



## **The Palms Campsite – Rules and Regulations policy Terms and conditions Privacy policy**

### **Rules and Regulations**

The person completing the booking is responsible for the conduct of their party, It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. The Palms Campsite reserves the right to ban individuals from future use of the campsite.

Campers must report to the campsite reception on arrival. No friends or visitors are permitted onsite unless you have prior permission from the campsite owners. Campers must not be away from site for longer than 24 hours without informing the campsite owners.

Any camper breaking any of the campsite rules will be asked to leave immediately.

### **Campsite Facilities**

The campsite facilities, with the exception of the Cafe/bar, are for campers use only. The onsite Sundowners Bar is strictly for campers use only. This facility is not open to the public.

### **Swimming Pool and surrounding patio area**

The swimming pool and surrounding patio area, is strictly for campers use only. No visitors or friends are permitted to use the swimming pool or area. **No children under the age of 16 are permitted to use the pool or surrounding area without parental or guardian supervision. No single/lone swimmers are permitted at any time. For safety reasons someone else must be present to raise the alarm in case of emergency. (It is a deep pool at one end). There are No exceptions to this rule – Thank you.**

In line with the ethos of our campsite, we politely request there is NO shouting, screaming or running in the pool and surrounding areas. Failure to adhere to these rules will result in the party being asked to leave immediately. No refund will be given. Safety first!

### **Noise curfew**

The Palms Campsite is a quiet and peaceful site and we want everyone to enjoy themselves onsite. We therefore operate a noise curfew from **10.30pm until 7.30am**

Please respect other campers by keeping daytime music and noise to a reasonable level at all times.

### **Groups**

We are sorry that we cannot accept any groups (being 6 or more), unsupervised young people (under 21's), No Stag and hen parties.

**Children**

Children have to be 5 years or older (No under 5's please as we do not have the bathing/washing facilities). Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. Please keep children amused on your pitch or off site.

**Cycling / Ball games / Frisbee**

As we are a small site, we do not permit cycling around the site and No ball games or Frisbees on site.

**Pathways**

Please use the designated roads/pathways on site. Do not walk through other pitches when occupied by guests.

**Dogs**

Well behaved dogs are welcome on site and also in our cafe and al fresco area (up to medium sized dogs only inside). Dogs must be kept on a lead at all times and walked away from the site. Any dog mess must be picked up immediately and deposited in the bins provided. Anyone failing to do this will be asked to leave immediately. No refund will be given.

**Arrival Time (Check-in)**

Arrival time is 13:00 and before 18:00 (Unless you ferry / flight arrives later -please advise the office in advance)

**Departure time (Check-out)**

Departure time is 12:00 - Each pitch must be left clean and tidy on departure. If you are departing on an evening ferry please make arrangements to stay longer on site with the management. (This may not always be possible depending on bookings).

Thank you for taking the time to read this document and adhering to the rules.

**Terms and Conditions**

Our full terms and conditions for using The Palms Campsite website and making a booking are detailed below – please read them.

**If you are making a booking, please take particular note of the following summary:**

1. Deposits paid to confirm bookings are **non-refundable**. The exact amount of your non-refundable deposit will be advised before you book.

2. All other cancellation and refund policies are set by the campsite – please check the cancellation and refunds policy before you book.

3. Your booking is made directly with the campsite. Please contact the campsite directly on [info@thepalms.je](mailto:info@thepalms.je) to amend or cancel your booking

4. You need to be 21 or over to make a booking.

5. Please check your dates, party details and all other details, especially the size of your pitch to ensure you can fit larger Motorhomes or Tents including guide ropes onto the pitch. During certain times it may not be possible to offer you a different pitch – your booking is your responsibility! Cars must also be parked on your pitch so please ensure you have a big enough pitch. Check with the office at the time of booking if unsure.

6. If you do not receive a confirmation email within 48 hours of your booking, please contact [info@thepalms.je](mailto:info@thepalms.je)

## **Introduction**

The Palms Campsite is a trading name of West Palms Ltd, registered with the Jersey Financial Services Commission, Companies Registry, company number 130467.

By using and/or visiting the Website you agree to these Terms and Conditions and the Privacy Policy (the "Terms"), and you expressly consent and agree to be bound by the terms and conditions and all applicable laws and regulations that govern the Website and your booking. If you disagree with any part of these terms and conditions, you must not use the Website.

The Palms Campsite may modify the content of the Website and /or Terms at any time, and such modification shall be effective immediately upon posting of the modified content and /or Terms on the Website and your continued use of or access to this Website will be deemed to indicate your acceptance of the modified content and /or Terms.

As a condition of using the Website, you warrant that all information you supply is true, accurate, current and complete and you are 21 years of age or older in order to make a booking enquiry.

## **Insurance**

You are advised to take out adequate travel insurance before your holiday. It is your responsibility to check that you have adequate insurance cover. The insurance should cover, among other things, the cost of cancellation by you, personal losses, all medical costs and the costs of assistance including return to the UK in the event of an accident or illness.

## **We'd like to stay in touch**

We value your custom and we would like to use the lead name on your booking and the email address used to make the booking enquiry to contact you from time to time with information about special offers, loyalty discounts, new services and forthcoming events or competitions. Receiving this information will allow you access to priority booking prices and to receive special offers for services similar to those you have previously enjoyed.

When we collect your name, postal and email address as part of our 'sign up for newsletters' process, we will ask you for your permission to make use of those details for the purposes of staying in touch.

Generally speaking, we will not use your information to contact you for marketing purposes unless you have given us your specific consent to do so, but there may be limited occasions where we contact you even though you have not given that consent. That may be because you have contacted us in the past to make an enquiry or enter a competition and we need to use your personal information to contact you for our legitimate interest as a commercial organisation.

In such cases, after full consideration of all relevant facts, we have concluded that using your data for the purposes of communicating with you without specific consent is a legitimate purpose, our communication with you is necessary for that purpose and that your individual interests do not override our legitimate interest in using this information. However, if at any time you would like us to stop communicating with you, you can follow the link clearly displayed on the email to unsubscribe from our emails.

Where you have given us specific permission to contact you for these purposes, you can change your mind and ask us not to stay in touch at any time by contacting us or by clicking the 'unsubscribe' button on any marketing e-mail we send.

## **Security and Retention of Information**

We will take all necessary steps to make sure that the information we hold about you is kept secure at all times against unauthorised or unlawful loss or disclosure. We will retain it only for as long as it is needed for its original purpose or to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Any information no longer required will be deleted or disposed of confidentially and completely.

## **Will my information be disclosed to third parties?**

We will never share information about you with third parties for their own marketing purposes without your express consent, although when you book with us, you will have the opportunity to consent to receiving communications directly from the owner of the campsite or other services that you are booking via us.

[Privacy Policy](#)

## **Privacy Policy**

**We are West Palms Ltd trading as The Palms Campsite. You can contact us at [info@thepalms.je](mailto:info@thepalms.je) We are the controller of the information that we obtain from and about you. We understand and respect the importance of your privacy and we are committed to the fair and transparent processing and safeguarding of your personal information.**

**In providing our services to you, we must collect personal information from you and make subsequent use of it as detailed below.**

### **HOW WILL WE COLLECT INFORMATION?**

We will only collect personal information from you by specifically asking for it:

- When you make a booking with us over the telephone or via our future internet booking facilities.
- When you write, telephone or email us to make an enquiry.
- When you register with us to receive newsletters or email updates; and when you enter competitions run by us or take part in surveys or customer feedback.

#### WHAT INFORMATION WILL WE COLLECT?

We may collect all or some of the following information relating to you or other parties on your booking:

- names and contact details (including your telephone number, email and postal address);
- special requirements such as those relating to any disability or medical condition which may affect your chosen booking.

#### HOW WILL WE USE THE INFORMATION YOU GIVE US?

When we make your booking, we must use your information in the following ways:

- We will use the names and contact details of all people on your booking to pass on to the providers of the services making up your booking such as campsite owners or other accommodation providers. They need this information in order to arrange and secure your booking and will store, process and share your data in line with their own terms and privacy policy, to which you must agree before confirming your booking.
- We will use the email address you give us to send you booking confirmation documentation and to contact you after you have used the service you have booked with us to ask you to give feedback about it.
- If you notify us of any special requirements you have (such as those relating to any disability or medical condition), where appropriate and with your specific consent, we will pass this information on to the supplier of your accommodation so that they can plan your requirements effectively.

If you fail to provide us with this information, we may not be able to plan or confirm your booking.

## WILL MY INFORMATION BE DISCLOSED TO THIRD PARTIES?

We will never share information about you with third parties for their own marketing purposes without your express consent, although when you book with us, you will have the opportunity to consent to receiving communications directly from the owner of the campsite or other services that you are booking via us.

Campsite Management



## **Cancellation and Refund Policy**

A non-refundable deposit is taken at the time of booking. Bookings with a total price of up to and including £200.00 will be paid in full with no deposit taken to secure the booking. For bookings over £200.00 a deposit of £150.00 will be taken to secure the booking and the balance is payable 6 weeks before your arrival date. If you are booking within 6 weeks of arrival, the full amount is payable at the time of booking. All monies paid are non-refundable.

Please refer to the 'Insurance' section of our Terms & Conditions' to ensure you are adequately covered in the event of any cancellation by yourselves. If you cancel your reservation your deposit will not be refunded.

We reserve to right turn-away anyone who has not booked prior to arrival.

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