

Booking Terms and Conditions of Hire

Definition- The person who signs the booking form (Main Holiday Maker) shall be known as the hirer.

Booking Conditions

1. Bookings will only be accepted from hirers who are over 21 years of age and above on start of holiday (site rule).
2. No same sex groups allowed (site rule).
3. The hirer is responsible for the caravan and signed as stated on the booking form.
4. All changes to a booking form are allowed only by prior agreement with the caravan owner in writing.
5. The hirer is responsible for the conduct of all persons listed on the booking form as well as all guests and visitors.
6. The hirer agrees that the details of persons listed on the booking form shall be registered with the caravan owners.
7. The hirer must give access to the caravan if reasonably required by the caravan owners, or Rockley Park staff or agents.
8. The caravan owners reserve the right to refuse any booking without any obligation to give a reason.
9. Rockley Park and ourselves will not be responsible for any personal loss or injury, however caused or sustained to any person or vehicle (including any persons under age 18 years of age).
10. Smoking is not permitted within the caravan.
11. The caravan is to be left in a clean and tidy condition.
12. No animals to be allowed in the caravan.
13. In case of any maintenance problems. DIY repairs must not be attempted. Please ring 07779 237285 and we will arrange for these to be fixed.
14. All electrical appliances in the caravan have undergone annual safety checks. Use of your own electrical items is at your own risk.
15. All payments to be made through the bank account given.

Payment Conditions - Deposits and Payments.

1. A deposit of £100 per week to be paid within 7 days of making a provisional booking or it will be cancelled.
2. Money paid through NatWest account.
3. The balance is to be paid no later than six weeks before the start of the holiday.
4. Accommodation will be available from 2pm on the day of arrival usually a Friday till 10.00am on the day of departure usually a Friday.
5. The hirer shall pay £100 Damage bond at the time of booking. This bond is fully refundable at the end of the hire period (if no damage or missing items) or in the event of cancellation once the hirer confirms cancellation in writing.

The caravan owners reserve the right to withhold some, or the entire bond, and/or to bill the hirer for additional cost of:(1) replacing or repairing all damage, (2) all breakages, (3) charge for cleaning the caravan (other than usual clean), (4) cost of removing stains or replacing as new. All breakages, damages and stains must be paid for. The hirer must inform the caravan owners within 24 hours of arrival of all defects, inventory shortages and/or breakages etc. Failure will result in you being responsible and your bond being withheld.

Cancellation Charges

In the event of a cancellation, a sliding scale of charges applies as laid out below.

Length of time before start of holiday cancellation charge:

45 days or more - Deposit

44-29 days - 50% of holiday cost

28-8 days - 90% of holiday cost

7 days or less - 100% of holiday cost