

Booking Terms and Conditions

Owner contact number: 07364 221 001.



BEFORE YOUR HOLIDAY

By making this booking and paying the full deposit you, the hirer, are agreeing in full to the following terms and conditions. These terms and conditions have been created to protect both the owner and the guests, as well as providing advice in the event of problems or disputes. If you do not wish to proceed with this booking, for any reason, then please contact the caravan owner immediately for them to try and resell the dates. Please keep these terms and conditions for your records as they contain essential information. Every effort is made to ensure the hot tub is warm for your first night's stay, although this cannot be guaranteed.

ARRIVING AT THE CARAVAN

Check in is from 4pm. Check out is no later than 10am. Please do not arrive to the caravan before the stated arrival time. Keys will be available as advised by the caravan owner. You will be liable for the costs of replacing the locks and all sets of keys if the keys are lost. Check the caravan on arrival, pictures are taken before the arrival of all guests. If you find anything wrong, please contact the owner immediately, this will protect you if things are found after you leave.

DURING YOUR HOLIDAY

Keep the caravan clean and secure during your visit, you have a responsibility to leave the caravan as you find it. Prior to your stay, the caravan will be thoroughly cleaned. Always ensure that the doors and windows are locked when you are not in the caravan. The use of gas and electricity is provided for free for fair use only. Please be mindful when increasing the heating and always reduce or turn off when leaving the caravan. Do not under any circumstances touch the boiler. Please be respectful of our neighbours on site, such as, no loud music or shouting, especially after 11pm as per the caravan site rules. We have 1 parking space next to the caravan and a small car park a short distance away; The holiday is self-catering so you will need to provide all your own food, it is at the discretion of the caravan owner whether a welcome pack is provided. If you are unsure on how to use any of the equipment provided then contact the caravan owner, do not try to use anything that you are unsure about. The caravan owner will not be considered liable for any injury caused by improper use of any equipment. Faulty equipment must be reported immediately to the caravan owner. Entertainment passes are not included in your break, these can be obtained from the caravan site, we suggest you apply for these a few weeks before your arrival.

THE END OF YOUR HOLIDAY

Do not leave later than the stated departure time, if you leave late, this may result in the security deposit being reduced to potentially compensate the next guest if this delays their holiday. When departing, please leave the caravan secure. We kindly ask that any dirty kitchen items are placed in the dishwasher if you do not have time to get these cleaned and away. Failure to keep the caravan in a good state of repair will result in the loss of your security deposit. Do not steal any property from the caravan or you will not receive your full security deposit. If you choose to leave early, you will not be compensated unless this is due to the caravan owner being unable to provide the advertised holiday, within their control; situations beyond the control of the owner will not be considered as fair reason for refund.

THE CARAVAN OWNER

The caravan owner will ensure that the full holiday cost, including security deposit, is retained in an account should they be required to provide a full refund. The caravan owner is responsible for providing the service within the caravan as advertised. If you have any problems with your accommodation, please contact the caravan owner immediately and allow them a fair and reasonable opportunity to rectify any problems.

THE GUESTS

The nominated group leader takes full responsibility and liability for all members of the party, and their actions should they breach any of the rules. No additional guests are allowed to stay overnight in the caravan without written permission from the caravan owner. You may have visitors during the day only. Children under the age of 16 must not be left unattended. Children must be kept under control at all times. We accept a maximum of 2 pets, £25 per pet that must be booked in. Dogs must be kept on a lead at all times outside of the decking area, the site rules are all dogs to be kept on a lead at all times. You must not try to sell your holiday booking, only those named on the booking form will be allowed in the caravan. This means that if you have to cancel, you cannot sell the holiday to someone else. You leave your vehicle and contents on site at your own risk. Neither the caravan owner, nor the caravan site, will accept responsibility for damage or loss, unless by their negligence. Electric/hybrid vehicles MUST NOT be charged from the caravan, as this is excessive use of electricity and the site forbid use as these are a fire risk on the circuits, there are dedicated charging points on 2 areas of the site.

BOOKINGS/PAYMENTS

Deposits must be paid to the caravan owner within 3 days of booking to confirm your holiday. Failure to pay the deposit, or the balance of the costs by the agreed date(s), will result in the loss of your holiday booking.

Full names and ages of all guests staying in the caravan are required once booking is confirmed. Changes to approved guests may be made in writing to the caravan owner, at their discretion. Payment is due in full 4 weeks before your arrival date, if your holiday is in less than 4 weeks, full payment is due upon booking. The accepted payment method is via bank transfer; always include your surname and reference when making payments.

DEPOSIT/DAMAGES

The deposit must be paid within 3 days of booking to secure, this is deducted from the balance of the break. A security deposit of £99 will be added to the total upon booking, this will be refunded on the day of departure after inspection. Damage to the caravan or its contents, or the requirement of additional cleaning due to excess mess will result in the loss of full or part of the security deposit and may result in small claims court action to recover the additional charges and replacement costs. Bed wetting – if anyone in the party is likely to wet the bed, please bring your own urine mats for the bed and bedding. Additional charges will apply for the launder of bedding, protectors and mattresses and severely impacts the incoming guests so please also make sure we are made aware.

CANCELLATIONS

If you have to cancel your holiday booking, please contact the caravan owner immediately, this will give them chance to re-sell the dates. In the event of a cancellation, the return of the deposit will depend on the time between cancelling and your holiday. If cancelling with more than 4 weeks before your arrival date, you will receive your full deposit and any other fund already paid. If your break is due to commence between 2-4 weeks, then we will return 50% of funds paid. If cancellation is less than 2 weeks, then there will be no return of funds.

CARAVAN CONTENTS AND USAGE

Please note the decking is slippery when wet and in the colder months due to ice, frost, and snow. Please take extra care when walking on the decking and supervise children at all times. There is no smoking in the caravan, the caravan owner is ok with smoking on the decking but please keep it tidy and clean from cigarette butts, etc. The use of drugs is forbidden. Safety equipment, such as smoke alarms or fire extinguishers must not be tampered with, including the removal of batteries from smoke alarms. Naked flame products, such as candles and barbecues, must NOT be used in the caravan or on the decking; this is down to fire regulations enforce across the site.

OTHER

There will be a deduction from the security deposit to cover any delivery charges to return items that have been left behind. We kindly request that there are no negative posts on social media platforms; we endeavour to rectify any issues to your satisfaction. Site issues must be dealt with by the site office staff, not the caravan owner. The caravan owner is not responsible for any of the services and facilities provided by the caravan site. The caravan owners' Public Liability Insurance only gives limited protection. Your home insurance may cover you and your belongings whilst you are on holiday; it is unlikely to cover accidents, medical expenses or losses due to delays or cancellation. Out of season dates are 5th Jan to February half term; facilities are limited during this time, please contact the site directly to confirm what is open. You are also bound by the rules of the caravan site, these can be obtained from their website or from guest services upon arrival. The site is located next to a working RAF base; aircraft noise is to be expected.