

Lady's Mile

HOLIDAY PARK

Family Run For Family Fun

Family Fun Holidays



2017

Dawlish, South Devon

www.ladysmile.co.uk

Welcome to Lady's Mile

Join us in celebrating our diamond anniversary at our award winning family run Holiday Park.

Lady's Mile was started by our parents in 1957 and has been providing family fun ever since! When we were kids, we used to love running through the park, meeting families and making sure everybody was having a great time. Today we are no different, except it's our own children who are running through the park!

We've a range of quality accommodation to cater for all tastes and budgets, including our luxury family lodges with relaxing hot tubs. With a host of outdoor and indoor sports and leisure facilities, fun and games are always guaranteed.

2017 promises to provide even greater fun for families. We are developing a multi-sports pitch, extending our fabulous lodge collection, enhancing our caravans and introducing 'Discover' our sports and leisure programme.

The "Oceans" brand has expanded, growing from our critically acclaimed restaurant and bar to a boutique, pizzeria and fish and chip shop! Our Oceans Boutique offers hair and beauty treatments and princess packages for the little ones! Why not add a package at a reduced rate to any of our midweek bookings?

Fancy a day out and about? Then you're in luck! Lady's Mile is located close to the sea in the heart of the beautiful Devon countryside, so you and your family will find plenty to do. From long, sandy beaches to zoos and parks.

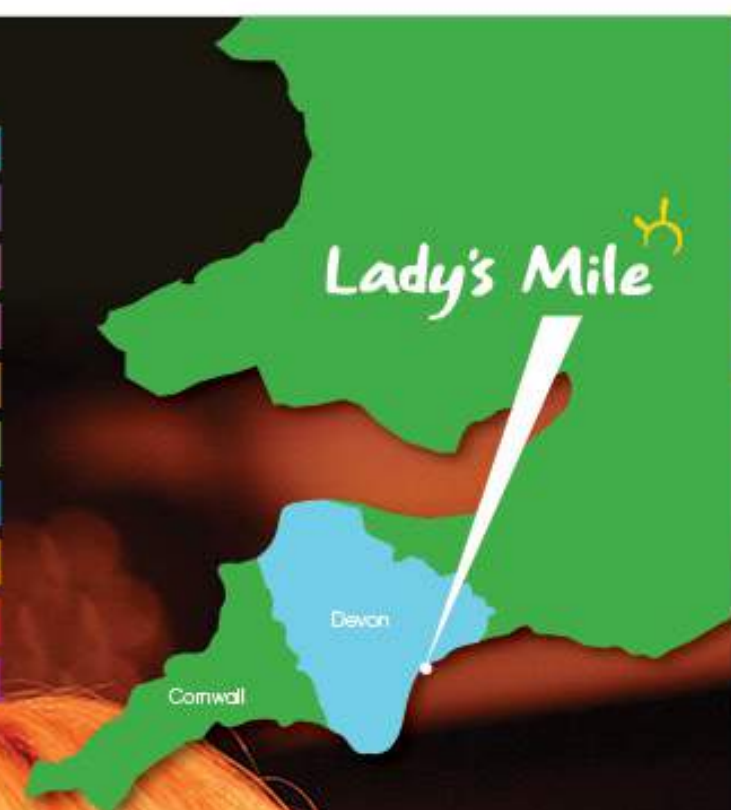
Finally, we're really happy to announce a series of environmental improvements including solar panels that are capable of powering the entire park. Each of these is designed to save the planet creating green and affordable family holidays – That's Lady's Mile.

We look forward to greeting you and your family.

Jason and Paul
Owners



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WE'RE OPEN
ALL YEAR ROUND!

New for 2017



Discover

Our brand new sports and leisure brand 'Discover' will be launched in 2017 and will feature a range of sports and leisure activities such as commando run pool inflatable, hover ball archery, laser clay and professional coaching from Southampton Football Club and Exeter Rugby Chiefs.

See page 5 for details.



New Accommodation

Another 14 new lodges, plus brand new caravans to the highest spec. Also enhancing our existing range of great touring pitches will be new, fully serviced pitches.



Multi-sports Court

A fantastic, new, hard-standing multi-sports court to play a range of great sports on.

Guest Experience Questionnaire:

Look out for our latest feedback scores from fellow guests.



Here at Lady's Mile we aim to give you and your family an amazing holiday, so with this we are proud to announce Lady's Miles latest achievements.



To book your 2017 holiday at Lady's Mile call 01626 863411

or book online at www.ladysmile.co.uk

Follow us:

Let Us Entertain You

We're fanatical about fun at Lady's Mile, which is why our line up for 2017 is possibly the best yet with a variety of spectacular cabaret acts, live bands, parties and lots more.

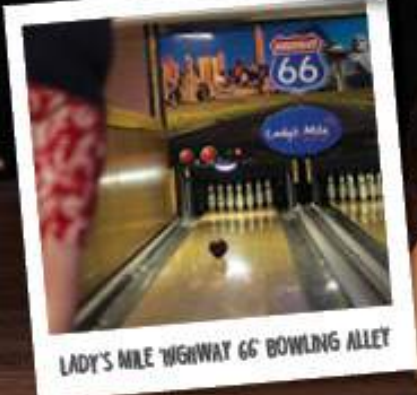
Our entertainments team star in their very own fantastic shows, as well as entertaining the whole family with quizzes, karaoke and Lady's Mile bingo with plenty of laughter along the way with everyone's favourite, our very own Rocky the Raccoon and gang.

LIVE ENTERTAINMENT EVERYDAY!
MARCH-NOVEMBER

COME AND JOIN IN THE FUN AND MEET ROCKY THE RACCOON AND THE GANG!



LIVE ENTERTAINMENT EVERYDAY!
NEW SHOWS FOR 2017 FOR ALL THE FAMILY



LADY'S MILE HIGHWAY 66 BOWLING ALLEY



To book your 2017 holiday at Lady's Mile call 01626 863411



SOUTHAMPTON FC (THE SAINTS) FOOTBALL COACHING

'DISCOVER' AT LADY'S MILE

NEW for 2017 is our 'Discover' brand, offering fun, enjoyment and relaxation for all the family.

Discover Active* delivers a range of fun activities that the whole family will enjoy. So why not come and give them a try, learning a new skill and having a fun time along the way!

Discover Wellness* provides the simple pleasures that we all know are the best so join us in the spa, where you can enjoy life at a relaxed pace with a dip in the warm waters of our indoor heated pool or rejuvenate and unwind with an indulgent treatment from one of our trained therapists.



PROFESSIONAL COACHING FROM SOUTHAMPTON FOOTBALL CLUB AND EXETER RUGBY CHIEFS

*Charges may apply



FOR THE FAMILY

FOR THE ADULTS

BATTLE OF THE BANDS

Who will win, Guitar Heroes, (headed by Triad) or Rock Legends (headed by Steve). The fight is commanded and refereed by Lutherie, but who will be the ultimate winner... let the battle commence.

JUBILEE SHOW

Celebrating Lady's Mile's diamond Jubilee this year we take you on a whistle stop tour of arguably the best songs of the last 60 years!



Please note: Lady's Mile facilities and activities do not replace the need for parental supervision.

FOR THE KIDS

ROCKY THE MAGNIFICENT MAGICIAN

ROLL UP, ROLL UP ladies and gentleman. Pull up a chair as Lady's Mile Holiday Park proudly presents Rocky the magnificent magician.

RAPHAEL'S SCHOOL FOR VILLAINS

Our brand new character show will take Raphael through a series of tests at our villain school. Has he got what it takes to become the world's worst villain?

ROXY'S RODEO IN THE WILD WEST



Roxy is the hero in this tall of bank robbery, bubble gun shoot outs and much much more.

NEW FUN SHOWS FOR 2017 THIS WAY



INDOOR & OUTDOOR SWIMMING POOLS

or book online at www.ladysmile.co.uk

Follow us:  



Something Different For Your Diary

Looking for something different? Why not try our fantastic themed weekends. We have something for all the family.

IT'S ALL GOING ON AROUND HERE!



LADY'S MILE'S GOT TALENT
June 23rd-25th
Your chance to **WIN £1000** of prize money!
See website for more information



ONCE UPON A TIME GOOD 'VS' EVIL

Weekend of the 7th-9th July & 29th September-1st October
Featuring classic songs from our favourite animated movies.

CHRISTMAS IN OCTOBER

20th-23rd October
Ho ho ho – yes it is!

HALLOWEEN WEEKEND

27th-30th October
Watch out for the ghosts and witches.

TURKEY & TINSEL WEEKEND

1st-4th December
Celebrate early with Christmas Eve, Christmas Day and New Year's Eve all in one weekend!

For more info call 01626 863411 or check out the website www.ladysmile.co.uk

Food to Suit All Tastes

From a quick snack to a three-course meal, we've got it covered. So take the hassle out of your holiday with our great value and range of dining experiences.

OCEANS RESTAURANT & BAR

An excellent restaurant for family dining, offering great choices of mouth-watering food. Don't miss our famous breakfast served from 8.30am everyday.

BREAKFAST COOKED FROM 8.30AM EVERYDAY!
PEAK SEASON & 9.00AM FRI-MON NON-PEAK



A GREAT VARIETY OF FOOD TO CHOOSE FROM!



CONVENIENCE STORE

Our on-park convenience store has all your holiday needs with a great product range including:

- Full range of groceries
- Fresh bread and morning goods
- Off licence
- Caravan and camping accessories
- Toys and inflatables
- Great gifts



OCEANS FISH BAR & TAKEAWAY

Freshly battered fish with the tastiest chips made using the finest UK potatoes. Try our great kids meals.

OCEANS PIZZERIA

Authentic range of freshly made pizzas, ideal to take back to your holiday home for all the family to share.

OCEANS KIOSK*

Relax and enjoy a cup of freshly brewed coffee, perfectly complimented with a delicious snack and lunchtime offers.

*Kiosk only open in peak season.



To book your 2017 holiday at Lady's Mile call 01626 863411

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Follow us:

Something Different for Your Diary / Food to Suit All Tastes

Relax & Indulge

The Oceans Spa has all you need for a truly relaxing time with our large indoor swimming pool, complete with water flume and relaxing hot tub, sauna and steam room to ease away the stresses and strains of everyday life.

Our Oceans Boutique* offers a wide range of beauty treatments including facials, massages, pedicure, manicures, hair, spray tans and much much more, it's what being on holiday is all about! Work up a sweat in our fully equipped gym and then dive into the pool, swim a few lengths and feel those Devon cream teas burn away!

*Additional charges may apply



WHATEVER YOUR AGE... THE FUN NEVER STOPS!



SIT BACK, RELAX AND ENJOY YOUR HOLIDAY



WHY NOT RELAX AND ENJOY A MASSAGE?



TREAT YOURSELF TO A BIT OF PAMPERING



Relax & Indulge

Treat Yourself Pamper Packages Midweek Breaks

Add on pamper packages 2 x 25 minutes (unless stated) treatments

Choose from the following:

- Back, Neck and Shoulder Massage
- Essential Facial
- Full Body Spray Tan
- Oceans Eye Package (45 mins)
- Mini Deluxe Manicure
- Mini Deluxe Pedicure

WHY NOT ADD THE PAMPER PACKAGE TO YOUR HOLIDAY FOR ONLY **£49 PER PERSON**



- SAUNA & STEAM ROOM
- INDOOR POOL WITH INDOOR SLIDE
- HEATED OUTDOOR POOL[†] WITH SLIDE
- CHILDS PADDLING POOLS
- FITNESS GYM WITH TREADMILLS, CROSS TRAINERS, WEIGHT SYSTEMS & EXERCISE BIKES
- HAIR & BEAUTY SALON WITH TRAINED STYLISTS AND TECHNICIANS
- MASSAGE & RELAXATION CENTRE



[†]Open End May-September

To book your 2017 holiday at Lady's Mile call 01626 863411

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Follow us:



Home Away From Home

At Lady's Mille we pride ourselves on our perfect family friendly place to relax in after an action packed day.

- Flat screen TV
- Larder fridge, gas hob and oven, and further mod cons
- Double-glazed and centrally heated as standard
- Free gas and electric
- Tastefully decorated

A GREAT FAMILY GETAWAY!



ENJOYING TIME WITH THE FAMILY



Home Away From Home



A HOLIDAY PARK WE ARE PROUD OF!



We are proud to give you 60 years of successful UK holidays. A big thank you to all our guests and we hope to see you all very soon.

CARAVANS PRICE GUIDE <small>Prices From</small>	LOW SEASON		HIGH SEASON	
	S/B	WEEK	S/B	WEEK
Willow	145	245	299	449
Pet Friendly 5 Birth	169	289	319	499
Cedar Easy Access	169	279	345	529
Chestnut	169	279	345	529
Rowan	169	279	345	529
Sycamore	185	309	379	579
Cyprus	185	309	379	579
Maple	185	309	379	579
Pet Friendly 7 Birth	209	359	399	629
Pet Friendly 8 Birth	209	359	399	629

S/B = Short Break Week = Arrivals on Fridays, Saturdays & Mondays

Duvets and pillows are provided in all holiday homes however linen is charged at £6 per set with a £10 refundable deposit being returned on departure.

For more information and full specifications of our caravans, please visit our website www.ladysmille.co.uk



ARMED FORCES & NHS DISCOUNT

Guests in the Armed Forces & NHS enjoy a 10% DISCOUNT



(Excludes school holidays)

EARLY BIRD HOLIDAY CARAVANS

Early bird bargains!
Apr, May, Jun, Sept & Oct
Book your holiday before 28 February SAVE 10%
Book before 31 January SAVE 20%



(Offer valid for 2017 bookings only)



OUR CLEAN AND WELL KEPT PARK



CONTEMPORARY LOUNGE AND DINING AREA



To book your 2017 holiday at Lady's Mille call 01626 863411

or book online at www.ladysmille.co.uk

Follow us:



Truly Stunning Luxury Lodges

Experience one of the finest luxury lodge holidays available. Our stunning range of lodges offers unrivalled freedom and relaxation.



TIME FOR A DIP IN THE HOT TUB



Truly Stunning Luxury Lodges



FEEL LIKE A KING OR QUEEN IN OUR ROOF TOP TERRACE LODGE



STUNNING VIEWS FROM OUR LODGES



SPACIOUS DINING AREA

LODGES PRICE GUIDE <small>Price From</small>	LOW SEASON		HIGH SEASON	
	S/B	WEEK	S/B	WEEK
Hambone	269	439	509	769
Silver Birch	299	499	569	859
Roof Top	319	529	599	905

S/B = Short Break · Week = Arrivals on Fridays, Saturdays & Mondays

Penthouse Apartment



A large 3 bedroom apartment with a spacious balcony, overlooking the outdoor pool and touring areas. With 1 double and 2 twin bedrooms, a large living area, a stylish kitchen including dining table, full central heated and double-glazed. Outside private sauna and rooftop garden balcony. Please visit our website for details.

Flexible accommodation to suit your family's holiday needs...

- 2, 3 or 4 bedroom lodges are available
 - Main bedroom with en-suite
 - Modern and spacious interior
 - Double-glazed
 - Full central heating
 - Each with its own hot tub
 - Modern kitchens with all mod cons
 - Large decking
- For full specifications of our lodges, please visit our website.



PENTHOUSE PRICE GUIDE <small>Price From</small>	LOW SEASON		HIGH SEASON	
	S/B	WEEK	S/B	WEEK
Penthouse	249	419	399	629

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Follow us:



Pods, Camping & Touring

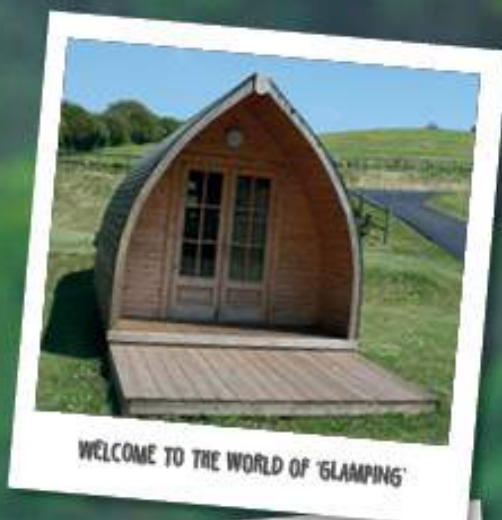
"Spacious", "clean" and "well maintained" are some of the words used by previous guests to describe our camping and touring pitches. In fact our pitches are probably some of the biggest available in the West Country. Each pitch is clearly marked and you have the freedom to choose your own pitch from four areas to suit your needs.

There are three levels of pitches available from our spacious grass pitches up to our top of the range Meadow super pitches.

In addition to our pitches we have some sturdy wooden pods which sleep four people, and are great for experiencing the great outdoors without hunting for that missing tent pole or pumping up air beds.

Facilities are plentiful and modern – no queuing here – and include six spotlessly kept amenity blocks with family facilities, showers, disabled facilities, dish washing and laundry areas.

SPACE TO RELAX
& UNWIND...



To reduce our carbon footprint the majority of electricity used at Lady's Mile is produced from our own solar panels! We operate a pre-paid card system for electric hook-up with an initial start-up card provided on arrival. Thereafter, cards are available in 10, 50 & 100kw increments from reception.

Pitches are available from 11.00am and are to be departed by 11.00am. Late departure is available until 6.00pm and is charged at half the nightly fee during off peak only.

We are a family owned park run for families, and strict park rules are in force to ensure everyone has a peaceful and enjoyable holiday. Please see our website.



NEW FOR 2017
MORE SUPER PITCHES
WITH ELECTRIC HOOK-UP



TENT & TOURING PRICE GUIDE PER NIGHT

	LOW SEASON PRICES FROM	HIGH SEASON PRICES FROM
Over 50's Discount	12	14.50
Standard	19	32

POD PRICE GUIDE

	LOW SEASON PRICES FROM		HIGH SEASON PRICES FROM	
Pod	S/B	WEEK	S/B	WEEK
Pod	99	165	189	285

TOURING & CAMPING DISCOUNT

25% off when booking 5 or more nights on any touring pitch
(Excludes Devon school holidays and July & August)



SEASONAL PITCHES

From 14th January-4th November
£2600-£3050 inc. 500Kw electric
Final payment 14 days before caravan is sited.
All pitches hard-standing

To book your 2017 holiday at Lady's Mile call 01626 863411

or book online at www.ladysmile.co.uk

Follow us:

Out & About

The unhurried pace of Devon life makes for a perfect holiday atmosphere, and if you can tear yourself away from the many pleasures at Lady's Mile, you'll find there is so much to see and do!

With numerous idyllic villages and picturesque towns to explore, two cities, two National Parks and an endless amount of glorious sandy beaches, along with our more tranquil sister park, Oakcliff Holiday Park, Devon quite simply has it all!

Ask at reception for more details.

PLENTY OF PLACES TO VISIT AND DISCOVER...



FEELING ADVENTUROUS? WHY NOT TRY ONE OR ALL OF THE NUMBER OF WATER SPORTS ACTIVITIES AROUND THE DEVON COAST



BABBACOMBE MODEL VILLAGE & GARDENS



CREALY ADVENTURE PARK



FEELING PECKISH? WHY NOT TRY A WORLD FAMOUS DEVONSHIRE CREAM TEA... MMMMM!



KENTS CAVERN. A GREAT PLACE TO VISIT!



POWDERHAM CASTLE, KENTON

Around the Park

Whether you fancy a bite to eat in one of our eateries, finding the way to the multi-sports pitch or just taking a relaxing stroll around the Park... Our Park map below will help you find your way around.



GREAT FAMILY FUN AROUND LADY'S MILE!



MAP LEGEND	
①	Oceans Restaurant & Bar
②	Reception
③	Piano Bar
④	Launderette
⑤	Shop
⑥	Bottom Toilet Block
⑦	Indoor Swimming
⑧	Kids Shop
⑨	Fish & Chips
⑩	Kiosk
P	Parking
W	Water Point
♿	Toilets
🎡	Play Park
☀️	Poolside Seating
🚒	Fire Assembly Point

Your Booking Terms

1. Who your agreement is with

When you book your holiday your agreement will be with Lady's Mile Holiday Park. References to 'Lady's Mile', 'we', 'us' and 'our' are to Lady's Mile Holiday Park.

2. The agreement

This will be a contract between you and Lady's Mile Holiday Park.

- If you book by telephone, when we accept your initial payment (or full payment if you are booking less than 8 weeks before the start of your holiday)
- If you book through an agent, when the agent confirms your booking
- If you book online, when your booking is confirmed.

The person making the booking accepts the contract on behalf of all members of your party and is responsible for making sure they accept the contract. We can't accept bookings from anyone under the age of 18.

3. Paying for your holiday

When you book your holiday you will need to pay a deposit. You can see how this is calculated in the table below. The balance of your payment must be paid 8 weeks before the start of your holiday. Details of the balance payable and the date by which it needs to be paid will be in the booking confirmation that we will send you once you have made your booking. If the balance is not paid by the date, then we are entitled to cancel the holiday and retain the deposit. If you book your holiday less than 8 weeks before the start date you must pay the full amount of the holiday at the time of booking.

Deposit due

All holidays within 8 weeks of arrival Full amount to be paid
 Booking holidays over 8 weeks - £50 deposit per week or full balance whichever is the lesser.
 Static caravans and lodges over 8 weeks - £50 deposit per week

4. Alterations to your booking

Once there is a contract you can't transfer your booking to anyone else including the members of your party or change dates without our agreement. If you want to make small changes (e.g. type of accommodation) we will try to help and additional charges may apply. Downgrading or changing dates of your accommodation will not necessarily lead to a refund. Depending upon the change, an administration charge of £40 may be applied.

5. Cancelling your booking

If you cancel your holiday you will always be responsible for the full cost of your holiday. However, if you have bought holiday cancellation cover you will be covered for these costs depending on when you cancel and the reasons for cancelling. Cancellation cover fees, credit card charges and administration fees are non-refundable in any event. Full details of our holiday cancellation cover can be found below. If you need to cancel your holiday please call us and confirm your cancellation in writing or email us. The date of the postmark on your letter or the date we receive your email is the date of the cancellation.

6. Cancellation Cover

Our cancellation plan covers you up to and including the day your holiday commences against cancellation due to:

- Illness, death, injury or maternity complications of any member of your party (detailed by you at the time of booking).
- Your redundancy or that of a spouse (qualifying for payment under the Redundancy Payments Legislation).
- Jury service by you or a spouse.
- Death or serious injury or illness of a close relative (parent, grandparent, child, grandchild, brother, sister, or spouse).

Provided that these circumstances arise after you made the booking. We guarantee to return the full amount of the deposit and balance minus a £40 administration fee, the total price of the cancellation cover and any credit card charges applied to your booking.

Although we understand this may be a difficult time, you will be asked to provide the appropriate authoritative documents in confirmation of your reason for cancellation i.e. Doctor's Note, Death certificate, Redundancy Notice under the Payment Act 1965. Claims outside the specified reasons for cancellations will not be entertained. The cancellation plan is non-refundable. The decision made by Lady's Mile Holiday Park is final. All cancellations should be put in writing and sent to our head office: Lady's Mile Holiday Park, Week Lane, Dawlish, EX7 0LX.

7. Special offers

To claim any special offers, discounts, etc., please tell us when you book. We're sorry we can't honour these if you don't claim them when you first book. All discounts and special offers are subject to availability.

8. Prices

All prices include VAT at the rate current at 1 October 2016. If the rate increases after that date, prices may change to reflect the increase. All prices on this website are our current prices. (Prices shown in our brochure were current at 1 October 2016 but are subject to change so could increase or decrease). The holiday price confirmed at the time of booking will be the final price you pay and will not change after you have made your booking, unless you make a change to your booking.

9. Who is in your party?

When you book you have to give the names and ages of everyone in your party. Only those people listed on your booking confirmation can occupy your holiday home and we can require anyone not listed to leave the park and in these circumstances no refund or compensation will be given.

10. Numbers in your party

The total number in your party (including children and babies) must not exceed the maximum capacity of the holiday home or pitch advertised.

11. Single sex parties

If you want to book a single sex party there may be restrictions on bookings from all male or all female parties of over 8 people and additional restrictions on the number of people who can occupy the holiday home. Please check before you book.

12. Holiday use

All bookings made at Lady's Mile are for holiday use only. We don't accept bookings if you want to stay for work or use the park as a base to travel to work or for residential use.

13. Arrival and departure times

Your holiday home will be available from 4pm (11am if a touring pitch) on your arrival day. If you think you may arrive after 10pm (8pm if a touring pitch) on your arrival day please let us know. If you don't let us and your holiday home or pitch is not occupied by 10am on the day after your arrival day we will treat your booking as cancelled and re-let the holiday home or pitch. You should leave your holiday home by 10am (11am for touring customers) on your departure date.

14. Supervision of children

All children must be properly supervised by parents or guardians throughout the holiday. We are happy to provide children's clubs, special programmes of events and other facilities at some of our parks but these are not childcare facilities and children remain the responsibility of their parents or guardians at all times. Please make sure you always know where your children are. Children under 8 years old and those who are not competent swimmers must be accompanied by an adult in the swimming pool areas at all times. Please note that a policy of two children to one adult in the swimming pools applies.

15. Guests with disabilities and medical problems

Guests with disabilities are welcome. We offer specific accommodation suitable for holidaymakers with wheelchairs or mobility difficulties. However certain accommodation and locations may not be suitable. If you or someone in your party has any medical problems or disabilities, tell us about this before you make a booking so we can try to ensure the accommodation and park are suitable for you. If you don't tell us we can't be responsible if the accommodation or position on the park is not suitable. If you do have special requirements, please let us know and back up the conversation in writing or via email. We will try to accommodate these but can't guarantee this.

16. Allergies and non-smoking accommodation

If any member of your party suffers from an allergy we would strongly recommend that you do not book accommodation which accepts pets. All of our accommodation is non-smoking if you smoke in non-smoking accommodation you will be required to pay an additional fee of \$80 for the deep cleaning of the accommodation.

17. Pets

Please note we are only able to accept dogs in our dog friendly holiday homes or pitches, maximum of two dogs per unit. When booking you will be asked to confirm the breed of your four-legged friend. Unfortunately, we do not accept any dogs named under the Dangerous Dogs Act 1991 as amended from time to time, even where these types of dog are muzzled as required by government legislation. Pets must not be left unattended in our accommodation, your own accommodation or elsewhere, at any time on park. Dogs must be kept on a lead at all times other than in the dog exercising area. You must use the bins provided to clear up after your dog. Dogs are not permitted in the clubhouse, restaurant, bar, shop, cafe or swimming pool areas. The lead name of the party is responsible for the dog whilst on park. Any dogs causing a nuisance may be asked to leave the park and/or your right to occupy your pitch or holiday home may be rescinded. Refunds in these circumstances will not be given.

18. Use of your holiday home

At the end of your holiday please leave everything in a clean and tidy condition. You are responsible for any damage to your holiday home during your stay. We reserve the right to enter your accommodation for maintenance purposes, under special circumstances or in emergencies.

19. Your personal possessions

You are responsible for your personal possessions on park or in your holiday home and we aren't responsible for any loss or damage to these. If you leave any personal possessions behind at the end of your holiday we will try to return them but we are not responsible for anything that is left.

20. Cots and high chairs

Cots and high chairs may be hired at an additional charge, subject to availability. You need to request these when you book. Cots can normally only be accommodated in the living area of caravan holiday homes. You will need to bring your own cot linen.

21. Bed linen

We provide all bed linen and towels in our lodge accommodation other than cot linen. Unless specified we do not normally provide tea towels or other bathroom and kitchen requisites. There will be additional charges for bed linen in our caravan accommodation.

22. Park facilities, Wi-Fi and entertainment

Admission of Children Under 8 Years Old into the Swimming Pool
 • Children under 8 years of age must not be admitted to the swimming pool unless accompanied in the water by a responsible person of 16 years or over.
 • A maximum of two children per responsible person is allowed.

At busy times access to our facilities may be restricted. We reserve the right to close or withdraw certain facilities or entertainment (e.g. for health and safety reasons, illness, maintenance, adverse weather conditions,

seasonally or reasons beyond our control) without prior notice and we are not liable to you if we have to do so. Wi-Fi is available on the park for an extra charge. Its provision is subject to availability and network conditions. It may not be available 24 hours and is provided for leisure and not for business. Bookings are not accepted if they are wholly reliant on the uninterrupted provision of Wi-Fi.

23. Security

To improve security of the park a wristband system has been introduced. Visitors to the park are expected to wear wristbands throughout their stay and we would appreciate your co-operation in this matter. If visitors can not show the wristband upon entry to any facility, then entry will be refused. Replacement wristbands can be obtained from reception providing you have the old wristband. Lost wristbands will incur a \$5 replacement charge.

24. Your car and other vehicles

You should comply with 5 mph speed limits and parking and other traffic regulations on park. Vehicles are brought into the holiday part of your site and we are not responsible for loss or damage to these except where it is caused by our negligence or default or that of anyone we are responsible for. Quad bikes, hover boards or similar vehicles and commercial vehicles aren't allowed on park. Non-motorised vehicles such as scooters, skateboards, etc. are not allowed in and around the public areas.

25. Visitors

Visitors must report and pay at reception before entering the site. A charge of \$5 per day for each car will apply or a day membership fee if your guests are using any of our facilities, whichever is the greater.

26. Touring pitches and Pre-paid Electric Cards

Pitches are approximately 9m by 10m. All your belongings, including any extra cars or tents must fit on that pitch. Maximum occupancy of the pitch is 8 people including infants. Electric hook-up is paid for via a pre-paid card system. These will be available in 10, 50 and 100 kilowatt increments. There will be no refund for part-credit on these cards.

27. Behaviour on park

Our park is a family holiday park and so please ensure your behaviour is appropriate and is not noisy, offensive or likely to cause any harm or upset to other guests, staff or property of the holiday park. If we feel your behaviour is illegal, offensive, disruptive or inappropriate we will ask you to leave the holiday park. The lead name of the party is also responsible for any dogs in their party whilst on park. Any dogs causing a nuisance may be asked to leave the park and/or your right to occupy your pitch or holiday home may be rescinded. In these circumstances no refund will be given.

28. Filming and photography

We sometimes have TV and other companies filming or taking photographs on park. We will do all we can to ensure you are not disturbed by this. Please make sure you and your family are aware of any cameras. We can't accept any responsibility or offer any financial award if you do appear in films or photographs.

29. If you have a problem

We do all we can to make sure you enjoy your holiday but sometimes things may go wrong. If this happens please tell reception straight away and we will try and put things right. If we can't, then you can leave on the first day of your holiday and receive a full refund of the cost of your holiday if you decide to stay or don't give us the chance to put things right first you'll not be entitled to a refund. If anything is not sorted out during your stay please contact our Customer Relations team by email reception@ladysmile.co.uk or write to the Operations Manager, Lady's Mile Holiday Park, Week Lane, Dawlish, EX7 0LX, no later than 21 days after the end of your holiday. Letters and emails sent after this time may not be responded to.

30. Cancellation by us

Very occasionally in exceptional circumstances, we may have to cancel your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, or accept any alternative arrangements offered to you, or book another holiday with us at the brochure price. If we have to cancel because of circumstances beyond our control (e.g. fire, theft or flood) we will pay a full refund. If we cancel we will have no further liability to you for this.

31. Brochure and Website accuracy

We have taken all care to make sure the details on this website and in our brochure and other literature are correct at time of going to print. However, we cannot accept responsibility for any errors or the results of these. Please note that photographs of accommodation are examples only and furnishings, layout and decoration may vary. We are not responsible to you for unforeseen events or matters over which we have no control.

32. Our liability to you

We accept liability for any loss or damage you may suffer as a result of our negligence or willful default, but otherwise are not liable to you for any loss or damage you suffer. Our liability to you is limited to the cost of your holiday less any insurance premium, except in the case of death or personal injury. We are not obliged to offer a refund if you leave your holiday early. We do list some local attractions which are not on the park but we do not operate these and do not act as an agent for these, and so we are not liable for any damage or loss you may suffer when buying tickets or visiting the attraction. Your statutory rights are not affected by anything in these terms and conditions.

CONTACT US NOW!
WE'RE HERE TO HELP
01626 863411
 info@ladysmile.co.uk
 www.ladysmile.co.uk
 Lady's Mile Holiday Park,
 Dawlish, Devon EX7 0LX

How to Find Us
 Leave the M5 motorway at Junction 30. Take the A379 signposted Dawlish and carry on for about 6 miles. Once you pass the small harbour at Cockwood, continue along the A379 for about 2 miles, cross over the Sainsbury's roundabout and Lady's Mile is the second left.

Your Booking Terms / How To Find Us



LIVE ENTERTAINMENT



FAMILY FUN THEMED WEEKENDS



FANTASTIC HOLIDAY ACCOMMODATION



INDOOR & OUTDOOR POOLS



DON'T FORGET TO CHECK OUT
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OFFERS AND OUR FANTASTIC
THEMED WEEKENDS!



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Accommodation



BRONZE
Best
Holiday Park



PLENTY OF SPACE FOR YOU
AND THE FAMILY!



A WARM WELCOME FROM OUR TEAM

Lady's Mile
HOLIDAY PARK

Family Run For Family Fun

Dawlish, Devon EX7 0LX. Tel: 01626 863411 info@ladysmile.co.uk
www.ladysmile.co.uk