

# HIRE CARAVANS TERMS AND CONDITIONS

## 1. TERMS

All terms are per week and are for the holiday homes as equipped and described. The usual take-over time is 3pm (subject to unavoidable delays). Please note that WE DO NOT ACCEPT ARRIVALS AFTER 7PM. Please note that previous arrangements must be made if you are to arrive at a later time or date. You must leave your holiday home on the date stated and by 10am. You are also responsible for any damage to the caravan or equipment or any items missing from the caravan or inventory supplied with the caravan. Please therefore ensure on your arrival that you check the caravan & equipment over. Price quoted in this brochure includes VAT @ 17.5% and insurance premium tax @ 4% the rates at the time of printing. These are subject to changes is the tax rate change.

## 2. BOOKING CONFIRMATION

The submission of the completed booking form or telephone conversation will constitute an offer by you and a contract shall come into existence, and when we, Red Lion Caravan Park accept final payment, it is then not transferable. Once a contract has been confirmed by us to you in writing then an alteration fee of £15 will be charged for any alteration involved. No booking may be altered within 28 days prior to the start of the holiday.

## 3. NUMBER IN YOUR PARTY

The contract will be entered into on the understanding that the total number in the party, shall under no circumstances exceed **SIX**. Children and babies must be included in the total number in the party.

## 4. INITIAL PAYMENT

When you book, the initial payment stated on the booking form or in the telephone conversation must be sent to us and (if you wish to take advantage of the insurance cover available) your subscription to Holiday cancellation insurance and your booking deposit as part payment towards the cost of your holiday.

## 5. THE BALANCE OF HIRE MONEY

As shown on your booking form, your balance is due and payable by you 28 days before the start of your holiday. (Incl credit card payments). For bookings made within 28 days prior to your holiday start date, you will be required to pay the full hire charge when you make your booking, unless specifically agree otherwise.

## 6. BOOKING CANCELLATION

If you are compelled to cancel your holiday, it must be confirmed in writing by the person listed as the lead name on the booking to our Arbroath address by recorded delivery mail enclosing your booking acknowledgement. The date of receipt is the date upon which the cancellation becomes effective. Our acknowledgement in writing will be your confirmation that your booking has been cancelled. If you have to cancel within 21 days of your holiday, you must telephone us first and follow this with a written letter by recorded delivery mail. Whilst every endeavour will be made to re-let the caravan for all or part of the period of let, should we be unsuccessful, you will be held responsible for the full amount of the hire charge. Should the caravan be re-let, you will be refunded the amount we receive less a re-letting charge. If you have subscribed to holiday cancellation insurance, you will be covered for the balance of your hire charges excluding the initial deposit and cancellation insurance premium provided your cancellation is for one of the qualifying reasons.

## 7. MINORS

Bookings made by persons under 18 years old cannot be accepted. All children must be given suitable supervision by parents or guardians throughout the holiday.

## 8. LINEN, TOWELS, SOAP

Bed linen is provided-sheets, pillowcases and duvets, sometimes blankets. We do not provide soap and towels and other bathroom requisites.

## 9. AVAILABILITY

The contract is made on the understanding that the holiday home will be placed at your disposal on the date stated. Should this not be possible because of circumstances outside our control. We cannot guarantee to provide an alternative holiday home. In this case, any monies paid to us will be refunded to you in full, but you will have no further claim against us.

## 10. CIRCUMSTANCES OUTSIDE OUR CONTROL

Such events are:

War or threat of war : Riots : Terrorist activity : Industrial Disputes : Natural or Nuclear disasters : Fire : Flood : Disruption to Public Services or any similar event :

## 11. BOOKING BY YOUNG PERSONS

The holiday park in this brochure caters primarily for family holidays. We do not accept bookings from young all male, female or mixed parties.

## 12. WHEELCHAIR/DISABLED PERSON

All booking application from parties including people with special needs should include written details of those needs and a statement as to whether or not they will be accompanied by someone competent to attend to them.

## 13. ALLERGIES

If any member of your party suffers from an allergy please inform us at the time of booking.

## 14. YOUR DOG/PET

With the exception of guide dogs we regret we do NOT permit pets in our holiday homes.

## 15. YOUR VEHICLES

Your vehicles and accessories and contents are brought into the holiday park at your own risk. We will not be responsible for loss or damage thereon or thereto from any causes whatsoever except through negligence of our servants and/or other agents. Parking may have to be in accordance with local authority requirements.

## 16. PERSONAL POSSESSIONS

We will not be responsible for loss or damage of any personal possessions left in the holiday home.

## 17. SERVICE

You are asked to notify any shortcomings or complaints in your holiday caravan, to reception immediately, so they can be remedied for you. Claims may be reduced or rejected if we have not been given the opportunity to put matters right.

## 18. OUR RIGHT OF REFUSAL

We reserve the right to refuse or hand over accommodation to any person who, in our reasonable opinion, is not suitable to take charge of it Examples for which the Company may consider a person not suitable are:- age, ill-health, disability, inexperience or suspected of being under the influence of alcohol or drugs. The Park managers decision is final. In such cases, all hire charges shall be refunded in full and the contract shall be discharged. We reserve the right to enter any accommodation under special circumstances or emergencies.

## 19. BALL GAMES

We prohibit the playing of football and all other ball games that use a hard ball. The park may allow the use of sponge ball, however the park managers decision is final.

## HOLIDAY CANCELLATION INSURANCE

Holiday Cancellation Insurance is available at an extra cost of **£25 per week**.

If you have to cancel for one of the under-noted reasons all money will be refunded except the Cancellation Insurance Premium and the Booking Deposit:-

Death, Serious Injury, Maternity or illness of any member of your party or death or serious injury or illness of husband, wife, father, mother, father-in-law, mother-in-law, brother, sister, or child, or because of **YOUR OWN REDUNDANCY** (Qualifying for payments under the redundancy act) and providing these circumstances can be substantiated and have arisen since the original booking, then you will no longer be liable for the total cost of the holiday, with the following exclusions:-

**A.** War & Allied Risk. **\*\*\* B.** Death of, Injury to, or sickness sustained by persons named in the agreement arriving after the holiday has commenced. **\*\*\*C.** Age limit 75 years.

**FULL TERMS AND CONDITIONS ARE PRINTED ABOVE**