

## TERMS AND CONDITIONS

The Holiday Home will be made available from **2 o'clock PM** on the day of arrival and must be vacated by **10 o'clock AM** on the day of departure.

A message will be sent to your preferred communication method indicating your personal pin number to access the key safe box at **14:00** on your arrival date. The box should be closed when not in use and the key replaced by **10:00** on the day of departure with the combination scrambled. If the security of the key and the Holiday Home are compromised you will be at risk of losing your security bond.

Prices are normally detailed from Monday to Monday. However, mid-week and long weekend breaks can also be accommodated. Please note that **passes for the facilities are not included** in the prices stated but these can be obtained directly from the Haven office on arrival or in advance.

### DEPOSITS & PAYMENT

1. A provisional booking will be accepted, subject to receiving a **£100 deposit per week booked** within **3** working days of agreement. The deposit should be made by BACS transfer or bank deposit to **Jones/Preston Lloyds Bank 77-09-03 36928060** using the start date of your holiday as the reference.
2. Upon receiving the deposit you will receive email confirmation for the dates that you have booked. Please note that **ALL** bookings are provisional until the deposit amount is received.
3. **DEPOSITS ARE NON-REFUNDABLE IN THE EVENT OF CANCELLATION.**
4. If the deposit is not received within 3 working days it is assumed that the provisional booking is no longer required.
5. **THE BALANCE OF THE HIRE CHARGE IS DUE FIVE WEEKS PRIOR TO ARRIVAL**, if the balance is NOT received within this time frame, then we reserve the right to hire the Holiday Home to someone else. Bookings taken with less than FIVE weeks remaining can only be accepted if payment is made in full and received within 3 working days.
6. A **£100** refundable security bond is required to be paid when the full balance is due.
7. The security bond is fully refundable at the end of the hire period and returned within **7 working days of the departure date** to the account number provided at booking.
8. We reserve the right to withhold some or all of the bond and bill the hirer for the additional cost of, a) replacing and/or repairing all damage; b) all breakages; c) charge for cleaning the Holiday Home, removing stains or replacing as new; d) or if additional persons have been using the Holiday Home during your stay, which was not previously agreed by the owners.

### CANCELLATIONS

9. In the event of a cancellation, the hirer must confirm this in writing (deposits are not refundable in the event of a cancellation).
10. No refund will be made to the hirer whose hiring has commenced and who vacates the Holiday Home for any reason including an emergency at home.
11. Once the balance has been paid refunds will only be considered in certain circumstances at our discretion and subject to the time remaining to the holiday and a replacement booking being obtained.

### GENERAL BOOKING CONDITIONS

12. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above.
13. No same sex groups i.e. Stag & Hen parties. Families and Couples only.
14. Only the persons on the booking form may stay at the Holiday Home, which has been agreed by the owners. Over occupancy will not be tolerated and the hirer and associated guests will be

asked to leave. The holiday cost, security bond and any other payment will not be refunded in this event.

15. **ALL** changes to a booking are allowed only by prior agreement with us and confirmed in writing.
16. The hirer is responsible for the conduct of all persons listed on the booking form.
17. Each person listed on the booking form and your guest(s)/visitor(s) must be prepared to identify themselves to the park owners or their staff upon request and comply with their reasonable requirements.
18. The hirer shall notify us in writing with any changes to person(s) listed on the booking form at the earliest possible opportunity and in any event, prior to arrival at the holiday park.
19. The hirer must give access to the Holiday Home as/when required by us, holiday park owners and their staff/agents.
20. We reserve the right to refuse any booking without any obligation to give a reason and/or reserve the right to terminate any booking for whatever reason at our absolute discretion.

#### **UPON COMMENCEMENT OF HIRE**

21. In the case of a maintenance problem, the hirer shall contact us at the earliest opportunity. D.I.Y repairs must **NOT** be attempted. If the hirer does any D.I.Y repairs, the security bond may not be returned.
22. Absolutely **NO** pets are allowed.
23. Smoking is **NOT** permitted.
24. The Holiday Home is to be left in a clean and tidy condition ready for the next tenants. If not, the security bond may not be returned.
25. Holiday park owners and their staff do not accept liability for any loss or damage to the hirer's property and/or accidents, injuries, illness, diseases, arising from the hire of the Holiday Home or use of the holiday park, including acts of God or extreme weather conditions.
26. No Prams/Buggies to be left open, and used in the Holiday Home as this has been known to Damage Doors and Fittings.
27. IF YOU ARE ASKED TO VACATE THE HOLIDAY HOME / HOLIDAY PARK BY THE HOLIDAY PARK OWNERS OR THEIR STAFF FOR ANY REASON WHAT SO EVER, THE HOLIDAY HOME OWNERS SHALL NOT REFUND ANY MONEY PAID.

**N.B.** Once we have received your £100 deposit you the hirer have agreed to the full terms and conditions as detailed above. These terms and conditions do not affect your statutory rights under English law.