

WATERLAKE HOLIDAY CARAVANS

Terms & Conditions

1. CONTRACT

The contract entered into is between Waterlake Holiday Caravans (The Owner) of the holiday let property (The Property) and the holidaymaker (The Hirer) which is subject of these terms and conditions. The Hirer is also deemed to have accepted these terms and conditions on behalf of all the Members of their party, and is responsible for informing them of these. The person signing the booking form is deemed to have accepted these terms and conditions on behalf of all members of their party. Bookings are for holiday purposes only and cannot give rise to tenancy.

2. PAYMENT

Bookings will be confirmed on receipt of a deposit of 1/3rd of the total rent payable together with the completed, signed Booking Form. The balance payment is payable 6 weeks before the date of commencement of hiring. Confirmation will be sent on receipt of the deposit and completed Booking Form. Once the confirmation has been issued, you are legally liable for the full balance of payment. Reminders for the balance of payment will not be sent. The due date will be shown on your confirmation and final payment amount will be shown with the date payment must be received by.

For bookings made less than 6 weeks before the commencement of hire, the full amount will be payable along with the completed Booking Form. Confirmation will be sent on receipt.

Deposits and final payments may be made by cheque payable to VIRGINIA JONES, or on-line by credit/debit card or by bank transfer. All payments must be accompanied by a completed, accurate and signed Booking Form.

3. ALTERATIONS OR CANCELLATIONS

Once your holiday has been confirmed, you are legally liable for the full balance of payment and if you wish to make any alterations or cancel the booking, you must notify the Owner at the earliest possible opportunity. The Owner will acknowledge any alterations or cancellations within seven days. If you do not receive an acknowledgement within this timescale you should contact us immediately. For cancellations made prior to 6 weeks before the commencement date of the hire, the deposit will be refunded, less expenses incurred.

For cancellations made within 6 weeks of the commencement date of hire, the rent will be refunded (less expenses incurred), **if the property can be re-let**. If we are unable to re-let the property for that period, **the full rental will be payable**. If the balance is not paid when it is due, this is treated as

a cancellation and full amount becomes payable, unless we can re-let the property.

CANCELLATION INSURANCE

By making a booking and paying a deposit you are deemed to accept these terms and conditions. Therefore, we recommend taking out **Holiday Insurance** to cover the full rental cost of your holiday, in case of cancellation.

4. RENTAL PRICES

The price includes electricity, heating, hot/cold water, duvets/covers, pillows, throws and bed linen. Also a high-chair & travel cot. **(Please bring your own towels and tea towels. Also travel-cot linen, if applicable).**

5. NUMBERS IN PARTY/SUITABILITY/ ELIGIBILITY

No more than the maximum number of 6 persons (including babies) may occupy the property. Only those listed on the booking form may stay at the property. The owner reserves the right to refuse any booking which is unsuitable for the property concerned. **The person making the booking must be 18 or over and will be held responsible.** To book your stay call us now on 01980 620243 or email info@waterlakeholidaycaravans.co.uk

6. DAMAGE/SECURITY DEPOSIT

The owner reserves the right to request a damage-security deposit, which will be refunded within 7 days following the completion of the hiring, less any charges as a result of the failure by the hirer to meet his/her responsibilities as set out below. We do not currently ask for a damage/security deposit, but this can change without notice.

7. HIRERS RESPONSIBILITIES

The Hirer is responsible for the Property during the period of rental, and is expected to take reasonable care of it. **All equipment and utensils must be left clean and tidy at the end of the hire period. The hirer is expected to leave the property in the same state of cleanliness and the general repair and the order in which it was found. i.e. Any furniture is moved round, is to be put back in its original position. An additional charge will be made if extra cleaning required etc...**

8. DAMAGE

Any breakages or damage to the property during the hire period will be charged at replacement cost and an invoice will be sent to the Hirer for immediate payment.

9. CHECK IN AND OUT TIMES

The Property can be occupied from 4pm on the day of arrival and departure is no later than 10.00 am. Please report to Reception on arrival where the Keys, and Park information will be given to you. Please return the Keys to reception on departure.

10. RULES GOVERNING THE OCCUPANCY OF THE PROPERTY

1. Smoking is not permitted in the property.
2. The number of occupants of the property should not exceed the maximum stated in the booking confirmation.
3. The Hirer or members of their party shall not carry out any activity on the property which might cause a nuisance or annoyance to the occupiers of any adjoining properties and in particular no instrument, CD or tape recorder shall be operated on the property between the hours of 11pm and 8.00am. **The Owner or a representative of Hoburne Naish may elect to terminate this agreement and request you to leave the Park if behaviour is unsuitable.**
4. No unaccompanied teenagers.
5. No all male/female groups of 3 or more allowed. (discretion allowed where these are family Members. Please phone 01980 620243 for clarification.)

11. Pets

No pets are allowed

12. RIGHT OF ENTRY

The Owner or a Hoburne representative shall be allowed the right of entry in to the Property at all reasonable times for the purposes of inspection or to carry out necessary repairs or maintenance.

13. BELONGINGS

The Owner does not accept any responsibility for the personal belongings of the Hirer or members of their party. It is the responsibility of the Hirer to arrange appropriate insurance cover for these items.

14. COMPLAINTS

Occasionally things can go wrong. Whilst we hope you will never have reason to complain, we ask, that if you are unhappy, you contact us immediately on **01980 620243**, in order for us to deal with your complaint as quickly as possible. The Owner regrets it is not possible to consider complaints once a property has been vacated.

15. LIABILITY

In the event of unexpected circumstances (such as flood, fire), preventing the property from being available or any event beyond our control, a full refund will be made or alternative accommodation found.

The Hirer and members of their party must be entirely responsible for the safety of any children staying at the property.

All cars and other vehicles are parked entirely at the Hirer's risk. The Owners take no responsibility for any loss or damage to any car, or vehicle and their contents.

The use of the property or any amenity that is provided by the Owners are entirely at the Hirer's risk and no responsibility can be taken for any loss, damage or injury to persons who make use of them or any belongings of the persons who use them.

16. HOBURNE NAISH PARK & CLUB RULES

You and your party agree to abide by the rules and regulations laid down by Hoburne Naish Park. Copies of the rules can be supplied on request.

17. CLUB MEMBERSHIP/ENTERTAINMENT PASS

The Club/membership pass is **NOT** included in the cost of your holiday. This can be purchased on arrival at Reception.

Waterlake Holiday Caravans
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