

Terms and Conditions of Booking

Deposit. A £75.00 per booking deposit (non Refundable) is required at the time of booking. We must receive this within 7 days of reservation; otherwise the caravan may be re-let.

Balance. The balance is payable 4 weeks before the commencement of the holiday. Late payment may result in the caravan being re-let and loss of deposit.

Damages Bond. A £75 damages bond is required with the final balance. This will be refunded within 7 days of departure assuming no damage or loss has occurred and the caravan has been left clean and tidy.

Arrival arrangements. Arrival time to be 3pm- Keys are to located at the caravan.

Departure. Departure time is to be no later than 10am. Keys to be placed in the lockbox. Lost keys will be charged for at £10 per set.

Accommodation. The accommodation may only be used by the persons listed on the booking form, which must be signed by the hirer, who will be responsible for the entire party. Pets and Smoking are not permitted in the Caravan.

Club Passes. Club passes are not included in the price and can be bought at reception on arrival

Behaviour. If, in the opinion of ourselves or the park manager, any party is guilty of conduct prejudicial to the wellbeing of others, we or the park manager may re-take possession of the accommodation immediately, without compensation to the party.

Cancellation. If you have to cancel your holiday you must telephone us in the first instance and NOTIFY US IN WRITING within 3 days. IN THE EVENT OF CANCELLATION, THE FOLLOWING CHARGES APPLY:

Number of days, in advance of holiday start date cancellation charges are payable:

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

Liability. We DO NOT accept liability for injury, loss or damage, suffered by you or any member of your party.

Insurance. We strongly recommend that you take out Holiday Insurance to cover accidents, losses, cancellations etc. These policies are available quite cheaply from most insurance brokers.

Damage. You are responsible for and agree to reimburse to the owner and us all costs incurred by the owner and/or us as a result of any breakage or damage in or to the property which is caused by

you or any members of your party or any other persons invited into the property by you. The owner and/or we can ask for an extra payment from you to cover any such costs.

We expect the caravan to be left in a reasonable state on departure. If in our cleaners opinion, additional cleaning is required, you will be liable to pay the cost of this additional cleaning this will be taken out of the bond.

You may need to check and sign an inventory of the property and its contents on arrival at the property. If you discover that anything is missing or damaged on arrival please notify us immediately.

Right of entry. We reserve the right to enter the caravan (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen (for example if repairs need to be carried out) or if you break any of these booking conditions, or any other terms that apply to your booking and/or the caravan. We (the owners) or our representative also is allowed to enter the property to inspect it (including but not limited to where you have complained about the property). If this happens, you will be given reasonable notice first.

You agree to allow (us)the owner or our representative (including workmen) access to the property as required by this clause.

Unreasonable behaviour. The owners of all properties can refuse to hand over their property if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to members of staff or to neighbours, or if the owner has reasonable cause to believe you or any member of your party will cause damage or loss to the property, its services or facilities. If this happens, the contract between you and the owner will end and you will not receive any refund and neither we nor the owner will have any further responsibility to you.

The owners of all properties can end a stay after the keys have been handed over, if the unreasonable behaviour of anyone in your party (including anyone invited into the property by you) is likely to spoil the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the property by you) has broken or is likely to break any of these booking conditions, the Owner's terms and conditions or any other terms and conditions applicable to the property which you have been told about. If this happens, you will have to leave the property immediately and no refund will be given. You may also be responsible for any costs the owner has as a result of your behaviour.

Long term lets. For long term bookings (especially over the winter period). The owner will provide 1 gas bottle per month. Should additional bottles be required it will be the responsibility of the person who made the booking to order and pay for additional gas bottles. Should gas be metered, a monthly usage will have been agreed with you.

Sandy Bay Caravan Hire arrange bookings as an agent of the owner of the caravan. When you book a caravan with us acting as an agent for the owner, you are entering directly into a contract with the

owner. We accept no legal responsibility for any contract you enter into for the caravan or for the acts or failure to act of any owner or other person connected to your booking.

All caravans on our website are offered by the owners for the sole purpose of holiday lettings. Accordingly, you agree that your booking is for the sole purpose of holiday accommodation and accept that you are not offered any rights to the caravan other than the right to occupy it as holiday accommodation for the period of your booking.

Neither Sandy Bay Caravan Hire or the owner will be legally responsible, either jointly or individually for any compensation if we or they are prevented from carrying out our responsibilities as a result of events beyond our control. This means an event we or they could not, even with all due care, avoid, including:

strikes or labour disputes

natural disaster

acts of terrorism, war, riot or civil commotion

malicious damage

accident

breakdown of equipment, machinery or services or park electrical faults or other

other circumstances affecting the supply of goods or services