

PARK CLIFFE CAMPING & CARAVAN ESTATE
TERMS AND CONDITIONS OF BOOKING HIRED HOLIDAY HOMES

1. These terms and conditions apply to hired holiday homes only.
2. When you wish to make a booking you will complete a booking form (either via the website, over the telephone, by e-mail or at the site itself). Once your booking has been accepted we will issue confirmation. Until such time as the booking confirmation is issued the booking is not complete.
3. By making a booking request you warrant that you have the authority of all persons in your party to book on their behalf, you accept these terms and conditions and agree that you will indemnify Park Cliffe against all loss and damage arising directly or indirectly from any act or default by yourself or any person accompanying you.
4. Bookings are not transferable.
5. You must be over 21 years old to make a booking and to stay on site without other adults.
6. Our holiday homes sleep a maximum of 4 people and you will be in breach of these terms and conditions in the event that you allow more than 4 people to occupy the holiday home without obtaining prior permission from Park Cliffe. We cater for couples and families and reserve the right not to accept bookings from single sex groups of more than 2 people.
7. We will try to ensure that all services and facilities connected with the site and the holiday home are functioning and are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us and you will not be entitled to a refund.
8. We reserve the right to terminate your permission to occupy the holiday home and stay on the site in the event that you or those in your party are in breach of these terms and conditions or are in breach of Park Rules. In the event that permission to stay is terminated as a result of such breach no monies will be refunded to you.
9. Fees
 - a. A deposit of £80 (£40 for a short break) is payable at the time of booking in the case of advance bookings. This deposit is non-refundable.
 - b. The balance is payable not less than 28 days prior to the date of arrival in the case of advance bookings made more than 28 days in advance of the date of arrival. Where bookings are

made less than 28 days prior to the date of arrival payment in full must be made at the time of booking.

- c. In the event that you fail to make payment of the balance as indicated above your booking will be cancelled and your deposit forfeited.
 - d. The fees payable will be notified to you at the time of booking and include VAT at the current rate.
 - e. Please note that the prices advertised in our brochure and on our website are applicable up to 10/11/19 only.
 - f. Full payment is required for all online bookings.
10. If you want to cancel a booking you must notify us in writing. If you cancel up to 14 days before the start date of your holiday you will forfeit your deposit (£80 for a weekly booking, £40 for a short break booking) any balance payments will be refunded to you. Should you cancel within 14 days of the start date of your holiday all monies will be lost.
 11. Monies will not be refunded in the event that some members of your group fail to arrive or you leave the site early.
 12. Pets/animals are not permitted in the holiday homes.
 13. Holiday homes are available from 3.00pm on the date of arrival and must be vacated by 10am on the date of departure.
 14. The hire charge entitles you to locate one car/motor cycle at the holiday home. Should you have more than 1 vehicle please notify us.
 15. Personal belongings are your responsibility and we will not be liable for any personal belongings lost/damaged during your stay.
 16. Smoking is not permitted in the holiday homes.
 17. The restaurant, bar and shop on site will not be open throughout the season. For details of opening times please see our website or contact us.
 18. Gas and electricity are included in the hire charge.
 19. Duvets, pillow cases and duvet covers are provided.