



Booking Conditions Holiday Home Hire

We cater for families and couples and do not accept bookings from all male/female parties of three or more persons. We also reserve the right to refuse any booking. Bookings can be made by telephone on 0191 372 3457 using credit/debit card.

The Holiday Homes are **strictly no smoking**. A **£50 fine will be levied** to cover the costs of deep cleaning the Holiday Home. This is in line with current UK Law.

We do not accept pets in the hire fleet.

For those Guests hiring more than 1 Holiday Home, please note that the maximum number of guests in any one **Holiday Home at any time must never exceed 6 persons**, for Health and Safety.

This Contract

This contract is with Strawberry Hill Farm. A contract exists as soon as we have issued our confirmation form and you should please check the carefully to see that it reflects your wishes. Please inform us of any discrepancies within 7 days unless your holiday is to start within 14 days, in which case you should inform us within 24 hours. The terms contained in this contract do not affect your statutory rights.

The price of your Holiday

Once you have made your booking and paid a deposit of £75, the price of the holiday will not be subject to any change, unless the rate of VAT changes. The balance of the price of your Holiday Home booking must be paid at least 14 days before the start date, (no reminder will be given). If the balance is not paid in time, then we are entitled to cancel the holiday at no further obligation to us and we will retain your deposit.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us, however cancellation charges apply. Charges for cancellation prior to your date of arrival are as follows:

More than 100 days - Deposit only
50 - 99 days - 45% of total Holiday cost
15 - 49 days - 80% of total Holiday cost
14 days and under - 90% of total Holiday cost

We recommend you take out holiday insurance to cover any potential losses.

Change or cancellation of the holiday by us

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. Except where the cancellation or change

arises from an unforeseeable or unusual occurrence outside our control. As described in the next section, we will pay compensation (per adult person, children excluded), as follows:

More than 100 days - nil
50 - 99 days - £10
15 - 49 days - £20
Under 15 days - £30

Unforeseeable or unusual occurrences beyond our control include, but are not limited to war, threat of war, riot, terrorist activity or nuclear disaster and fire.

Holiday Behaviour Standards and Termination

By making a booking with us you have entered into a contract in which you undertake on behalf of yourself and the people in your party, (including children), to adopt the following standards of behaviour:

To act in a courteous and considerate manner towards us, and other guests.

To supervise children at play properly, so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- Commit any criminal offence at the Park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the Park
- Use any unlawful drugs
- Create any undue noise or disturbance
- Carry on any trade or business while on the Park

Quiet hours are from 10.00 pm until 7.30 am. Please respect your fellow guests and keep noise to the absolute minimum.

Guests not adhering to these standards may be asked to leave. In these circumstances, no refund will be given.

Visitors

For security and insurance purposes we have a responsibility to know if any visitors are on site. Please make us aware of any visitors.

Health & Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

The speed limit on the Park is **5 mph**

All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the Park. Guests are not allowed to bring lorries or other commercial vehicles onto the park. This includes towing vehicles.

No recreational vehicles can be used on the Park. This includes motorised scooters but excludes mobility scooters.

No mechanical or repair work is to be undertaken on the Park. In the unlikely event of a natural disaster or emergency you will be notified by the Park owners.

Please make yourself aware of the nearest fire point.

Appliance failure

Each and every product within the hire fleet and laundry is checked and in some cases serviced on an annual basis, i.e. GAS safety check on every gas product. In the unlikely event of appliance failure, every effort will be made to rectify or replace the appliance, hopefully during your stay. If however, this is not possible due to, for example to spares availability or suitable replacement product, no reduction in tariff or compensation will be given.

General

Open fires and ground level barbeques are not allowed. Bricks are available for disposable barbeques, please ask. Cutting or damaging trees and other vegetation is strictly prohibited, and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees. Please note that should you wish to extend your stay beyond the booked dates, there is no guarantee that the same accommodation will be available. It is regretted that no refund will be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part, which would justify cancelling the holiday.

Complaints

If you have a complaint about anything during your holiday, please raise it with Adam or Louise immediately, and if you wish to pursue it following your departure, please write to us within 28 days of your departure. However, we do suggest that you try and complete a report about the complaint whilst you are on holiday.

We recommend Holiday Insurance