PRICES & BOOKING AGREEMENT

This section provides all the information you need before you book.

- Information about arriving at, staying at and departing Bluestone
- Details of your party that we need to know about including any special needs
- Contact details

If you would like a large print version of this section please call us on **01834 862 400**.

WHAT'S INCLUDED IN YOUR BREAK

1. Book

Book online at **www.bluestonewales.com**
or call **01834 862 400**
we accept payment via debit or credit card

2. Price

Any prices listed in this guide are subject to change, the most up to date prices are always on our website and will be quoted when you make a booking through our sales office.

The price of your break includes:

- Your chosen accommodation
- Bed Linen (except cot linen)
- Towels in your accommodation (additional can be hired)
- Multi Channel Digital TV
- Wifi in all accommodations (suitable for general Internet browsing, some services and sites may be restricted).
- Bluestone guests benefit from complimentary standard Blue Lagoon entry between 9am and 5pm daily. Bluestone guests also benefit from exclusive and complimentary access to the Blue Lagoon daily between 9.00am to 11.00am. Certain special events are chargeable. The Blue Lagoon Supervision policy is as follows:

  The supervision requirements are as follows:
  - Under 4 Years we require 1 adult (aged 18 years +) to 1 child in the water & facility at all times
  - 4-7 Years we require 1 adult (aged 18 years +) to 2 children in the water & facility at all times
  - 8-11 Years we require an adult (aged 18 years +) to remain in the building whilst any children swim or are using the facilities
  - 12 + Years we do not require any supervision however 12+ swim at their own risk,
  - 2x Adults with 3x Children may enter the pool at their own risk with use of a band system and disclaimer provided at reception
  - 1x Adult with 2x Under 4s to be isolated in Nippers Pool, (Designated Safe Area = Nippers Cove)
- Please note that you cannot hire towels from the Blue Lagoon but towels can be purchased. Please visit reception for more information
- Complimentary use of the Adventure Centre (excluding the Big 4), Outdoor Play area in the village, Circus Zone (under 5's free play). Times vary, please check on arrival
- A travel cot and a high chair are provided in each lodge/cottage (Cot linen not provided) additional cots & high chairs are chargeable
- Access to Bluestone's 500 acre site either on foot or by cycling and including ancient woodland within Pembrokeshire Coast National Park
- Access to the Bluestone village including restaurants, pub, shops and amenities
- Nature Trails
- Pembrokeshire Fresh Air
- Free Range Fun
- Any other services or amenities specifically associated with accommodation type

3. What happens once you've booked

We will confirm your booking within 1 hour by email. We would ask you to check the details carefully and come back to us if anything is incorrect within 24 hours of making your booking. You can access the "Manage Your Booking" section to pre-book an activities, spa treatments or dining options. You will receive a "Plan your stay" email informing you about our activities and offers before you arrive.

TERMS & CONDITIONS

A. Booking and paying for your break

A1. You can book through the website www.bluestonewales.com, or by telephoning 01834 862 400. Please note that you must be over 18 to make a booking.

If booking more than 12 weeks ahead, an immediate, non-refundable deposit payment of 35% of the total cost of your break is required to secure your booking. This payment covers the cost of processing your reservation.

You may pay the full cost of your break at this point but the balance will automatically be taken 12 weeks before the start of your break. If you wish for the balance to be taken from a different card you must contact us before the due date to make these changes.

Alternatively, you may call us on 01834 862 400 to make the final payment.

If booking less than 12 weeks ahead, full payment is required at the time of making your reservation. This may be made online or by telephone.

A2. Payment

We accept payment by credit/charge or debit card only. Credit/charge and debit cards will normally be authorised and charged to your account within one working day. A credit card handling fee will be payable of 2.5% for Visa and MasterCard and 3.5% for American Express.

A3. Confirmation

The price for your break and any additional charges, along with details of payments made and due will be confirmed to you by e-mail within 1 hour of your booking. Please make sure your email address is correct at the time of booking.

Please check the details on your confirmation carefully. If any of the details are inaccurate or no longer apply, please inform our reservations team immediately. Failure to meet the payment schedule detailed in your confirmation will result in the cancellation of your reservation, and the forfeiture of your deposit. No payment reminders are sent.

A4. The Contract

When we receive the required payment and you have received a confirmation, a contract is formed. This will be deemed to be 24 hours when sent electronically. If you have not received your confirmation within these timescales please contact us immediately. Please be aware that if a technical error causes the price to be substantially incorrect, we reserve the right to refund the payment and cancel the reservation.

Your principal contract is with Bluestone Resorts Limited. The contract is made up of the entire contents of the current brochure and current 'Prices and Booking Agreement Guide', the confirmation and these terms (which we sent to you following your telephone reservation or which you accepted online at the time of booking).

Our contract with you binds you (the person named on the confirmation), and all members of your party, including children. All members of your party must accept this contract, which remains in effect until the last of your party has left Bluestone.

B. How much you pay and what you're paying for

B1. Bluestone prices are subject to change. The most up-to-date prices are on our website and will be quoted when you make a reservation. The agreed price for your break will be on the confirmation.

B2. This price includes:

- The cost of your accommodation
- Free use of the Blue Lagoon, during standard opening hours. Special events are chargeable.
- A travel cot (excludes bedding) and a high chair (On request for studio apartments).
- The Adventure Centre (excluding the big 4).

Other facilities can be purchased separately and details are contained within B3 below.

B3. The price does not include:

- Use of facilities and activities not included within your break, for example cycle hire and spa treatments. Separate charges, agreements and booking arrangements apply for these and other items:
- Cot linen
- Additional cots & highchairs or other children's equipment for your accommodation
- Preferred location charges (see B4 below)

B4. Preferred location charges;

You may select the location of your accommodation (e.g. next to friends or a specific lodge setting). Such preference is, however, subject to availability and the Additional Information set out below, for a supplement:

Lakeside Preference £75 per lodge

Preferred Location £50 per lodge/cottage/studio

B5. Price Changes

Once you have booked and paid for your holiday in full, we guarantee that your holiday price will not change other than for increases in VAT or taxes, or as a result of government action, in which cases you will be required to pay the price increase.

C. Before You Book

C1. Special requirements and disabilities

We welcome guests with a disability, restricted mobility, particular care or medical requirements. However, we need to know of any special needs at time of booking so we can ensure that our services are as accessible as reasonably possible.

Please call us on 01834 862 400 so that we can discuss your requirements along with availability, suitability and any reasonable adjustments we are able to make.

C2. Medical assistance and clinical waste

The nearest GP's surgery is six miles away in Narberth and the nearest Accident & Emergency unit is 11 miles away in Haverfordwest. If you will need to dispose of clinical waste during your stay, please inform the reservations team when booking.

C3. Groups and organisations

If a booking is for large groups necessitating four or more accommodation units and/or is to include members from an organisation, or those benefiting from activities organised by third parties, we will require certain information - including the name of the organisation - before the booking can be confirmed. You will also be required to provide any other information we may reasonably request.

In every accommodation unit, there must be enough capable and responsible adults over 18 years old to oversee the rest of the party. One such adult has to take responsibility for the whole party and has to be present throughout the stay. The name and contact details of this person must be confirmed on arrival at Bluestone.

C4. Information about your party

We have the right to obtain, at any time, the name, age, address and gender of each member of your party before confirming your booking. Unless we agree otherwise, you (the booker) must be a member of your party. Entry to Bluestone may be delayed or refused if you fail to provide us with full details of party members before arrival.

C5. Use of Bluestone breaks in promotional activity

Should you wish to use a Bluestone break in some form of promotional capacity, you must contact the Bluestone marketing department before making any booking. They will specify the special requirements that apply, and by booking you will be deemed to have accepted them. If our requirements are not met and maintained,we have the right to cancel the booking at any time.

D. Changing or cancelling your booking

D1. Changing your booking

Should you wish to make a change to your booking once it is confirmed, we will try to meet your request. Changes are possible 12 weeks or more before your holiday start date. A charge of £35 will be payable for each alteration. Each alteration is subject to availability.

You must select your new start date within 4 weeks of requesting the change, otherwise the change will be treated as a cancellation and a fee will apply, as specified in D2. You may only change your holiday start date once. Please note that you will also incur additional changes if the cost of your holiday rises. No refund will be given should the new dates be less than your original dates.

D2. If you cancel (accommodation)

You may cancel your break at any time. However, an administration fee of £30 will apply. In addition, a cancellation fee which will be charged as follows:

Number of weeks before arrival date that notification is received	Cancellation Charge as % of total break cost
More than 12 -	Full Deposit (35%)
More than 8 but not more than 12 -	50%
More than 4 but not more than 8 -	75%
4 weeks or less -	100%

Please note that some separate charges, such as preference charges are non-refundable and non transferable in all circumstances.

If you wish to cancel activities, a separate arrangement applies. Please call 01834 862400 (please note clause D3 applies)

You can only cancel your holiday with us by telephoning our cancellations desk on 01834 862 400 and you must obtain a cancellation number as proof of your cancellation. Once cancelled the booking cannot be reinstated

D3. If you cancel (activities, spa treatments, bike & buggies and restaurant bookings)

Please note booking of the above is nonrefundable unless the booking is resold. With sufficient notice (a minimum of 24 hours) we will endeavour to transfer the booking to another date/time. All deposits for restaurant bookings are nonrefundable. Please note a valid receipt as proof of purchase must be provided in order for a refund to be processed.

D4. If we cancel (accommodation)

We reserve the right to cancel your booking at any time should it become impossible for us to provide the holiday you have booked or if we have any reason to believe that you or any member of your party are or appear to be of a disruptive influence on the other guests or if a technical error has occurred in processing your booking.

Where we cancel your holiday before you arrive we will refund any payment made to us but we will not pay any compensation. Where we cancel your booking after arrival you will receive no refund or compensation.

We have the right to cancel your booking, or to instruct you or your party to leave Bluestone immediately, without compensation or refund, should you or any of your party breach the terms of this contract.

If we are aware in advance that 25% or more of

Bluestone facilities/amenities are not available during your stay, and that your break is negatively affected as a result, we will offer you the following options, subject to availability:

- change your holiday start date
- cancel your break with a full refund (without cancellation charge)

D5. If we cancel (activities, spa treatments, bike & buggies and restaurant bookings)

If Bluestone takes the decision to withdraw an activity, spa treatment or the hire of a bike and buggy, we will refund the total cost of the booking.

Please note a valid receipt as proof of purchase must be provided in order for a refund to be processed.

D6. Refunds

Where refunded, payments made by credit/charge or debit card will be refunded to the same card, less any non refundable payment.

E. Before you arrive

E1. Wherever possible, we recommend that you pre-book as many activities to avoid disappointment.

E2. Our website www.bluestonewales.com contains all latest information and any particular circumstances that will apply to your break. Please check the website before you leave home to ensure you are fully advised.

E3. You should inform us immediately if any member of your party has or develops an infectious medical condition during your stay, or within four weeks of your due arrival date. If any member of your party does develop such a condition, we have the right to:

- refuse to accept your booking
- cancel your break
- ask any member of your party to refrain from taking part in certain activities
- ask any member of your party to leave Bluestone immediately

You should also advise us of any other special medical circumstances. Such information will be treated sensitively.

F. Arrival

F1. You may arrive from 11am on your arrival date and may use our facilities from that time.

F2. Your accommodation will be available from 4.30pm.

F3. You may take your vehicle to your accommodation to unload it, but it must be returned to the long-stay car park immediately afterwards. In the interests of health and safety and general customer welfare we actively enforce this requirement.

G. During your stay

G1. To help ensure your party and all our other guests get the most from their stay at Bluestone, you are required to comply with all guidance supplied to you by our staff.

G2. Acceptable conduct

Bluestone insists upon reasonable standards of behaviour by all our guests. Excessively noisy or disruptive behaviour, or behaviour which has a negative effect on the amenity of other guests, is unacceptable.

We will not tolerate offensive or illegal behaviour, or aggression to Bluestone staff or guests. In such circumstances, we may involve the police, and/or require you and/or any member of your party to leave the site immediately. No refunds or compensation will be given in these circumstances and we reserve the right to refuse any future bookings from you or any member of your party. Breakages and damages to the lodge require immediate payment which will be charged to the card that payment was made with.

G3. Responsibility for children

There must be at least one capable and responsible adult over the age of 18 in every accommodation unit, who is responsible for the supervision of all members or your party under the age of 18.

Children remain the responsibility of their parents or guardians at all times. It is important that parents always know where their children are, and the times activities start and finish. Please note that children's activities are unsupervised unless otherwise stated.

G4. Child protection

A copy of our Child Protection policy statement is available on request. It is our policy to assist any proper enquiries, or to investigate any incident or allegation of concern about a child in our care or staying at Bluestone. If we consider it necessary, we will refer the matter to an appropriate outside authority.

G5. Facilities and activities

- All 'Plan Your Stay' guides will be sent via email before your arrival detailing the facilities and activities which may be purchased separately. These may be booked before your break or following your arrival at Bluestone. All facilities and activities are subject to availability. We advise to pre-book before arrival.
- Outdoor activities are subject to appropriate weather and may be withdrawn, subject to notice. If we have to cancel an activity and you have already paid for it, we will offer you a full refund of the activity price that you paid. No other compensation will be payable.
- Compensation will not be paid where facilities/activities are unavailable or fully booked except in circumstances specified at D5.

- You must comply with any conditions applying to Bluestone facilities and activities we inform you of at any time.
- It is your responsibility to ensure that any activity or facility selected by any member of your party is suitable for those who are taking part.
- Unless we have agreed to supervise, responsibility for supervision of children under 8 taking part in activities or using facilities falls to you.
- We will not accept activity bookings from children under 12. Children over 12 will be deemed to have consent from you and their parent/guardian to book and participate in the activity concerned. It will also be deemed that the activity is suitable for them.
- The Blue Lagoon Supervision policy is as follows: Adults aged 18 or over can supervise 2 children between 4 and 8 or one child under the age of 4. Please note that you cannot hire towels from the Blue Lagoon but towels can be purchased for £4 each.

G6. Look after your belongings

- Your personal belongings remain your responsibility at all times
- Please lock your vehicle securely and remove all valuable items from view

G7. Food and drink

Food and drink described in menus and other communications are provided subject to availability.

G8. Please roll, jump, play and walk on our grass

G9. Accommodation

You must leave your accommodation in a clean and tidy condition. We reserve the right to charge you for any extra cleaning, missing items or damage. We reserve the right to enter your accommodation at any time for any reasonable purpose. You must not exceed the maximum number of guests in each accommodation unit (as stated on our website). If it is, we may move those additional persons to another unit and charge them or you full price.

G10. Recycling

Please help us fulfil our commitment to environmental responsibility by following the arrangements for waste segregation explained in the information pack in your accommodation.

G11. Litter and Refuse bags when you leave

Please dispose of your litter in the appropriate receptacles and do not leave bins outside accommodations.

G12. Maintenance

In line with our policy of continuous improvement, you may find that some facilities and/or accommodation units are closed for maintenance, replacement or improvement. Maintenance or housekeeping work may also be undertaken in and around your accommodation during your stay, but we will endeavour to keep any disturbance to a minimum.

G13. Use of vehicles within the Bluestone site

With the exception of unloading/loading at your accommodation on arrival and departure, guest vehicles may not be used within Bluestone. Once unloading/loading of your vehicle has been completed, it must be returned to the long stay car park immediately.

Please drive carefully. Give way to pedestrians, buggies and cyclists at all times. Keep to the left and within the speed limit.

In the interests of safety, all vehicles that are not parked in specified parking areas may be towed away and a charge levied to you for doing so. We do not accept any liability for damage caused under these circumstances unless it is demonstrably due to our negligence.

Vehicular access is required for emergency services, Bluestone and other authorised suppliers or contractors.

If your vehicle is the only suitable means of getting around, an access permit may be provided to you in special circumstances. The Bluestone special access parking permit must be displayed at all times and only vehicles displaying the permit may be parked in the designated parking bays.

G14. Licensed premises

Proof of age may be asked for when buying alcohol on the site. We shall not serve or sell alcohol to anyone who appears to be under the age of 21 (and cannot prove they are over 18), or whom we consider to have been drinking excessively. We will accept a photo driving licence, a passport or a proof of age scheme which carries the PASS logo hologram. Only food & drink purchased at the outlet may be consumed within the outlet.

G15. Smoking

Smoking is not permitted in any buildings, lodges or apartments. It is permitted only in designated areas. Please note this includes E/Electronic cigarettes. If you smoke within your accommodation, we reserve the right to charge an additional £50 deep clean charge.

G16. Dogs

Dogs are not allowed on site (except assistance dogs). There are kennels operating locally and we can provide a list upon request, but inclusion upon the list does not mean or imply that Bluestone endorses that facility. We accept no liability for anything that happens to your dog while it is in the care of the third party.

G17. Wildlife

Please note and remember that the Bluestone site is the natural habitat of a variety of wildlife. You should note any information and guidance provided in any of our information booklets or notices.

G18. Dangerous items

No shotgun, knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar item may be brought onto the Bluestone site under any circumstances.

G19. Photography

No form of photography or filming is permitted in any changing areas in the Blue Lagoon.

Photography for commercial purposes is not permitted in any part of the site. Filming and/or photography for promotional or training purposes may be in progress at Bluestone during your break. Should you not wish to appear in any such material please notify us on or before your arrival at Bluestone.

G20. Paying for damage

By booking you agree that we have the right to recover from you the costs of any damage to Bluestone property resulting from any breach of this contract you commit.

H. Departure

H1. Your accommodation must be vacated and any hired bikes or buggies returned to the Cycle Centre by 10 am on the day of your departure.

H2. You may drive your car to your accommodation for loading only. It must be returned to the long stay car park immediately afterwards. You are required to return your key cards by 10 am. Please ensure you hand these to Guest Services or put them in the collection box as you leave.

H3. You are welcome to continue to enjoy Bluestone facilities on your day of departure, but you must leave by 3pm

I. Additional information

I1. We accept your preference request for a particular location on the basis that it is subject to availability at the time of your stay. In the event that your chosen accommodation is not available at the time of your stay, we will act reasonably in offering you either the nearest available equivalent or an alternative option which may mean a higher or lower price payable by you.

I2. We hold a valid notification under the Data

Protection Act 1998. All the information we hold about you and members of your party may be stored in a computer and other filing systems. We will only use this information to provide our services to you, to conduct market research and to provide you with information about our products and services including those of selected third parties. If you do not wish to be contacted by us or such third parties please inform us in writing.

I3. CCTV cameras operate at some locations in the interests of public safety.

I4. We may record or monitor calls for training, quality or clarification purposes.

I5. Photographs in promotional material are for guidance only.

I6. Your contract with us and any matters arising from it shall be subject to English Law and to the Jurisdiction of the Courts of England and Wales. If you are resident in Scotland or Northern Ireland, the Courts of Scotland or Northern Ireland can deal with any disputes.

I7. Your stay will not give rise to any tenancy agreement between us.

I8. Should any part of our contract be deemed by law to be void, the remainder of this contract will, if capable, continue in full force and effect. Headings used in this contract are included for convenience only and shall not affect its interpretation or construction.

I9. Should we find any lost property (excluding food stuffs and certain other items) we will keep it safe for 4 weeks. If you don't contact us in that time to ascertain whether we have found your property then it will either be donated to charity, recycled or destroyed. Please note that it is your responsibility to pay for postage for any items that you wish to have returned.

J. Liability, Compensation and Complaints

J1. Your booking with us will not constitute a "package" as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992 which, therefore, will not apply to your holiday with us.

J2. Bluestone shall be liable to you for any loss, damage, injury or death ("loss") caused by the negligent acts or omissions of Bluestone, its servants or agents. Where loss is caused by the acts or omissions of the third party, Bluestone shall only be liable to you for that loss if the third party is a supplier of goods or services for your holiday, the third party is not a normally competent supplier of such goods or services and Bluestone failed to exercise proper care in the selection of the third party. Other than the above, or as set out elsewhere in there terms, Bluestone shall have no liability to you for loss.

J3. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges. We will not be responsible for any matters that result from events beyond our control.

J4. Any assistance you require or concerns should be brought to our attention immediately to a member of staff or to Guest Services. We are not responsible for any matter of which you were aware and failed to notify us during your break.

J5. Any reported matter which has not been resolved during your break should be advised in writing to the Guest Services Manager at Bluestone Resorts Limited, The Grange, Canaston Wood, Narberth, Pembrokeshire SA67 8DE within 28 days of the end of your break. In such cases, we will only correspond with the person named on the booking. Failure to follow this procedure may reduce or extinguish any rights you may have to make a claim against us.

If you have any further questions, our reservations team on 01834 862 400 will be glad to help you. Bluestone Resorts Limited, The Grange, Canaston Wood, Narberth, Pembrokeshire SA67 8DE.

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How to book

To book a stay at Bluestone, book online at www.bluestonewales.com or call our reservations service on 01834 862 400

Information and prices contained within this brochure are correct at time of print, however are subject to change.

For latest information and prices please visit our website www.bluestonewales.com Where there is any contradiction between the website and this booklet the website takes precedence.

E&OE. 05 January 2015.

bluestone
national park resort