

POLICY PACK

Contained herein this policy pack are corporate and other policies in place as at the "**Effective Date**" set out below for Coast & Country Parks Limited and all relevant affiliates thereof (collectively, the "**Company**", "**us**" or "**we**"). These policies include:

- ◆ Booking Policy;
- ◆ Holiday Protection Cover;
- ◆ Park Rules;
- ◆ Hot Tub Policy;
- ◆ Dog Policy;
- ◆ COVID-19 Policy;
- ◆ Access Statement; and
- ◆ Privacy Policy.

Effective Date: 18 February 2022

BOOKING POLICY

The Company has pitches for tents, trailer tents, motorhomes, campervans and touring caravans to be brought onto our parks, as well as standing glamping pods and bell tents, static caravans, lodges and cottages available for holiday let. Guests' enjoyment and safety on these parks is paramount, and therefore we request you read the following terms and policies before making any holiday booking, as any such booking made with the Company shall be subject to these terms and obligations set out herein this policy pack.

Importantly, before booking, we ask that all guests read, understand and acknowledge our current COVID-19 policy, available to review below.

Summary Terms of Agreement

1. A booking is a contract between yourself and the Company. All bookings are accepted on the proviso that you agree to these terms.
2. You, on behalf of yourself and your accompanying holiday party, acknowledge and accept the policies set out herein this policy pack, and agree to abide by any rules and/or obligations promulgated thereunder. It is your responsibility to ensure that all members of your holiday party accept these terms.
3. We reserve the right to: (i) refuse any booking, and (ii) subject to all applicable law, not accept all-male and/or all-female groups over a total of 3 persons, onto any of our parks.
4. The person who makes a booking (the "**Booker**") is responsible for it and warrants that: (i) the Booker is over 18 years of age, and (ii) the relevant holiday party will not exceed the person

numbers and, where applicable, the pitch size requirements stated at the time of the booking by the Booker, and as shall be confirmed by the Company on the corresponding booking confirmation sent to the Booker.

5. Bookings can be made via our online booking system on our website or by contacting us using the contact details contained therein.
6. Bookings may be rejected by the Company if stated by the Booker to be expressly and wholly reliant on the uninterrupted provision of a wireless internet connection (Wi-Fi), as this is not something the Company can reasonably guarantee.
7. If staying in a park-hired accommodation unit (e.g., a standing glamping pod, bell tent, static caravan, lodge or cottage), a Dog Agreement must be completed and returned to park staff prior to or upon your Start Date.
8. The contract between you and the Company, incorporating these terms, becomes binding as soon as we receive your initial booking payment. This payment, which is treated as a part payment of your holiday, is neither transferable nor refundable.
9. Where contrary to these Summary Terms of Agreement (only), terms concerning any Holiday Protection Cover (see below) shall prevail. If you have purchased Holiday Protection Cover at the time of booking, you shall be covered depending on when you cancel or amend your booking, and, in respect of the former, the reason for such cancellation.
10. These terms do not impact in any way the terms of any third-party holiday cover or insurance you may have purchased.
11. The required deposit, payable at the time of booking, is 20% of the total price of your holiday with the Company (the "**Deposit**"). The balance payable in respect of your holiday (i.e., the total price less the Deposit) must be paid at least 28 days before your holiday start date (the "**Start Date**"). If this balance is not paid in compliance with the foregoing, we are entitled to cancel your holiday and retain the Deposit.
12. We reserve the right to ask our park guests who contravene these terms or, who in any other way are behaving in a manner reasonably likely to cause distress and/or nuisance to other park guests, to leave our parks immediately. In these circumstances, your holiday shall cease and we shall not be liable for any costs incurred by you.
13. Notwithstanding anything herein this policy pack or elsewhere, the Company, its employees, agents and/or sub-contractors (collectively, the "**Representatives**"), in whatever circumstances:
 - 13.1. shall not be liable for any loss or damage, or any theft from, any caravan or other accommodation located within our parks, unless the same be caused or contributed to by any gross negligence or material default on the part of the Representatives;
 - 13.2. do not accept any responsibility whatsoever for third parties' personal effects, whether brought onto such parks or otherwise; and

- 13.3. shall not incur any liability whatsoever in the event of any part of the parks or any facilities thereof being unavailable because of unforeseen circumstances beyond the Representatives' control.
14. On a reasonable endeavours basis and subject to availability, where multiple touring caravan, motorhome or camping pitches or other holiday accommodation units are booked by the same Booker, we will endeavour to secure such pitches or units adjacent to each other (at a minimum, at least two such pitches or units adjacent).

Cancellation by You

In respect of cancellations and alterations by you, please see a summary table set out below, subject to the formal terms described under such table.

	<i>Purchased: Holiday Protection Cover</i>		<i>Not Purchased: Holiday Protection Cover</i>	
	CANCELLATION	AMENDMENT	CANCELLATION	AMENDMENT
<i>>28 days before Start Date</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	Full refund (less £25 cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>14-28 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	50% refund (no cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>7-14 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	30% refund (no cancellation fee).	£25 change fee. Subject to availability. If fully booked, treated as cancellation.
<i>2-7 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	20% refund (no cancellation fee).	Not valid. Treated as cancellation.
<i>0-2 days before</i>	Full refund (less premium).	No change fee. Refund applicable for lesser value holiday.	10% refund (no cancellation fee).	Not valid. Treated as cancellation.
<i>On or after Start Date</i>	No refund.	Not valid.	No refund.	Not valid.

15. Subject to the remaining terms, in the event of a cancellation a refund may be given in line with our sliding scale below.

16. Should you need to cancel your booking for any reason, or cut your holiday short following the Start Date, you should call or email the relevant park using the details set out on our website, and we will advise you of the following procedure.
17. Any cancellation by you will not take effect until we have received written confirmation of your intent to cancel (a "**Cancellation Notice**").
 - 17.1. If Holiday Protection Cover has been purchased upon booking, we will offer a full refund of both your Deposit and any remaining balance paid less the Holiday Protection Cover premium; *provided* we receive your Cancellation Notice prior to the Start Date.
 - 17.2. If no Holiday Protection Cover has been purchased upon booking, we will offer a refund following a Cancellation Notice according to the following, dependent on when we receive the Cancellation Notice:
 - (a) 28 days or more before the Start Date: full refund of both the Deposit and any remaining balance paid less a £25 administration charge;
 - (b) between 28 days and 14 days before the Start Date: a partial 50% refund of both the Deposit and any remaining balance paid (no administration charge);
 - (c) between 14 days and 7 days before the Start Date: a partial 30% refund of both the Deposit and any remaining balance paid (no administration charge);
 - (d) between 7 days and 2 days before the Start Date: a partial 20% refund of both the Deposit and any remaining balance paid (no administration charge); and
 - (e) anytime during the 2 days before the Start Date: a partial 10% refund of both the Deposit and any remaining balance paid (no administration charge).
 - 17.3. Notwithstanding the foregoing, irrespective of whether Holiday Protection Cover has been purchased upon booking, we will not offer any refund of either the Deposit nor any remaining balance paid if we receive a Cancellation Notice anytime on or after the Start Date.

Alteration by You

18. Subject to the remaining terms, once we have received your Deposit you may not transfer your booking to anyone else or amend it in any way without the Company's prior express agreement.
19. Subject to the foregoing, if, after your booking has been confirmed by the Company, you wish to amend it for any reason, the alteration may proceed in line with our sliding scale below.
20. Any amendment by you will not take effect until we have received written confirmation of your intent to amend your booking (an "**Amendment Request**").
 - 20.1. If Holiday Protection Cover has been purchased upon booking, there will be no fee to amend your booking. If an alternative Start Date for your holiday is chosen and of lesser value than your original booking, the remaining balance will be refunded less the Holiday

Protection Cover premium; *provided* we receive your Amendment Request prior to the Start Date.

20.2. If no Holiday Protection Cover has been purchased upon booking, we will seek to process and honour your Amendment Request according to the following, dependent on when we receive the Amendment Request:

- (a) 7 days or more before the Start Date: we may charge a £25 administration fee to process your Amendment Request, subject to availability; *provided* that, if we are unable to honour the Amendment Request (e.g., we have no availability for your requested new Start Date), your Amendment Request may be treated by the Company as a Cancellation Notice subject to the related aforementioned terms; and
- (b) anytime during the 7 days before the Start Date: regrettably the Company is unable to honour Amendment Requests and any received shall be treated by the Company as Cancellation Notices subject to the related aforementioned terms.

20.3. Notwithstanding the foregoing, irrespective of whether Holiday Protection Cover has been purchased upon booking, regrettably we are unable to honour Amendment Requests received anytime on or after the Start Date.

Cancellation or Alteration by Us

- 21. If we are unable to provide your booked holiday and have had to cancel prior to the Start Date, you are entitled to a full refund of all monies you have paid to the Company; *provided* that, in circumstances beyond our control, or in the event of a serious breakdown of services, other emergencies or withdrawal of your pitch from service, we reserve the right to offer you the opportunity to change your Start Date, offer an alternative pitch if available, or cancel and receive a full refund.
- 22. When deemed necessary in the Company's reasonable opinion, the Company reserves the right to change the pitch or otherwise accommodation allocated for your booking; *provided* we shall not be permitted to change the type of accommodation booked by you without your permission.
- 23. Pursuant to the foregoing term, the Company shall utilise reasonable endeavours to allocate guests the accommodation unit or pitch (as applicable) of their choice; *provided* you acknowledge and accept that your booking is not conditional on the allocation of a particular accommodation unit or pitch (as applicable).

Updated Terms in respect of COVID-19

Postponement and cancellation

- 24. Supplemental to any other rights either of us may have in these Summary Terms of Agreement, this clause 24 and those following explain when you, or we, may cancel or agree to postpone your holiday due to government restrictions in respect of COVID-19. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

25. We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.
26. Either of us has the right to cancel your holiday, or cancel any full unused days if the law prevents you from visiting or staying with us. In such circumstances:
 - 26.1. if you or we decide to cancel prior to your Start Date, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("**Direct Costs**"); or
 - 26.2. if we decide to cancel subsequent to your Start Date, then we will refund in full any full days unused, again less any Direct Costs,and we will not charge an administration or cancellation fee.

Changes to our facilities and services

27. We may make reasonable changes to the facilities and services at our parks following your booking; *provided* these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health & safety risk.
28. If we make changes to the facilities and services at our parks which materially reduce their quality, we will give you the choice between confirming your booking, agreeing a new Start Date with us or cancelling. In such circumstances if you decide to cancel:
 - 28.1. prior to your Start Date, then we will refund your booking in full; or
 - 28.2. subsequent to your Start Date, then we will refund in full any full days unused,and we will not charge an administration or cancellation fee, and we will not deduct any Direct Costs.

NHS Test & Trace

29. If the Booker completes a booking on behalf of another person and/or holiday party, the details of such other person (or lead person within any holiday party) must provide to our staff upon arrival at our parks their contact details (including full name, contact number, email and home address), for us to pass onto NHS Test & Trace staff upon their request notwithstanding our Privacy Policy set out below.

Incorporation of BH&HPA Model Booking Terms

30. The Model Holidaymaker Booking Terms and Conditions for Holiday Let and Touring Customers ("**Model Booking Terms**") dated 8 February 2022 produced by the British Holiday & Home Parks Association ("**BH&HPA**") are hereby incorporated into these terms; *provided* that, in the event of

contradiction between the terms contained herein this policy pack and the Model Booking Terms, the former shall prevail.

[The remainder of this page is intentionally left blank.]

HOLIDAY PROTECTION COVER

For that extra piece of mind, please review the terms of our Holiday Protection Cover ("**HPC**") below.

If you are booking to stay in Company-provided accommodation (e.g., a glamping pod, bell tent, static caravan, lodge or cottage), our HPC protects your cancellation in the event of any member of your holiday party being unable to travel due to:

- ◆ illness or injury, including COVID-19;
- ◆ pre-existing medical condition;
- ◆ pregnancy complication;
- ◆ death, including of an immediate family member;
- ◆ jury service;
- ◆ court summons;
- ◆ armed forces or emergency services recall;
- ◆ changes to school examination dates; or
- ◆ redundancy.

Our HPC applies to the whole of your holiday party up to the Start Date (as defined above). We guarantee to return the full amount of the Deposit (as defined above) and any remaining balance paid to the Company (less the cost of the HPC premium), under these terms. Please give as much notice as possible of any cancellation. In order to obtain cover, in the event of cancellation you will need to provide the appropriate authoritative documentation to substantiate and verify your claim for HPC, e.g., a doctor's fit note in the event of sickness, accident or injury (if relevant), a death certificate, a Redundancy Notice pursuant to the Payment Act 1965, etc. Claims outside the specified reasons of cancellation listed above may not be paid by the Company.

Please note, notwithstanding the foregoing, the Company's HPC premium, payable upon booking (if applicable), is non-refundable in any event.

If you are booking online, HPC will be automatically added, but you can choose to remove it during the booking process. If you are booking by telephone or email, our offer of HPC will be read to you and applied to your booking unless requested to be removed.

Important HPC Notice for Tent, Trailer Tent, Motorhome, Campervan and Touring Caravan Bookings

HPC is not applicable to tent, trailer tent, motorhome, campervan and touring caravan bookings and any HPC premium will not be added to such bookings. In such circumstances, if you are unable to visit us on your planned Start Date, we will do our utmost to honour any Amendment Request (as defined above) and move your booking to another Start Date in the same or following holiday season, subject to availability; provided any such Amendment Request is received by the Company 7 days or more before the original booked Start Date.

If you have purchased HPC and wish to cancel your holiday because of COVID-19 related illness or injury; in order to qualify for HPC you will need to provide proof in the form of an email or text message

NHS COVID-19 Notification, received when you register the result of a lateral flow test (LFT) or polymerase chain reaction (PCR) test online, indicating you have tested positive for COVID-19 recently prior to your Start Date.

[The remainder of this page is intentionally left blank.]

PARK RULES FOR HOLIDAY GUESTS & VISITORS

Please see below some brief park rules, applicable to all our parks, in place to ensure the enjoyment and safety of all our guests. As mentioned above, adherence to these rules is a condition of any holiday booking. Anyone found breaching any of the rules set out below, along with any members of their holiday party, may be asked to leave the relevant park, and such breach may be deemed by the Company to be the service of a Cancellation Notice (as defined above) in respect of such person's holiday party, with such Cancellation Notice treated according to the terms set out above.

If you encounter any problems during your stay on our parks, please contact a member of park staff and, if appropriate, please ask to be directed to the park manager so that remedial action, where possible, can be taken. Regrettably, if you do not register your problems or complaint during your stay, it may not be possible for us to investigate after your stay, and we may be unable to offer you any recompense if appropriate.

These rules are for holiday parties and visitors to our parks, and not for our parks' private holiday home and lodge owners. Additional park rules are applicable to owners, and such additional rules are available from us separately.

Bookings

- ◆ Guests expecting to arrive at a park after 5pm must notify the Company in advance, preferably noting such late arrival on any booking enquiry.
- ◆ Under no circumstances must the number of persons in any holiday party exceed that both (i) stated at the time of booking, and (ii) the berth capacity of your booked accommodation. Children of any age count as one person.

Vehicles

- ◆ For tent, trailer tent, motorhome, campervan and touring caravan bookings, one car parking space is included with every booked pitch. One additional space (only) for use during your visit can be purchased at the point of booking. Whilst we try reasonably to ensure this additional space is adjacent to your booked pitch, regrettably this may not always be possible, and such space may often be located elsewhere on the park.
- ◆ Speed restrictions and traffic flow signs on all parks must be strictly adhered to at all times, by all vehicles including bicycles.
- ◆ The use of scooters, skateboards, hoverboards and similar are not permitted to be brought or used on any of our parks.
- ◆ Vehicles are only permitted on our parks if they are insured against third party risks and the driver holds a current valid driving licence. Like all caravan parks, our parks, in respect of public usage and related accidents, are regarded as public highways under the law. As such, it is an offence to drive under the influence of alcohol or drugs whilst on our parks. We reserve the right to invite the police onto our parks at any time where persons are suspected of driving under the influence of drugs or alcohol.
- ◆ The parking of boats and jet skis is not permitted on any of our parks without express prior permission from our staff.

- ◆ Notwithstanding anything herein this policy pack or elsewhere, all vehicles left on site are left entirely at the vehicle owners' risk.

Health & Safety

- ◆ Full health & safety policies for each park are available for inspection at such park's reception.
- ◆ To prevent risk of wild spread fires and damage to local biodiversity and nature, naked flames are not permitted on any of our parks.
- ◆ Guests may utilise barbeques; *provided* they are (i) disposable/portable barbeques, (ii) utilised on a suitable, non-combustible surface, (iii) of a reasonable and appropriate size, (iv) operated by a responsible adult, and (v) finish/be completely put out by 10pm.
- ◆ Everyone on any park must act in a courteous and considerate manner towards others, whether they be caravan owners, holiday guests, other customers or park staff, at all times. We would ask you to respect others with regard to noise anywhere on the park, and not play loud music or otherwise be of nuisance between the hours of 10pm and 8am the following day.
- ◆ When using park facilities, children must be supervised by an adult at all times.
- ◆ In the interest of safety, the flying of kites, Chinese lanterns and/or drones is not permitted on any of our parks.
- ◆ Waste must be managed respectfully and placed in the allocated and appropriate bins. If in doubt where such bins are located, please ask our park staff.
- ◆ To prevent serious injury and, in the most extreme of circumstances, loss of life, utility supplies of whatever nature, wherever located on our parks, must not be tampered with in any event.
- ◆ No persons under the age of 18 years are permitted to occupy any accommodation on our parks (whether tent, touring or static caravan, lodge, etc.) without appropriate adult supervision.

Dogs

- ◆ Please refer to our separate Dog Policy set out below.

Other General Rules

- ◆ *Check-in Time:* Guests may take occupancy of booked:
 - Company accommodation (e.g., our glamping pods and bell tents, static caravans, lodges and cottages) from 4:00pm; and
 - tent and touring caravan pitches from 2:00pm,on the relevant Start Date, subject to any temporary restrictions set out elsewhere herein this policy pack (e.g., due to COVID-19).
- ◆ *Check-out Time:* Guests must vacate:
 - Company accommodation by 10:00am; and
 - tent and touring caravan pitches by 10:30pm,on the day of departure.

- ◆ Upon check-out, all booked accommodation must be left in a reasonably clean and tidy condition, and all breakages and damage reported to park staff prior to guests leaving the relevant park.
- ◆ Any shops and other retail services and facilities available on our parks may operate reduced opening hours before the Spring Bank Holiday and from September onwards. Notwithstanding the foregoing, the Company reserves the right to alter the times of opening and the extent of opening hours of any shops and other retail services and facilities on our parks. We will endeavour not to if possible, but we reserve the right to close these shops, services and facilities if faced with circumstances reasonably outside of our control.
- ◆ Gazebo's, of whatever size, may not be erected on any of our parks.
- ◆ Where a wireless internet connection (Wi-Fi) is an advertised facility on any of our parks, please note that its provision is subject to availability and third-party network conditions outside of the Company's control. Use of this Wi-Fi is entirely subject to the terms and conditions of such service imposed by such network provider. It may not be available continuously for 24 hours in any given day and is provided for guests' pleasure and not business purposes.
- ◆ Where booked, your accommodation unit or pitch number (as applicable) shall be confirmed to you upon arrival at one of our parks. If you are unsatisfied with such unit or pitch, please inform a member of park staff. Subject to the terms of booking, we shall act to reasonably accommodate any requests to change such unit or pitch (as applicable) where possible.

Incorporation of BH&HPA Model Park Rules

31. The Model Holiday and Touring Park Rules ("**Model Park Rules**") dated 8 February 2022 produced by the BH&HPA are hereby incorporated into these park rules; provided that, in the event of contradiction between the terms contained herein this policy pack and the Model Park Rules, the former shall prevail.

[The remainder of this page is intentionally left blank.]

HOT TUB POLICY

This policy governs the use of hot tubs on any of our parks. Please see below some brief rules, applicable to all our parks, in place to ensure the enjoyment and safety of all guests. As mentioned above, adherence to these rules is a condition of any holiday booking.

Regretfully, if guests fall in breach of the rules set out below, the relevant hot tub(s) may require a drain down, clean and refill, whereupon additional charges may be made for such guests' account. If any guest frequently and routinely breaches the rules set out below, regretfully they may be banned from use of the relevant hot tub for the remainder of their stay without any refund offered.

- ◆ Please shower immediately prior to and after using any of our hot tubs. This is both for your safety and the ongoing maintenance of the hot tubs.
- ◆ Our park staff check our hot tubs daily to ensure chemical levels are monitored and safe use is maintained. Water is replaced after each guest's holiday to ensure our hot tubs are clean, maintained and sanitary.
- ◆ Hot tubs may be checked by park staff daily between the hours of 8am and 10am. We apologise in advance for any inconvenience this may cause during your stay.
- ◆ Hot tubs may not be used between the hours of 10pm and 8am the following day.
- ◆ Please keep noise to a minimum during your use of any hot tub, and adhere to related park rules regarding noise, nuisances and respect for other park guests.
- ◆ Please enter and exit our hot tubs slowly and safely.
- ◆ No jumping or diving.
- ◆ Please do not bring glassware or electrical items in or near any hot tub, for obvious safety reasons.
- ◆ Prior to or during any use of our hot tubs, please do not consume excessive alcohol or any drugs or medicine that may cause drowsiness.
- ◆ Children are only permitted to use our hot tubs under the appropriate supervision of an adult.
- ◆ For general safety reasons, pregnant women should refrain from using our hot tubs.
- ◆ Do not enter any hot tub if its water temperature is 40°C or higher.
- ◆ Please do not use soap, oils, bubble bath or anything similar when in our hot tubs.
- ◆ Always replace the hot tub's lid after any use.
- ◆ Never sit, stand or lie on the lid of our hot tubs.
- ◆ For use on how to control jets, lights and temperature, please refer to our Hot Tubs User Guide, available within your accommodation unit or otherwise at park reception.
- ◆ Decking surrounding the hot tubs may be slippery after use, so please take extra care when returning to your accommodation.

[The remainder of this page is intentionally left blank.]

DOG POLICY

All of our parks are pet friendly! Each of our parks have some form of pet friendly accommodation, and pets are also permitted if you bring your own accommodation (e.g., a tent or touring caravan).

We accept dogs on our parks at a charge of £3 each per night. Should you wish to enquire about bringing any other type of pet, please call or email the relevant park using the details set out on our website.

This policy governs the accompaniment of dogs with guests on any of our parks. Please see below some brief rules, applicable to all our parks, in place to ensure the enjoyment and safety of all guests. As mentioned above, adherence to these rules is a condition of any holiday booking.

- ◆ Dogs must be kept on a lead at all times in all areas of our parks and not allowed to wander without a lead.
- ◆ We permit a maximum of 2 dogs to accompany guests of any single accommodation unit or pitch (as applicable). For clarification, this permits guests to bring a maximum of 2 dogs to any one of our standing glamping pods and bell tents, static caravans, lodges and cottages available for holiday let.
- ◆ Under no circumstances should dogs or any other pets be left unattended in any booked accommodation unit, touring caravan or tent.
- ◆ Dogs that present a serious danger to the public as described under the Dangerous Dogs Act 1991 or any equivalent succeeding legislation are not allowed onto our parks in any circumstances.
- ◆ Dog mess must be immediately picked up and deposited into the allocated and appropriate dog bins on the park. If in doubt where such bins are located, please ask our park staff.
- ◆ In accordance with our terms, guests of any holiday party agree to be responsible for any damage caused by their dogs, leaving the park and any accommodation unit or pitch (as applicable) in a reasonably tidy and clean condition.
- ◆ If there are any complaints about your dog from park staff or guests, you may be told to remove the dog from the park. All park guests acknowledge and accept that disputes between guests shall be arbitrated by the Company and its decision in respect of any such disputes shall be final.

[The remainder of this page is intentionally left blank.]

COVID-19 POLICY

We are looking forward to welcoming you to our parks!



In October 2020, we were proud to be awarded the British Home & Holiday Park Association (BH&HPA) #ProtectTourismJobs Award in recognition of our work to protect employment directly, within the local community and the industry supply chain.



In June 2020, we were awarded the “We’re Good to Go” mark. This is the official UK mark to signal that a tourism and hospitality business has worked hard to follow government and industry COVID-19 guidelines, and has a process in place to maintain cleanliness and aid social distancing.

The health & safety of our guests and staff is our number one priority. Therefore, we must all adapt to a “new normal” with social distancing and safety measures in place. We will continually review the following guidelines in line with government advice. We ask that you take the time to read them and act responsibly while on-site and in the surrounding area. Thank you very much for your support, and we apologise for any inconvenience.

If you have any COVID-19 symptoms, you must not travel to our parks.

Social Distancing

Please adhere to social distancing guidelines: where possible, keep 2 metres away from others. We advise all guests to carry hand sanitiser and wear face coverings in any indoor areas.

No Group Gatherings

Large gatherings are not allowed anywhere on our parks. Please adhere to the latest government advice about socialising.

Queuing Systems

We have a queuing system in place around all parks’ receptions and ask that you remain outside whilst queuing. Please read any signage in order to help keep yourself and others safe.

Toilet & Shower Blocks

Where applicable, our toilets and showers will be open. However, where possible (e.g., within your touring or static caravan), we encourage you to use your on-board facilities. We have more frequent cleaning procedures in place and appropriate personal protective equipment (PPE) for our staff. Washrooms will be sanitised regularly, but please note we cannot clean facilities after every person’s use. We encourage you to wipe down touch points before and after use, such as cubicle doors, locks, toilet flushes, etc. We cannot constantly monitor and control the number of people using the facilities; if

it is busy, please endeavour to come back at a quieter time. Where possible, please use every other cubicle and sink to aid social distancing.

Hand Hygiene

Please wash your hands regularly for at least 20 seconds. There are hand sanitiser stations at certain locations around our parks.

Check-In / Reception

Upon arrival at our parks, please visit reception for your allocated pitch or accommodation keys. Regrettably there may be a queuing system in place at busy times. If you would prefer, please feel free to call the relevant park reception (contact details are available on our website) and avoid visiting reception in person.

Touring & Camping Pitches

We have limited the number of people staying at the park to help with social distancing protocols. Please ensure that your tent or other accommodation is in the centre of your allocated space to comply with social distancing measures.

Accommodation Hire

Notwithstanding our usual park rules set out above, check-in times for park-hired accommodation is 4pm during the COVID-19 pandemic, due to our additional cleaning measures, including decontamination fogging.

Please bring your own bed linen. Due to new COVID-19 measures, we are temporarily requesting guests bring their own duvet covers and bedsheets. Duvets, mattress protectors, pillows and pillow protectors will still be provided by us. A standard double duvet cover and bed sheet is suitable for our double rooms. Two standard single duvet covers and bed sheets are suitable for our twin rooms.

In addition, you may wish to pack your own towels, tea towels, soap and washing up liquid, as well as extra toilet roll and bin liners. At Lynmouth Holiday Retreat, you can pick up any essentials from our on-site shop.

Coronavirus Symptoms

If you develop COVID-19 symptoms while staying with us, please call us immediately and await further instructions. Do not leave your pitch/accommodation.

[The remainder of this page is intentionally left blank.]

ACCESS STATEMENT

We aim to ensure that all our visitors are able to enjoy their visit to our parks and facilities. Our staff would be delighted to offer you assistance and advice during your stay.

Before Arriving at our Parks

Website

Our website has been designed with the following accessible guidelines in mind:

- ◆ The site uses relative font sizes on all text with the exception of graphical text.
- ◆ The font size of text can be changed in size via your browser, by using the 'View' option and selecting your desired font size.

Other Pre-Arrival

- ◆ We offer various types of accommodation to suit holiday guests with a variety of different needs.
- ◆ Our website contains extensive details and photographs of our parks, accommodation and facilities, as well as information on the local area. You can check availability and pricing in real-time via our website and book directly online.
- ◆ A small brochure for each of our parks can be downloaded from our website (pdf format). We also have printed copies available from park reception and our head office.
- ◆ We accept enquiries via our online (website) booking system, email, phone and by visiting our park receptions.

Arrival and Car Parking Facilities

- ◆ We have wide access entrances to our parks, and provide sufficient parking and arrivals spaces for use whilst you check in at reception.
- ◆ Once checked in, guests may park on or adjacent to their pitch, or on the allocated parking area next to their hired accommodation. As mentioned above, additional parking spaces can be purchased when making your booking, up to a maximum of one space per pitch booked. However, this is subject to availability and the additional parking space may be located elsewhere on the relevant park.
- ◆ Our staff and park wardens endeavour to quickly recognise your arrival and meet you to assist with your enquiry or check-in (as applicable).

Receptions / Shop

- ◆ Our park receptions are located at the respective park entrances. They are typically open from 8:30am to 5:00pm, but actual opening hours may vary from park to park.
- ◆ Lynmouth Holiday Retreat benefits from a small convenience shop, situated within the park reception.

Public Areas – General

- ◆ Our parks are situated across both level and sloping fields, with extensive rural and/or coastal views.
- ◆ There are tarmac, concrete and gravel roads and car parking spaces.
- ◆ Various picnic benches are located across our parks for all guests to enjoy.

Public Areas – WC (Lynmouth Holiday Retreat Only)

- ◆ Lynmouth Holiday Retreat has toilet, shower, washing up and laundry facilities housed in the same building, located within Beggars Field at the centre of the park.
- ◆ Principal access to this building is via a tarmacked ramp.
- ◆ The building's main entrance provides access to all guests, with the initial lobby area containing two washing up sinks, an EasyBe Dishwasher and two wheelchair accessible washroom and WCs (one with baby changing facilities).
- ◆ The building contains a private bathroom which can be booked in advance from the park reception.
- ◆ Ladies toilets and showers are accessed via the main entrance to the building and are paved and configured across a single level, providing access to a private changing area, WCs, public hand basins and hand dryers. Shower facilities with private changing areas and a hair dryer are accessed across the same single level.
- ◆ Gentlemen's toilets and showers are accessed via the main entrance to the building, paved and are configured across a single level. The facilities provided include public handbasins, hand dryers, urinals, WCs, a private and public changing area, and showers.

Public Areas – Laundry

- ◆ Laundry facilities are available at all our parks save for Tamar View Holiday Park.
- ◆ There is typically one small step at the entrance of our laundry facilities.
- ◆ Laundry services include front loading washing machines, a combination of front and top loading tumble dryers, an iron and an ironing board.
- ◆ Our laundry facilities are payable via cash (coins), or via tokens which can be purchased from the park reception.

Touring Facilities (Lynmouth Holiday Retreat Only)

- ◆ The park has a combination of level and slightly sloping, grass, gravel and concrete pitches.
- ◆ Parking next to your touring caravan or tent is permitted.
- ◆ Our pitches provide a combination of non-electric, electric, electric & water and electric, water & grey waste facilities.
- ◆ There are three washing up sinks available in the facilities building as well as an EasyBe Dishwasher. Situated outside the building is a dog washing station and chemical toilet disposal point.
- ◆ There are numerous drinking water and grey waste points around the park.

PRIVACY POLICY

Introduction

We respect your privacy and are committed to protecting your personal information ("**personal data**"). This privacy notice will tell you how we look after your personal data and about your privacy rights. It supplements any other notices and is not intended to override them. We have tried to be brief and clear. We are happy to provide any additional information or explanation.

Who We Are

Data Controller: Coast & Country Parks Limited
Data Protection Manager ("**DPM**"): Christopher James

The DPM is available at:

Address Coast & Country Parks Limited, c/o Ian James Caravans, Premier Business Park, Huntspill Road, Highbridge, Somerset TA9 3DE

Telephone +44 1278 780 565

Email chris@coastandcountryparks.co.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) (www.ico.org.uk), although we would appreciate the chance to deal with your concerns in the first instance.

Changes

This version was last updated on the Effective Date. It is important that the personal data we hold about you is accurate and current. Please keep us informed of any changes.

How We Collect Your Personal Data

You may give us data orally, by filling in forms or by corresponding with us by post, phone, email or otherwise, for example when you:

- ◆ enter into a contract with us (make a booking) or contact us about doing so;
- ◆ contact us about any contract (booking) we have with you;
- ◆ request marketing to be sent to you;
- ◆ enter a competition, promotion or survey; and/or
- ◆ give us some feedback.

We may also receive personal data about you from third parties and public sources, including other customers when they interact with us.

How We Use Your Personal Data

We will only use your personal data when the law allows us to. We have set out below how and why we plan to use your personal data.

Purpose / Activity

- ◆ Lawful basis for processing including basis of legitimate interest
 - To register you with our business
- ◆ Performance of a contract with you
 - Managing payments, fees and charges
 - Collecting and recovering money owed to us
 - Addressing any breach
 - Necessary for our legitimate interests
 - To recover debts due to us
 - To ensure compliance with contract terms
 - To keep our records updated and to study how people use our business
 - Necessary to comply with a legal obligation
- ◆ To manage our relationship with you which will include:
 - Notifying you about changes to our terms or privacy policy
 - Notifying you about changes to our business which are relevant to you
- ◆ To administer and protect our business and website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)
 - Necessary for our legitimate interests
 - For running our business
 - Provision of administration and IT services
 - Network security
 - To prevent fraud
 - In the context of a business re-organisation or group restructuring exercise
 - Necessary to comply with a legal obligation
- ◆ To make suggestions and recommendations to you about goods or services that may be of interest to you
 - Necessary for our legitimate interests
 - To develop and grow our business
- ◆ Asking you to partake in a review, prize draw, competition or complete a survey
 - Necessary for our legitimate interests
 - To study how people use our business
 - To develop and grow our business

- ◆ To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you
 - Necessary for our legitimate interests
 - To study how people use our business
 - To develop and grow our business
 - To inform our marketing strategy
- ◆ To use data analytics to improve our website, products/services, marketing, relationships and experiences
 - Necessary for our legitimate interests
 - To define types of people for our products and services
 - To keep our website updated and relevant
 - To develop our business
 - To inform our marketing strategy

Promotional Offers from Us

We may use your personal data to form a view on what we think you may want or need, or what may be of interest to you. We may then use your personal data to send you marketing communications from us if you have requested information from us, purchased goods or services from us, or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

Other Marketing

We will get your express opt-in consent before we use your personal data for any other marketing purpose or share it with any third party for marketing purposes.

Opting Out

You can ask us to stop sending you marketing messages at any time by contacting our DPM.

Cookies

For information about the cookies we use, and your ability to refuse them please refer to our separate cookie policy on our website.

Change of Purpose

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law. However, if we need to use your personal data for a new purpose and the law allows us to do so, we will notify you and explain the legal basis for our actions.

Visitors to Our Website

If we want to collect personally identifiable information through our website, we will be up front about this. When someone visits our website, we may use a third-party service to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the website. This information is only processed in a way which does not identify anyone.

Third-Party Links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

If You Fail to Provide Personal Data

If you do not provide personal data to us and this would prevent us from performing the contract we have or are trying to enter into with you, or place us in breach of the law, we may have to cancel our contract. We will notify you if this is the case.

Disclosures of Your Personal Data

We may share your personal data with third parties to help us run our business or carry out our obligations to you:

- ◆ Lawful basis for processing including basis of legitimate interest
- ◆ Service providers for IT and system administration
- ◆ Necessary for our legitimate interests (performing the contract, using your data as we have described in this notice)
- ◆ Our professional advisers including lawyers, bankers, auditors and insurers
- ◆ HM Revenue & Customs, regulators and other authorities

We may also share your personal data with any third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International Transfers

We do not transfer your data outside the European Economic Area.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How Long Will We Use Your Personal Data For?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. You can ask us about the retention periods for different aspects of your personal data by contacting our DPM.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your Legal Rights

You have the right to:

- ◆ *Request access to your personal data (commonly known as a 'data subject access request')*. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- ◆ *Request correction of the personal data that we hold about you*. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- ◆ *Request erasure of your personal data*. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- ◆ *Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms*. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

- ◆ *Request restriction of processing of your personal data.* This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- ◆ *Request the transfer of your personal data to you or to a third party.* We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- ◆ *Withdraw consent at any time where we are relying on consent to process your personal data.* However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

[The remainder of this page is intentionally left blank.]