

Booking Terms and Conditions

These terms and conditions form part of the contract between **YOU** Mr(s) XXXXXX (The Hirer) and Mr & Mrs P Newman (The Owner). The owner's contact details are given on the Booking Form.

It is important that you read these Terms and Conditions, your payment of the deposit confirms that you have read, understood and agree to these Terms and Conditions.

1. **The Caravan**

1.1. These Terms and Conditions only apply to our caravan sited on Combe Haven Holiday Park and located on pitch Haven Terrace XX.

2. **Dates of Hire**

2.1. The length of hire as agreed between The Hirer and The Owner is from 2:00pm on (Date) until 10:00am on (Date). Any unauthorized use of the caravan by The Hirer outside of these dates and times is chargeable and may result in the forfeit of some, or all, of the Damages/Security Deposit paid by The Hirer.

3. **Cost of Hire**

3.1. The TOTAL amount payable for the period of hire is £xxx.00

3.2. A payment of £50.00 is required. This sum is a **NON REFUNDABLE** booking deposit.

3.3. We will also require a damages/security deposit of £100.00

3.4. The security/damage deposit will be repaid in full within 7 days after the end of the period of hire, providing that these terms and conditions have been adhered to.

3.5. The balance of the cost of hire and the security/damage deposit **MUST** be received 8 weeks before the start of the hire period, otherwise the contract will be cancelled and The Hirer will forfeit the deposit of £50.00.

4. **Method of Payment**

4.1. The preferred method of payment of all monies due is by Bank Transfer. Details of the account to use are given on the Booking Form.

4.2. Alternative methods of payment may be acceptable if agreed by The Owner prior to the booking being accepted. Alternative methods of payment may be:

4.2.1. Cheque (additional time will be required to allow the cheque to clear)

4.2.2. PayPal (additional charges may apply)

4.2.3. Cash deposit into our account at a branch of Lloyds bank

4.2.4. Visa/Mastercard Debit/Credit Card (into our Bourne Leisure/Haven account)

5. **Funworks/Entertainment Passes**

5.1. Passes are not included in the caravan hire cost. If required, these may be purchased at reception on arrival. The necessary paperwork will be sent with your booking confirmation and key release details.

6. **Keys**

6.1. On arrival the keys will be available from our key safe and a key safe code will be sent by text on or before check in day.

6.2. On departure keys must be returned to the key safe.

6.3. Lost keys will be charged for at £20 per set.

7. **Occupancy**

7.1. The caravan must only be used by the persons listed on the booking form and only for the dates and times specified.

7.2. The Hirer will be responsible for the entire party.

7.3. Being a family park, The Owner only accepts bookings from family groups. The Owner cannot accept bookings from young singles or all male/female parties.

7.4. No smoking of any kind anywhere inside the caravan.

7.5. No drug use of any kind.

7.6. For reasons of hygiene and the comfort of other guests, pets are **NOT** allowed.

7.7. The caravan must be left clean and tidy. You have a responsibility to leave the caravan as found. Failure to keep the caravan clean and tidy could result in the loss of your damages/security deposit.

7.8. Any breakages or damage to furniture, fittings, inventory or the caravan must be paid for by The Hirer and may result in the forfeit of some or all of the security/damage deposit. This includes any kind of staining or wet damage to mattresses and bedding. Inside furniture, soft furnishings and beddings must not be taken outside.

7.9. We hope you don't have any mishaps while you're with us. But if our holiday home is damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs.

7.10. All doors and windows must be closed and secured on departure. Failure to do this would risk the security of the caravan and the security/damage deposit may be withheld.

8. **Problems With Your Accommodation**

- 8.1. On arrival please check the caravan and if you find anything wrong contact The Owner immediately, sending photos if possible. This will protect you if things are found after you leave that you knew about.
- 8.2. You must give The Owner fair and reasonable time to rectify problems or offer suitable compensation.

9. **Behavior.**

- 9.1. If, in the opinion of The Owner (or their representative) or the Park Manager, any member of your party is guilty of conduct prejudicial to the well being of others, The Owner (or their representative) or the Park Manager may re-take possession of the caravan immediately, without any compensation to The Hirer.

10. **Cancellation.**

- 10.1. Should The Owner have to cancel the holiday because the caravan booked becomes unavailable due to circumstances beyond the control of The Owner, a full refund (including the deposit) will be given to The Hirer.

- 10.2. In the event of cancellation by **THE HIRER**, the following charges will apply:
Number of days in advance of holiday start date cancellation charges are payable:

Length of Time	Cancellation Charge
56 days or more	The Full Deposit
55-29 days	50% of the total holiday cost
28 days or less	100% of the total holiday cost

- 10.3. The Hirer may **NOT** sell or pass on in any way the use of the caravan for the dates booked, even if The Hirer and their party cannot use the caravan for whatever reason.

11. **Liability.**

- 11.1. The Owner DOES NOT accept liability for injury, loss or damage, however caused, and suffered by any member of the party.

12. **Insurance.**

- 12.1. It is strongly recommend that The Hirer takes out Holiday Insurance to cover accidents, losses, cancellations etc. These policies are available quite cheaply from most insurance brokers.

13. **The Park**

The caravan owner is not responsible for any of the services and facilities provided by Combe Haven Holiday Park.

14. **Electric Cars**

We're really happy that some of our guests are using hybrid cars to help protect our lovely environment. Whilst Haven are working on ways we can help you charge your cars whilst staying on park, please don't use our caravan holiday home electricity to do this. Our caravan is our family holiday home and we want to make sure we don't end up with a surprisingly big electric bill.

15. **If You Leave Something Behind**

Let us know as soon as you realise you've left something behind. We'll do all we can to find it, although we're not liable if this isn't possible or if it's damaged. When we find it we'll return it to you, but you will have to cover the postage costs.

