



Cromer Road, Mundesley
Norfolk NR11 8DF
01263 720513 or 07876 594699



www.sandygulls.co.uk | info@sandygulls.co.uk

Business Owner (referred to as "we/us/our")

Business name:	Sandy Gulls Caravan Park
Address:	Sandy Gulls Caravan Park, Cromer Road, Mundesley, Norfolk, NR11 8DF

Personal data

- Any personal data you give to us will be processed in accordance with the law and our privacy policy.

Location of privacy policy	Sandy Gulls Caravan Park office
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- We may use the information for any purpose related to our business, including providing you with information about our business. We may do this by email, SMS or post.
- To help us do this, we may share it with an associated business or with third parties if they do work for us or if the law requires us to do so.
- We may also disclose your information to CampStead Ltd (Camp Manager) who may contact you, inviting you to complete a questionnaire and review of your stay.
- We will not supply the data to other third parties for them to use in their marketing without your further permission.
- If you do **not** want us to use your personal data in any of these ways or you would like any further information, please do not hesitate to contact us. Tel: 01263 720513 or Email: info@sandygulls.co.uk

We are relaxed at Sandy Gulls & want you to enjoy your stay from start to finish but we do have a few guidelines.

Payment terms and conditions for all bookings

- We strongly recommend guests make sure they have holiday insurance to cover any cancellation, as we do not offer a refund in all circumstances. You may find that you have holiday insurance as part of your home insurance or as a benefit of your bank account, for example.
- If we are not able to honour your booking for circumstances within our control, then we will offer you alternative dates or a full refund.
- If we are not able to honour your booking for circumstances beyond our control or yours, eg weather conditions, then it will be our choice whether to offer you a selection of alternative dates or a full refund.

Payment terms and conditions for touring pitches

- A £10 non-returnable deposit is required for all bookings.
- The remaining balance for a touring pitch is due on arrival, not departure. Payment is to be made to Christine (our Touring Park Manager) or at the site office in cash, cheque, bacs or card.
- Bookings for touring pitches are a minimum of 2 nights over all weekends.

- Loyalty cards will be honoured on payment.

Payment terms and conditions for hire vans

- £50 deposit on booking.
- Bookings are for 7 nights Saturday to Saturday.
- The balance is due on arrival and can be paid in the site office in cash, cheque or card.

Cancellation terms for all bookings

- We will treat a booking as cancelled if you tell us to do so, or if you do not arrive by 11pm on the first day of your booking.

Special terms and conditions for Hire Vans

- Arrivals are from 12pm and departures by 10am.
- Sorry – no pets are allowed in the accommodation.
- Strictly NO SMOKING in the accommodation.
- Sleep's 4 people comfortably in a double and twin room.
- We ask you bring your own linen, we provide shower mats, duvets and pillows.
- Barbeques are allowed outside.

Special terms and conditions for touring pitches

- **Arrivals are from 12.00pm until 8.00pm and departures by 11.30am (unless prior arrangement)**
- The price is inclusive of TV/Electric Hook up, use of showers and toilet facilities, Awning and max 4 Adults.
- You were allocated your pitch at time of booking.
- There is now a barrier which has number plate recognition. If we have your correct vehicle registration the barrier will open automatically, however there is a 4-digit pin code attached to your booking document. This will open the barrier and the Toilet / Shower doors also and this code is exclusive to your booking.
- **We are Adults only and are unable to accept visitors with children on our touring park.**
- There are no extra charges for dogs (on the park on a lead) the beach below us is dog friendly all year round.
- Please goto your allocated pitch and Christine our touring park manager will come and see you to take full payment.
- We have no objection to you having visitors as long as they park sensibly and include no children. (If staying overnight a charge of £6 per person will be made)
- Our Touring Park is situated on a Cliff Top, which allows uninterrupted sea views - not all pitches are completely level and you are advised to bring chocks to level your motorhome/caravan, or we can provide blocks.
- We do not allow Tents or Gazebo's (trailer tents are fine)
- Please use breathable groundsheets only.
- **Track and Trace** - We need to know who is on our park at any point in time, therefore please let us know if you have friends or family visiting. We need the date of arrival and departure and the names and contact details of all visitors. Please let Christine our warden know or this can be emailed to us @ info@sandygulls.co.uk or ring Sam on 07876594699.
- **Toilet / Shower Block** - We are opening the Toilet / Shower block to Touring Park users only.
- **WIFI** - WIFI is available through PayPal when you are here, or we can give you a voucher at the office or through Christine. You can pay via bacs and we can text you a code. This will be payable by cash or card, (Social distancing will be in place for this)
- Prices - 1 day – £2, 4 Days - £4.50, 1 Week £9

- **TV Cables** - We sell 10m TV cables at £10 each available from Christine.
- **Gas Sales** - We sell 6kg Gas bottles for £26 but must have an empty Calor bottle for exchange or we charge £30 plus £26 (please visit the office 9am-12noon for collection.)
- **Water point** - All water points have hand sanitizer readily available, please use. They will also be cleaned regularly by staff. Only one person at a time using the water point.
- **Electric Points** - Electric/TV points will be cleaned after each customer leaves.
- **ONE at a time** - Only one at a time while waiting to use the water point and bin areas or at the office. We have put distance markers in these areas (displayed with yellow circle and foot prints.) Please keep to 2m distancing, with others and staff.
- **OUT AND ABOUT** - If you have any symptoms of covid 19 or are feeling unwell, please do not come on holiday. If you develop symptom of Covid 19 or feel unwell during your stay, please make a member of staff aware. Please be mindful when out and about in local areas and shops, keeping 2m distance and washing hands or using sanitizer regularly.
- **Important phone numbers**
 - Our office – 01263 720513
 - Office Mobile – 07876594699
 - Christine – 07535464642
 - Email info@sandygulls.co.uk

Terms and conditions for all bookings

Groups

No groups of more than four people are accepted unless you are all members of the same family or all couples.

Behaviour

- No ball games are to be played anywhere on site.
- You should use our property safely and should not cause danger to others.
- You should obey all health and safety notices.
- You should act on the reasonable instructions of the staff.

Safety

- You are responsible for the safety of your party, including children who should be supervised at all times.
- You are solely responsible for securing your property.
- Your caravan or accommodation may not be used for sleeping a number of persons greater than the number stipulated in your booking.
- You must ensure that all members of your party are familiar with the location of the Fire Points and the contents of any Fire Notices.
- You must not store fuels or combustible materials.
- You must make sure that any electrical equipment you bring is in good condition and safe to use at our property.
- **Beach Access** is along the maintained cliff top path or Vale Road **not** through the Touring Park (access to the path maybe gained by the gate in the bottom right corner of the touring Park or through the kissing gate, near caravan number 1). Please do not climb banks or cut through the Touring Park.
- **Cliff Path:** This has been severely eroded and under no circumstances are fresh paths or short cuts to be made. Playing on the cliff face, digging, sliding or damaging it in any way is forbidden as there is a danger of further cliff collapse or subsidence, which could result in serious injury or death. Any person damaging the cliff face will be asked to leave the Park.

We encourage all site users to take the tarmac road at the North end of the Park to access the beach

Visitors

- Any visitors must leave by 11pm.
- It is your responsibility to ensure that your visitors and all members of your party obey the rules.

Being a good neighbour

- Please respect the privacy of others and keep noise to a minimum, with absolute quiet between 11pm and 7am
- You must keep away from any vacant pitches.
- You may only consume alcoholic drinks within the boundaries of your pitch.
- You must not use fire extinguishers for any improper purpose.
- You must not use a drone, powered model aircraft or any other powered flying object.
- You must not use any Chinese lanterns, fireworks or similar.
- You may not ride bicycles, scooters (or similar) so as to cause a nuisance or undue noise.

Respecting the environment

- You are responsible for keeping your caravan or accommodation and the area around it clean and tidy.
- If you experience any problem with the electrical, gas or water system, you should contact us. You must not attempt to work on any part of the electrical, gas or water system yourself; this includes any installations.
- You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, sanitary towels, condoms, cooking fat, engine oil, grease or paint.
- You must not erect any tents which do not form part of your booking.
- You must not dig any hole.
- You may only use washing lines of the rotary type or the window sill type and must remove them and store them out of sight immediately after use.
- You must site washing lines to avoid inconvenience to others.
- You must use the refuse bins and recycling points provided.

Vehicles

- You must insure all vehicles for use on the public road.
- You must insure all accessories and items towed by vehicles (such as towed boats and jet skis) as for use on the public road.
- Motor vehicle repairs must not be carried out but a recognised breakdown service may attend in the event of a breakdown.
- Quad bikes, trials bikes and powered scooters are not permitted.
- Drive all vehicles carefully and within any displayed speed limit.
- Hold a full current driving licence to drive any vehicle on our property.
- Please do not park anywhere except in the permitted parking spaces.
- Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort other by prior arrangement. This is because they are not suited to all parts of our property.

Animals

- You must keep any dog on a lead at all times.
- You must clean up if your animal defecates.
- You are responsible for the good behaviour of your pets.
- Your pets should not be left on their own.

Post

- You may only use our address for postal deliveries.

Emergencies

We will try to leave you in peace to enjoy your stay. However, if there is an emergency or if we need to carry out urgent work or if we are concerned there has been a serious breach of these rules then we may need to enter your accommodation. We will give you as much notice as is reasonable in the circumstances.

Ejection for breach of these rules

- In the event of persistent or serious breach of these rules by you or any member of your party, we may require the individual or the party to leave immediately.
- We will give you one chance if the breach can be put right. No refunds, no second chances.

Complaints

We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us. Please refer to:

Name/Job title:	Sam Hele	Telephone:	01263 720513
	Business Owner	Email:	info@sandygulls.co.uk

