



Terms and Conditions Policy

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:

To make a booking:

Bookings can commence on any day of the week. Arrival on pitch from 1pm, depart by Midday.

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.

Booking deposits are non-refundable and non-transferable in the event that you cancel the booking or do not turn up. Please ensure you have adequate travel insurance in place to cover any losses.

The final balance is due 6 weeks prior to your arrival. You will be sent a reminder via email when the balance is due. Payments not received 6 weeks prior to arrival may result in your reservation being cancelled.

Please read our policies carefully before deciding to book with us. These documents can be found on our website.

2. Your booking is made directly with the campsite. Please contact the campsite directly on

info@thepalms.je to amend or cancel your booking or call us on +44 (0)1534 481700

3. You need to be 21 or over to make a booking. We do not accept group bookings or under 21's on their own.

4. 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.

6. If you do not receive a confirmation email within 48 hours of your booking, please contact info@thepalms.je or call us on +44 (0)1534 481700

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.

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 that you are 21 years of age or older in order to make a booking enquiry.

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.

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.

Thank you

Campsite Management

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