

Peace of mind protection

| Half & Full Board For Mundesley, Seacroft & South Downs Per Person | | |
|--|---------------------|---|
| HOLIDAY | INITIAL PAYMENT | |
| VILLAGE | Per person per week | Cancellation Protection per person non refundable |
| Mundesley | £30 | £10 |
| Seacroft | £30 | £10 |
| South Downs | £30 | £10 |

The charge for your Cancellation Protection is included in your initial payment. This must be paid unless you have obtained alternative cover which matches (or exceeds) that which we provide on your behalf. Proof of alternative arrangements must be provided in writing, including full details of the cover or a copy of the policy.

Your Holiday Cancellation Protection

Unlike traditional travel policies, Richardson's Cancellation Protection Guarantee is totally free of any small print exclusions relating to existing medical conditions – the protection, cover and few exclusions are stated below. As you'll see from our conditions of hire when you book as the person making the booking, you are responsible for the full hire terms even if you can't take your holiday as planned. This is only fair to the owner who, on your instructions, has reserved the accommodation exclusively for you. For the small cost involved you are strongly recommended not to opt out of protecting yourself in this way.

Our unique holiday protection gives you a complete cancellation guarantee, providing you with peace of mind from the moment your holiday is booked.

Your Cancellation Protection guarantees you the return of your deposit less a small administration charge (£20) as well as relieving you of all responsibility for payment of the balance, otherwise due if you are forced to cancel for any one of the qualifying reasons below. In addition it includes a refund of the cost of any part of your holiday if curtailed for the same reasons.

Our Cancellation Protection Guarantee will provide the following benefits if it is necessary and unavoidable for you to cancel or curtail your holiday because any of the Qualifying Reasons have occurred since your booking was accepted:

1. If you cancel before the balance -of-hire is due and payable, we will:
 - Relieve you of the responsibility for payment of your balance-of-hire.
 - Refund your Initial Payment less the cancellation plan charge and £20 administration charge.
2. If you cancel after the balance-of-hire is due or has been paid, we will:
 - Refund your balance-of-hire (or relieve you of the responsibility for payment of your balance-of-hire if it has not been paid).
 - Refund your Initial Payment less the cancellation plan charge and £20 administration charge.
3. If you curtail your holiday and return home, we will give you a proportionate refund of the balance-of-hire paid.

In the case of multiple or party bookings where more than one accommodation unit is booked at the same time, protection is assessed on each unit individually. Your protection starts as soon as your booking has been accepted and thereafter no refund can be allowed.

Qualifying Reasons: Death, accidental bodily injury, illness or admission to hospital (including events caused by pregnancy or childbirth)

- of you or any member of your party.
- of any close relative, fiancé(e) or close business associate of you or any member of your party.
- Compulsory quarantine of you or any member of your party or your travel being prevented by Government restriction following an epidemic.
- Redundancy qualifying for payment under the terms of the Employment Protection (Consolidation) Act 1978 of you or any member of your party.
- Unforeseen occupational posting in your present employment or withdrawal of annual leave because of an unforeseen business emergency of you or any member of your party.
- Hi-jack of you or any member of your party.
- You or any member of your party being required for jury or witness service in a court of law.
- Police advising you not to travel due to adverse weather conditions.
- Police requiring you or any member of your party to attend following theft at your home or place of business.
- Damage rendering your home, or that of any member of your party, uninhabitable.

Exclusions

- The first £20.
- Disinclination to travel.
- Claims as a result of any accident to or illness of your family pets.
- Any consequences of war and radioactive contamination and similar risks.
- Changes in your financial circumstances or unemployment, other than redundancy as described above.

How to claim

- Notify us in writing immediately the circumstances arise and supply documentary evidence including medical certificates where appropriate, to support your claim. (This must cover the dates of your holiday)

Please Note: This is not an Insurance Contract. This is Richardson's own Cancellation Protection Agreement contract with you.

Horning Pleasurecraft Ltd and Seacroft Hemsby Ltd are Appointed Representatives of Insurance Risk and Claims Management Ltd. FSA FRN 304632.

Personal Insurance details are available on request.

From Insurance Risk and Claims Management on 01902 796793.

Your Booking Conditions

FAIR TRADING TERMS

Please read this carefully. When you book your holiday with us you are entering into a contract which binds you and us in various ways. You'll see we have clearly set out the booking conditions with a list of responsibilities and commitments we and you have towards each other. In making a booking you warrant that you are 18 years of age and have the authority to accept and do accept on behalf of your party the terms and conditions below.

1. TERMS

All terms are per week or per short break for the accommodation as equipped and described. The usual time of take-over is 3pm (subject to unavoidable delays). You must leave your Accommodation by the time stated on your hire invoice (usually 9.30am). 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. Prices include VAT at the rates applicable at the time of printing and are subject to change if the rate or application of VAT changes. In the event of a change in the rate of VAT during the course of the year your holiday will be invoiced at the new amount of VAT, unless you have already taken your holiday or paid the balance in full, prior to the date of change. Our Hire Invoice and Booking Acceptance is not a VAT invoice. We reserve the right to correct errors in advertised prices. We will advise you of any error at the time of booking.

We also reserve the right to correct errors in confirmed prices. In this case we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within fourteen days of our advising you of the error. We promise we will not seek to correct any error in a confirmed price within eight weeks of the start of your holiday or more than seven days after you make your booking.

2. BOOKING CONFIRMATION

The submission of the completed booking form (or telephone agreement) shall constitute an offer by the Client and a Contract shall come into existence if and when we issue a hire invoice and booking confirmation. The contract shall be deemed to have been made at our located booking offices and be subject to English Law and the exclusive jurisdiction of the English Courts. In all cases these Conditions of Hire form the basis of your contract with us.

Changes by You: Once a booking has been confirmed to us, should you require us to amend it or re-invoice you for any reason then a fee of £20 will be charged. Up to 8 weeks before the holiday start date you may change your accommodation to another one at the same Village or Park within the same calendar year, subject to availability and the payment of the above fee. You may transfer your booking to someone else / another party (introduced by you) at any time providing you notify us in writing and pay the admin fee of £20 and then any outstanding balance. There are strictly no holiday date changes or downgrades within 8 weeks of your holiday start date. You must check your hire invoice and booking acceptance as well as other documents we send you carefully as soon as you receive them. If any information appearing on any documents appears to be inaccurate in any way you must let us know straight away. We regret we cannot accept any liability to make changes if we are not notified of any inaccuracy in any documents within 10 days of our sending it out.

3. 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 advertised in this brochure.

4. BOOKING MONIES

When you book you must pay the applicable Initial Payment shown in this brochure. This Initial Payment includes your premium for Cancellation Protection together with your Booking Deposit as part payment towards the cost of your holiday. For bookings from overseas we require 50 per cent of the hire charge as Initial Payment. Your Balance-of-Hire-Money is due and payable by the date printed on your Hire Invoice (8-weeks before your holiday start date). For bookings made within 8-weeks 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, or by any other method not normally accepted by us or if we have to represent a cheque or process late payments. Where you choose to pay by credit card we will make a charge of 1.5% in respect of each payment by credit card. There is no charge for debit cards.

5. CANCELLATION BY YOU

Telephone us immediately if you have to cancel your holiday. Then on the same day send us by first class mail your hire invoice or take this action through your travel agent. Your cancellation is effective from the date we receive your written notification. Your cancellation will be acknowledged by us in writing. If you cancel up to 8 weeks before your holiday start date you will lose any monies paid. If you cancel within 8 weeks of your holiday start date you will lose any monies paid and are liable for the full balance of your holiday.

6. CANCELLATION BY US

We can cancel your holiday and any other holiday we operate. On rare occasions we may need to cancel your holiday if there has been insufficient demand for your particular holiday. If we have to cancel a holiday for any particular reason we will tell you as soon as reasonably possible. In these circumstances, we will, if we are able to do so, offer you an alternative holiday of equivalent or closely similar standard and price at

no extra cost, or a less expensive holiday, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose another holiday from us, and pay, or receive a full refund of any price difference. Or, if you prefer, you can receive a full refund of any money you have paid to us, except for any amendment charges.

7. MINORS

We cannot accept bookings from anyone under 18-years of age.

8. AVAILABILITY

Your booking is accepted on the understanding that your confirmed accommodation will be available for your use on the agreed date. Very occasionally, "force majeure" does not make this possible. Where "force majeure" (as defined in clause 10) arises, we have the right to cancel your booking. In this event, we will endeavour to offer you an alternative accommodation, if available. If we cannot do so or if you do not wish to accept the alternative we offer, we will refund all monies you have paid to us in full. Where any cancellation or change results from "force majeure" as defined in clause 10, our liabilities are limited to offering you an alternative accommodation (where available) or full refund as set out above. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change. We the owner reserve the right to alter or withdraw amenities or facilities or the whole or any part of any programme of activities which have either been advertised or previously available without prior notice. Opening times may be limited outside the main holiday season.

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 park with such a group without notifying us of the required details, we the owner have the right to refuse to hand over the accommodation to you. You may be asked to pay a Security Deposit at time of takeover.

9. UNREASONABLE BEHAVIOUR

We the owner have the right to refuse to hand over accommodation to any person(s) who, in our opinion, is not suitable to take charge of it. In such cases, all hire charges paid will be refunded in full and the Contract shall be discharged. If in our opinion any person(s) is not suitable to continue the holiday because of unreasonable behavior, damage to property or annoyance to other holiday makers or Team members, the Contract may be discharged. In this event the hirer shall remain liable to pay the hire price and no refund shall be due.

10. SPECIAL REQUIREMENTS

To ensure the accommodation and location booked is suitable for visitors with a disability, it is essential that all booking applications from parties including people with special needs, include written details of those needs. We also need confirmation as to whether or not the disabled visitor will be accompanied on their holiday by an individual able to attend to their mobility requirements.

11. FORCE MAJEURE

We regret we cannot accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we the owner could not, even with all due care, foresee or avoid.

Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event. Such circumstances also include riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

12. YOUR VEHICLES

Your vehicles and their accessories and contents are left entirely at your risk. We the owner 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 negligence of ourselves or our employees or agents.

13. LIABILITY

You are responsible for any loss or damage caused to your accommodation or Holiday Village equipment. We the Owner have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise.

Neither Richardson's, as agents, nor the Owners and Operators 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 the Operator(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.

14. COMMENTS OR CONCERNS

You must notify any shortcomings with your accommodation to the Village representative immediately so that remedial action, if appropriate, can be taken. We the owner cannot accept any liability in relation to any shortcomings or claim of whatever nature if you fail to notify the Village's representative(s) of any complaint or claim during your holiday and write to us within 28 days of the end of your holiday.

15. INCLUSIVE TRANSPORT

When you make a booking, which is inclusive of transport, we act as agent for the relevant transport provider which will be disclosed on your documentation. We reserve the right to substitute the transport provider if necessary. When we have confirmed your booking, a contract exists under which we accept responsibility for the provision of all the services described in our invoice.

16. HOLIDAY VILLAGE CLUBS (WHERE APPLICABLE)

Temporary membership is essential to enable guests to use the licensed facilities. If any guest is under 18 years of age, he or she will not be permitted to purchase alcoholic beverages. Completion of the reservation form constitutes the application for membership. All guests undertake to conform to the Club rules. The full enjoyment of the recreational facilities - swimming pool, ballroom, tennis and sports facilities - is made available by membership of the relevant Holiday Village.

17. PETS

Dogs, cats or other pets cannot be accepted. (With the exception of Guide Dogs) at Mundesley, South Downs or Seacroft.

In the interest of visitors' safety, and following government legislation, we are sorry we are unable to accept the following types of dog: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Dogo Argentino even where these types of dogs are muzzled as required by government legislation.

18. ASSISTANCE DOGS

Registered assistance dogs will be accepted free of charge at all locations in this brochure, subject to availability of suitable accommodation.

19. PERSONAL HOLIDAY INSURANCE

You are strongly recommended to take out Personal Holiday Insurance for your holiday. Personal Insurance details are available on request.

20. DATA PROTECTION POLICY

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we and your travel agents need to use the information you provide such as name, address, any special needs etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your accommodation and travel arrangements. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.

We will not however, pass any information onto any person not responsible for part of your accommodation and travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant person).

Your data controller is: The Richardson's Group.

You are entitled to a copy of your information held by us. If you would like to see this please contact us. We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, please write to us.

21. OUR RIGHT TO DECLINE A BOOKING

For the protection and enjoyment of all guests we reserve the right to ask for information about any members of a party including gender, age and address. If we believe a holiday is unsuitable for any group we will decline the booking at our sole discretion.

22. BROCHURE AND WEBSITE ACCURACY

We have taken care to ensure accuracy at the time of publication of our brochure and continuously with our website. However, information and prices may have changed by the time you book. There may be small differences between the actual accommodation and facilities as we are always looking for ways to make improvements. We will endeavor to notify you of any material change or inaccuracy of which we are aware as soon as reasonably practical.

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