

## East Coast Holiday Rentals – Terms & Conditions 1/2023

### **Booking Restrictions**

We pride ourselves with the aim to provide a great experience for all families and couples when renting our caravan.

To achieve a friendly, family atmosphere for all the guests and visitors to the park, we reserve the right to refuse or cancel bookings (without refund) from

1. persons under the age of 21;
2. all-adult groups including hen, stag or any other parties that disrupt other guests;
3. solo travellers (if we feel the reason for your stay isn't in line with our family focused values); or
4. anyone else who we think might spoil things for other guests.
5. anyone who is abusive to the caravan owner or holiday park staff either before or during the holiday

We don't knowingly allow any guest to rent our caravan who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the park, without refund.

PLEASE DON'T BOOK FOR PARTIES OF YOUNG PEOPLE OR SINGLE SEX GROUPS, AS THEY WILL BE REFUSED ACCESS TO THE CARAVAN, WHICH CAN BE UPSETTING FOR EVERYONE CONCERNED.

## **DEPOSITS & PAYMENT**

1. A provisional booking will be accepted by the caravan owners, subject to receiving a £50 deposit within 5 working days, this deposit by bank transfer. Upon receiving deposit, you'll receive a confirmation email for the dates that you have now booked. Please note that ALL bookings are provisional until the caravan owners receive the deposit.

### **DEPOSITS ARE NON-REFUNDABLE IN THE EVENT OF CANCELLATION.**

2. If the deposit is not received within 5 working days it is assumed by the caravan owners that the provisional booking is no longer required.

3. THE BALANCE OF THE HIRE CHARGE IS DUE SIX WEEKS PRIOR TO ARRIVAL, if the balance is NOT received within this time frame, then the caravan owners reserve the right to hire the caravan to someone else. Bookings taken with less than six weeks remaining can only be accepted if payment is made in full and received within 5 working days.

4. The hirer shall also pay a £150 refundable security bond. This bond is fully refundable at the end of the hire period and returned within seven days of departure date. The caravan owners reserve the right to withhold some or the entire bond and /or bill the hirer for the additional cost of: a) replacing and/or repairing all damage b) all breakages c) charge for cleaning the caravan or removing stains or replacing as new d) to replace stolen / missing items. Where the damage exceeds the security bond, then necessary action may be taken to seek full compensation. In the event of loss of keys, you will be liable for the cost of replacement locks and keys.

**ALL BREAKAGES, DAMAGE AND STAINS WITHIN THE CARAVAN MUST BE PAID FOR!!**

**THE HIRER MUST INFORM THE CARAVAN OWNERS WITHIN 12HRS OF ARRIVAL OF ALL DEFECTS, INVENTORY SHORTAGES AND/ OR BREAKAGES. FAILURE TO DO SO WILL RESULT IN YOU, THE HIRER BEING RESPONSIBLE.**

**THE HIRER MUST INFORM THE CARAVAN OWNER ASAP OF ANY BREAKAGES, DAMAGE AND STAINS WITHIN TO THE CARAVAN OR CONTENTS DURING THE HIRE PERIOD, TO ENABLE REPLACEMENTS OR REPAIRS TO BE ARRANGED.**

**We strongly advise that you take out Holiday Insurance to cover accidents, losses or cancellations.**

**THEFT OF ANY ITEM FROM THE CARAVAN OR INTENTIONAL DAMAGE TO THE CARAVAN / FIXTURES WILL BE REPORTED TO THE POLICE AND LEGAL ACTION WILL BE TAKEN.**

## CANCELLATIONS

5. In the event of a cancellation, the hirer must confirm this in writing. (Deposits are not refundable in the event of a cancellation).

6. No refund will be made to the hirer whose hiring has commenced and who vacates the caravan for any reason including an emergency at home.

7. Once the balance has been paid, refunds will be given subject to the time remaining to the commencement of the holiday.

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| 5 weeks or less | 70% refund, plus security bond minus any deposit paid |
| 4 weeks or less | 60% refund, plus security bond minus any deposit paid |
| 3 weeks or less | 40% refund, plus security bond minus any deposit paid |
| 2 weeks or less | 20% refund, plus security bond minus any deposit paid |
| 1 week or less  | No refund   |

**We strongly advise that you take out Holiday Insurance to cover accidents, losses or cancellations.**

## **GENERAL BOOKING CONDITIONS**

8. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above. No same sex groups (Couples and Family's only).

9. Only the persons on the booking form may stay at the caravan. Over Occupancy will not be Tolerated.

10. ALL changes to a booking are allowed by prior agreement with the caravan owners and confirmed in writing to the owners.

11. The hirer is responsible for the conduct of all persons listed on the booking form.

12. The hirer agrees that all persons named on the booking form shall be with you (the hirer) during your hire period of the holiday caravan. Holiday Park owners and/or their staff shall have a copy of your booking form. The booking form is important because it is for you and your parties safety and security purposes only.

13. Each person listed on the booking form and your guest(s)/visitor(s) must be prepared to identify themselves to the caravan owners, park owners or their staff upon request and comply with their reasonable requirements.

14. The hirer shall notify the caravan owners 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.

15. The hirer must give access to the holiday caravan as / when required to the caravan owners, holiday park owners and their staff / agents.

16. The caravan owners reserve the right to refuse any booking without any obligation to give and / or reserve the right to terminate any booking for whatever reason at their absolute discretion.

## **UPON COMMENCEMENT OF HIRE**

17. The holiday caravan maybe occupied from 4pm onwards on the first day of hiring.

18. You agree to the safe use of all equipment in the property.

The caravan owner will not be considered liable for any injury caused by improper use of any equipment.

Faulty equipment must be reported immediately - you must not use any equipment you do not consider to be in a perfect condition and reported to the caravan owner.

Any claims or injury must be reported immediately

If you are unsure how to use any of the equipment, please do not hesitate to contact Caravan Owner for advice.

Please do not leaving any heating or appliances switched on when not in the caravan.

19. In the case of a maintenance problem, the hirer shall contact the caravan owner.

D.I.Y repairs must NOT be attempted. If the hirer does any D.I.Y repairs, then rule 4 will apply.

20. No pets are allowed without prior agreement from the caravan owners.

21. Electric Vehicle Charging is prohibited and not allowed from the holiday caravan supply.

22. Smoking is NOT permitted in the caravan but ashtrays are provided for outside use only.

23. We have a zero-tolerance policy on illegal drugs, firearms and offensive weapons. If you take illegal drugs or any other illegal substance or are in possession of a firearm or offensive weapon, we will ask you to leave the caravan and park, without refund.

24. We would ask you the hirer and everyone who comes with you not to spoil things for other guests by being loud or antisocial. If you do, we'll ask all of you to leave the caravan and park immediately, without refund. We would ask to to mindful of other guests by keeping noise levels down after 10.30pm.

25. The caravan is to be left in a clean and tidy condition ready for the next tenants, and inspection by staff. If not, then rule 4. shall apply.

26. The Caravan Owners, 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 caravan or use of the holiday park, including acts of god or extreme weather conditions.

27. The holiday caravan MUST be vacated by 10am on the last day of hiring. Ready for cleaner to check over.

28. 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. If we find it, we'll return it to you, but you will have to cover the postage costs.

#### **PLEASE NOTE**

IF YOU ARE ASKED TO VACATE THE CARAVAN / HOLIDAY PARK BY THE CARAVAN OR HOLIDAY PARK OWNERS OR THEIR STAFF FOR ANY REASON WHAT SO EVER, THE CARAVAN OWNERS SHALL NOT REFUND ANY MONEY PAID

Once we have received your £50 deposit, you the hirer has agreed to the full terms and conditions, as above, as applicable at the time of your booking and holiday.

These terms and conditions do not affect your statutory rights under English law.

**In compliance with the GDPR (Data Protection May 2018) law, by reading and agreeing to these Terms and Conditions you give us authorisation to hold your details which are required between us the caravan owner and park owner. In both cases they are kept for lawful purposes and not shared with any third party.**