

Terms and Conditions HolidayParkSpecials.co.uk

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Legally represented by the Managing Director Remco Hofstede.

Read our terms and conditions carefully before using our website ("site"). By using this site, you agree to our terms and conditions. If you do not agree, you are not allowed to use this website in any way. Deviations from these conditions are only legally binding if HolidayParkSpecials.co.uk issues a written declaration. The additional terms and conditions of HolidayParkSpecials.co.uk apply without prejudice to the legal rights of the consumer. HolidayParkSpecials.co.uk reserves the right to alter these terms and conditions at any time, and post these changes online. Please, therefore, check these terms and conditions regularly. Your continued use of the site after these changes have been made means you agree to be legally bound by the terms and conditions as updated.

Privacy

HolidayParkSpecials.co.uk respects and protects the privacy of all users of the site and ensures that your personal data is treated confidentially. The privacy statement thoroughly explains exactly what data we collect, and what we use that data for.

Accommodations

All accommodations on HolidayParkSpecials.co.uk are owned and offered by the parks themselves. HolidayParkSpecials.co.uk offers holiday parks the opportunity to put their accommodations on the site, thereby offering visitors to the website the opportunity to enter into an agreement with them concerning their holiday accommodation. All prices displayed on HolidayParkSpecials.co.uk are current starting prices per accommodation on the basis of place and availability. These prices include VAT, but exclude booking fees, mandatory fees per person (per night) and tourist tax.

Bookings

A booking request must always be confirmed by the relevant holiday park. Without confirmation, there is no booking. It can occur that the booking of your accommodation cannot proceed because there is no availability at the park of your choice. In such a case, we will be in touch with you within 2 working days of your request, and will do our utmost to offer you a suitable alternative. You are not obliged to book this alternative. You can refuse the alternative offer and cancel the original booking free of charge.

Minimum age

The minimum age to make a reservation at a holiday park is always 18 years, and in some cases 21. In the latter case, it is always listed on the park information page.

Groups and businesses

It may be that other conditions apply for businesses or companies than for private bookings. There may be restrictions on the number of guests per room and the duration of the holiday. The final cleaning may be obligatory. If applicable, the holiday park will inform you of these restrictions and obligations during the booking process. If you are visiting a holiday park as a group (not a family), the park may request an additional deposit.

Terms of payment and guarantee

Depending on the park, the payment should be payable in advance or on arrival at the holiday park. The holiday park may also require a deposit from you. This depends on the park and the time of booking. HolidayParkSpecials.co.uk does not require a deposit, this is only upon request of the holiday park itself. You pay the deposit directly to the holiday park. If HolidayParkSpecials receives the payment, it will be paid directly back to the guest. We do not under any circumstances forward the amount on to the holiday park.

It may be that part of the payment is made afterwards based on usage. This can happen in the case of electricity, water and gas costs. These surcharges will be mentioned on the park page and, where possible, the rates will also be specified.

Most parks also require a deposit per accommodation. The amount of the deposit is indicated in the description of the holiday park. This is also stated on the invoice from the park. Usually, the deposit will be paid along with the rest of the booking costs, and returned to you at the end of your stay or transferred to your bank account. This is dependent upon the condition in which you leave the accommodation and holiday park.

When a deposit is made to the holiday park and the park goes bankrupt or is unable to fulfil its commitments, HolidayParkSpecials.co.uk will under no circumstances reimburse the guest on behalf of the holiday park. HolidayParkSpecials.co.uk will, however, make every effort to provide the guests with alternative accommodation.

Tourist Tax

Municipalities can impose a tax on visitors who are non-residents. This is called tourist tax. This tax is not paid directly to the municipality, but to the holiday park in which you are staying. Tax is not applicable if you are a resident of the city or municipality.

Whether or not you have to pay tourist tax depends on the destination. Many municipalities charge a tax per person per night. The amount varies per destination and/or holiday park. Prices shown on HolidayParkSpecials.co.uk are exclusive of any tax. More information about the amount of any additional tax can be found on the detail of the relevant holiday park. Municipalities can charge per person per night, but they may also calculate the tax per accommodation, per night or per booking.

Amendment Costs

If a reservation is changed, it may be that the park will charge amendment costs. These costs depend on the type of change and you will always be informed and consulted beforehand.

Exclusion of the right of withdrawal

For services which require a reservation (such as transport, catering and leisure) there is no cooling off period. The right of withdrawal does not apply. This means you cannot use the right to return our products free of charge within 14 days. After you make a booking through HolidayParkSpecials.co.uk, you cannot invoke the right of withdrawal.

Complaints

Complaints can be made up to two weeks after departure by e-mail or by using the complaint form. You can also send complaints regarding our services to these addresses. You will receive an acknowledgement or respond within two working days of receipt. We strive to have dealt with your complaint within 14 days. If you are not satisfied with our handling of your complaint, please contact [complaints\(at\)holidayparkspecials.co.uk](mailto:complaints(at)holidayparkspecials.co.uk),

Modification of these terms

HolidayParkSpecials.co.uk reserves the right to change the terms and conditions of this website.

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