainment and park guides. Also see the notice board outside Holiday Village Reception and Resort Leisure Complex.

FAILURE TO COMPLY

In addition to the remedies above, we may ask you and the rest of your party, or any group, whose conduct is considered by us (in our sole discretion) to infringe these guidelines, to leave immediately. No refunds will be given in these circumstances.

MORE INFORMATION ABOUT YOUR HOLIDAY

If you have any friends who wish to visit you while you are staying with us, they must pay for admission at the booking office. Friends may not stay overnight in holiday homes.

IF YOU HAVE A COMPLAINT OR COMMENT

If you feel dissatisfied with any aspect of your stay with us, please speak to the Holiday Village Reception. In most cases, we will be able to help you on the spot, so that you can enjoy the rest of your holiday.

Where this is not the case, you must ensure that you record the details with the reception and then you must write to us no later than 21 days after departure, at the following address: Flamingo Land Theme Park and Zoo, Kirby Misperton, Malton, North Yorkshire YO17 6UX.

Please note that we cannot act on any complaint that has not been brought to the attention of the Holiday Village Reception at the time of the incident or problem occurring.