

TERMS & CONDITIONS OF BOOKING 2024/25

These Terms & Conditions are here to protect the rights of the Caravan Owner and Guests.

Please read them carefully.

When signing the booking form or paying the full deposit you are confirming that you, the nominated hirer, agree to be bound by all of the following Terms & Conditions with all other parties concerned

1. The Caravan Owner

- a. The agreement is made on the understanding that the Caravan Owner will remain responsible for providing the advertised service. They will be liable to compensate the guests in the event of any failing on their behalf, that was not outside their control, in accordance with the terms detailed below.
- b. The owner will ensure that the full holiday cost, including deposit, is retained in an account should they be required to provide a full refund.

2. The Guests

- a. The nominated group leader accepts full responsibility and liability for the conduct of all guests. It is their responsibility to ensure that all the guests are aware of the full details of these terms and conditions.
- b. No extra guests are allowed to stay overnight in the caravan, without permission from the owner.
- c. The holiday must not be sold on to someone else. Any changes must be approved by the owner.

3. Booking Restrictions

- a. Bookings will only be accepted if the hirer is at least 25 years old
- b. The maximum number of allowed guests may be lower than the maximum berth of the caravan. This is in order to improve the comfort of the guests and reduce wear on foldaway beds. Limits may also be added if a cot is used/required.
- c. Only guests named on the booking form will be allowed to stay in the caravan. *Unauthorised guests will be asked to leave and the remaining guests may also be evicted and forfeit the remainder of their stay, without compensation.*

4. Bookings

- a. A £50 deposit must be paid to confirm the booking. If not received at the time of booking the holiday dates will be released without further warning
- b. The deposit will be deducted from the total cost of the holiday leaving a balance to be paid 6 weeks before the holiday start date. If the balance is not paid by the due date the booking will be cancelled and deposit will not be refunded.
- c. In the event of cancellation by the guest the deposit will not be refunded
- d. The booking form must be completed in full.
- e. A £75 security bond will be held from 6 weeks prior to your stay until up to maximum of 14 days after your stay. The security bond is not limited to £75.00 in the event of damage occurring during your hire. In the event that damage is confirmed during or after your use payment will be required to put the damage right.
- f. Instalment options are available if requested, however the full total must be paid by 6 week before the holiday start date.

5. Cancellation

- a. The booking will be cancelled if:
 - i. the £50 deposit is not received by the agreed date
- b. The deposit will not be refunded under any circumstances unless the caravan owner is unable to provide the caravan for the required period and is unable to provide an alternative date.
- c. If the booking is cancelled by you, any monies paid will be lost. *A partial refund may be offered at the discretion of the owner if the holiday is resold.* Taking out your own travel insurance will

help protect you if you need to cancel your holiday.

6. Arrival & Departure

- a. Please don't arrive before the time stated on the booking form. The arrival time is there to allow for cleaning and to ensure everything is ready for your stay. **If there are problems with the caravan on arrival please report to the owner immediately to give them chance to make right.**
- b. Keys are held in a key safe outside the caravan. You be liable for the costs of replacing the locks and all key sets if the keys are lost or the keys are not returned to the key safe at the end of your holiday or the key safe is damaged or if you change the code on the key safe
- c. The caravan owner will not be responsible if you cut your holiday short and no partial refund will be given unless caused by problems with the caravan that the owner has not been able to rectify or been informed of at the earliest opportunity during your stay.
- d. Please vacate the caravan by the check out time stated on the booking form
- e. All doors and windows must be closed and locked when you leave the caravan and the keys returned to the key safe. Failure to do this risks the security of the caravan.
- f. Any items left in the caravan after the holiday end, can be posted/ shipped at an agreed charge, plus a £15 charge to cover the cost of any required packaging and time.

7. The Condition and Contents of the Caravan

- a. **NO Smoking inside the caravan or in the doorway as smoke can still get inside the caravan**
- b. Use of drugs is forbidden.
- c. Safety equipment, such as smoke alarms or fire extinguishers must not be tampered with, including removal of batteries from the smoke and carbon monoxide alarms.
- d. Naked flame products, such as candles and barbecues, must not be used in or around the caravan.
- e. You are responsible for the security of the caravan during your booking. All windows and doors must be locked securely when you are not in the caravan.
- f. On departure, the rooms must be left in the same clean, tidy condition as they were found in. You have a responsibility to leave the caravan as you first find it. Please ensure that all kitchen equipment is clean and back in place, that all kitchen surfaces and tables have been wiped clean, bins have been emptied, the floors have been hoovered and left clear of mess. Heating must be switched OFF. If left on this uses gas and you will be charged accordingly. All plugs must be switched OFF apart from the fridge freezer.

8. Use of Equipment in the Caravan

- a. You are agreeing to the safe use of all equipment in the caravan
- b. All utilities (gas, water & electricity) are included in the overall cost, on a fair-use basis *In the event of excessive use, such as leaving heating on all the time, you may be charged an excess to cover the additional charges incurred by the owner for additional gas bottles.*
- c. There is no electric or hybrid car charging to be carried out at the caravan, suitable car charging bays are available in the entertainment car park or security hut.
- d. If you are unsure how to use any of the equipment provided then contact the owner immediately. Do not attempt to use anything that you are unsure about.
- e. The caravan owner will not be considered liable for any injury caused by improper use of any equipment
- f. Faulty equipment must be reported immediately. You must not use any equipment you do not consider to be in a perfect condition
- g. Any claims of injury must be reported immediately

9. Behavior

- a. You have a duty of care towards other site guests and, as such, must not cause nuisance either verbally or by the use of excessive alcohol, loud music, etc. It is expected that all guests conduct themselves in a proper manner at all times and remain civil towards the other guests and other site users. Do not drink drive whilst on site

- b. Children must be kept under control at all times. This includes whilst in the caravan or whilst using and services provided by the caravan site
- c. The caravan is situated on a quiet pitch location with other owners who do not rent out. Please be considerate of the caravan neighbors.

YOU WILL BE ASKED TO LEAVE, WITHOUT COMPENSATION, IF:

- ◇ You have extra guests staying that have not been pre-registered.
- ◇ You cause any nuisance to others, such as loud music or shouting.
 - ◇ Anyone is found to be smoking in the caravan.
 - ◇ You breach any of the rules of the caravan site

10. Damage to/loss of property(the caravan and/or its contents)

- a. Please report any accidents, losses or damages caused by you or your party as soon as possible to enable the owner to respond to the circumstances. Smaller items may be replaced by yourselves if you wish, but the item(s) must be 'like for like' or contribute to replacement costs.
- b. Where necessary action will be taken to seek full compensation, which may include additional charges
- c. In the event that you are not happy with the response from the owner then you must seek legal advice, as this will protect the rights of both you and the caravan owner.

11. Problems with your Accommodation

- a. You must report any problems immediately, to the caravan owner, sending photos when possible.
- b. You must give the caravan owner a fair and reasonable opportunity to rectify problems or offer suitable compensation.
- c. In the event that you are not happy with the response from the owner then you must seek legal advice, as this will protect the rights of both you and the caravan owner.

12. Electric Cars/ Mobility Scooters

- a. You must not use the caravan electricity to charge your vehicles, the caravans electrics do not allow for this and is dangerous as it causes the wiring to become overheated and causes a fire risk. Charging points are available in the entertainment car park or security hut onsite.

13. Owner Public Liability Insurance

- a. Names and Ages of all persons staying in the caravan are required to validate insurance
- b. Only named persons may stay in the caravan otherwise any insurance claims will be invalid
- c. Changes to approved guests may be made at the discretion of the caravan owner

14. The Caravan Site

- a. All play/ entertainment passes are to be purchased at reception and are not included within the booking with the caravan owner.
- b. The caravan owner is not responsible for any of the services and facilities provided by the caravan site.
- c. The site owners may vary services and facilities at short notice. You should visit the website for full site details and their complaints procedures if you have any problems with anything they offer or fail to provide. This includes site wide power loss, closure of entertainment areas, etc
- d. You are also bound by the rules of the caravan site. These can be obtained from their website or from Reception upon arrival. Breaching the Site Rules may result in eviction from the site and termination of your holiday
- e. The caravan owner will not be liable to compensate you in the event of any dispute with the site, unless it has been caused by the action of the caravan owner

15. Pets

- a. Maximum of 2 dogs are permitted, no banned breeds are accepted, including XL bulldog's (this is caravan site rules)
- b. All dogs are to be kept off furniture and not left in the caravan unattended at any time.