

# V&A Retreat Static Caravan Hire – Standard Terms & Conditions

## DEFINITIONS

“We” “Our” “Us” = The caravan owners, “You” “Your”= The hirer, named on the booking confirmation and invoices, “Hire period” – period from 2pm on the day of arrival up to 11am on the day of departure

## DEPOSITS & PAYMENT

1. ALL enquiries or bookings are provisional until we (the caravan owners) receive a £50 booking deposit.
2. Payments for your booking can be made via bank transfer (details will be detailed on the invoice). Cheques may be accepted, at our discretion. In either case, a booking is not complete unless the funds have cleared in good time prior to commencement of hire.
3. Upon receiving the £50 booking deposit, you (the hirer) will be sent a receipt and confirmation for the dates that you have booked.
4. Once the £50 booking deposit has been received and acknowledged, you agree to the full terms and conditions set out in this document, as applicable at the time of your booking and holiday.
5. In the event of cancellation, booking deposits will be refunded in line with the cancellation terms – see section “CANCELLATIONS AND REFUND TERMS”
6. If the booking deposit is not received within 5 working days following enquiry, it is assumed that the provisional booking is no longer required and will be re-advertised.
7. The balance of the booking is due six (6) weeks prior to commencement of hire period. If the balance is NOT received within this time frame, then we reserve the right to hire the caravan to someone else and cancel your booking - see section “CANCELLATIONS AND REFUND TERMS”
8. Bookings taken with less than six (6) weeks prior commencement of hire period, will only be accepted if payment is made in full within 5 days of enquiry but definitely before commencement of hire period.
9. The hirer shall also pay a £50 security deposit. This security deposit is fully refundable at the end of the hire period and returned within seven days of departure date, so long as, following inspection, the caravan has been left in a clean and tidy condition with no defects, inventory shortages and/or breakages.
10. The caravan owners reserve the right to withhold some/or all of the security deposit and/or bill you for the additional cost of: a) repairing any damage b) replacing as new all breakages c) charge for extra cleaning over and above the standard one (1) hour d) removing stains from carpets, curtains or other upholstery. All breakages, damage, unauthorised repairs and stains within or around the caravan must be paid for!!
12. You will not be told the name or pitch number of the caravan until 48 hours before commencement of hire period.
13. You must adhere to Church Farm Holiday Village checking in procedures which will be notified to you by us.

## GENERAL BOOKING CONDITIONS

14. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above. No same sex groups. Couples, same sex couples and families only. No groups where all members are under twenty-one (21). We will not hire to groups of workmen.
15. The caravan will be available to you and your group during the period shown on the confirmation email only.
16. You are responsible for the conduct of all persons listed as occupying the caravan during the period of hire.
17. Church Farm Holiday Village owners, staff and security staff shall have the names of all persons occupying the caravan during your period of hire. This is important for you and your guests safety and security purposes only.
18. Each person listed as occupying the caravan during your period of hire and any visitors to the park, must be prepared to identify themselves to Church Farm Holiday Village owners, staff and security staff upon request and comply with their reasonable requirements.
19. The caravan only sleeps six (6) people and at no time must this be exceeded. Only the persons listed as occupying the caravan during your period of hire are allowed to occupy the caravan. Over occupancy will not be tolerated and if found to be breaking this term of hire, you will be asked to leave the caravan and holiday park immediately, forfeiting your holiday with NO refund.
20. ALL changes to a booking are allowed by prior agreement and confirmed in writing to us.
21. You shall notify us in writing with any changes to persons listed as occupying the caravan during your period of hire at the earliest possible opportunity and in any event, prior to the commencement of hire period.
22. The hirer must give access to the caravan as required, at any reasonable time during any occupancy period to the caravan owners, Church Farm Holiday Village owners, staff and security staff, or any other representative who may be representing the caravan owners.
23. The caravan owners, Church Farm Holiday Village owners, staff and security staff reserve the right to refuse access to park for any booking without any obligation to give a refund and/or reserve the right to terminate any booking, at any time, for whatever reason at their absolute discretion.

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

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## UPON COMMENCEMENT OF HIRE

24. The caravan may be occupied from 2pm onwards on the first day of hiring.
25. You must inform us within twelve (12) hours of commencement of hire period of all defects, inventory shortages and/or breakages. Failure to do so will result in you being responsible.
26. In the event that you lose the key to the caravan, we have no option but to have the locks and all sets of keys replaced. The approximate cost for this is £65. The fee for replacement will be deducted from your security deposit and any excess will be billed to you.
27. In the case of a maintenance problem, the hirer shall contact us in the first instance for advice. Repairs must NOT be attempted. If you do any repairs, then rule 10 shall apply.
28. All electrical appliances in the caravan have undergone annual safety checks, if applicable. Use of your own electrical items are solely at your own risk.
29. Strictly NO pets are allowed. Failure to comply with this, then rule 10 shall apply.
30. Smoking is NOT permitted in the caravan. Smoking is permitted outside but away from the caravan and please ensure you clean up afterwards. Failure to comply with this, then rule 10 shall apply.
31. Sheets, duvet covers and pillowcases are not provided. Linen can be supplied for a fee of £30. Payment for the hire of linen is required six (6) weeks prior to commencement of hire period.
32. In the case of requiring emergency hire of linen after your hiring period has commenced, the linen will be supplied at our earliest convenience, you will be presented with an invoice which will require payment immediately but definitely before your departure at the end of your hire period. Failure to comply with this, then rule 10 shall apply.
33. Upon departure at the end of your hire period, the caravan is to be left in a clean and tidy condition ready for the next tenants. If we believe that this is not the case following inspection, then rule 10 shall apply. There are basic minimum cleaning requirements expected from you, upon departure and they are clearly displayed throughout the caravan: - a) on the inside of the cupboard door under the sink b) copy in the caravan welcome folder and c) on the inside of the cupboard door on the right just inside the main entrance. The caravan will be inspected by a cleaner shortly after your departure.
34. We do not accept liability for any loss or damage to your/your guests property and/or accidents, injuries, illness, diseases (including COVID-19), arising from the hire of the caravan or use of the holiday park, including acts of god or extreme weather conditions.
35. The caravan MUST be vacated and keys returned to the key safe by 11am on the last day of your hiring period ready for the cleaners inspection.

36. If you are told to vacate the caravan and holiday park by us or by Church Farm Holiday Village staff or security staff for any reason whatsoever we shall NOT refund any money paid.

## STANDARD CANCELLATION AND REFUND TERMS

34. You must inform us in writing, in the event of a request to cancel your booking. Refunds on booking deposits, balances and security deposits will be in line with the cancellation terms below.
35. If your booking is cancelled by you prior to the commencement of your hire period, the following cancellation terms will apply: -
- i) More than 42 days before commencement day of your hire period you will receive a full refund.
  - ii) 29-42 days before commencement day of your hire period we will refund the booking deposit amount or if full balance paid then 50% of holiday price refunded + security deposit.
  - iii) 8 to 28 days before commencement day of your hire period we will refund the booking deposit amount or if full balance paid then 25% of holiday price refunded + security deposit.
  - iv) 7 days or less before commencement day of your hire period we will refund the booking deposit amount or if full balance paid then security deposit only.
36. No refund will be made if your hire period has commenced and the caravan is vacated early for any reason, including to attend emergencies at home.
37. If your booking is cancelled by us for any reason, prior to commencement of your hire period you will be offered, in the first instance to move your holiday dates. If future dates are not agreed upon, then we will offer a full refund.

## COVID CANCELLATION AND REFUND TERMS, IN PLACE UNTIL FURTHER NOTICE

38. If your booking is otherwise cancelled by us, for the reason of Church Farm Holiday Park having to close due to COVID-19 restrictions the following cancellation terms will apply: -
- i) Prior to commencement of your hire period you will receive a full refund.
  - ii) If your hire period has already commenced, your holiday price will be refunded on a day rate for the days you have not used + any security deposit in line with rule 10.

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

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