

Conditions of Hire

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The Hirer acknowledges that the hire of the holiday home from Blue Anchor Leisure is subject to the following terms and conditions:

1. YOUR PARTY

The total number of persons staying in the caravan shall in no circumstances exceed the capacity of the holiday home. Only persons named on the booking form will be permitted to stay. Please note a baby of any age must be counted as 1 person. FAMILY HIRE ONLY. No all male or female same age parties. By confirming a booking you are responsible for your party and their conduct and agree to abide by the site rules.

2. CONDUCT

The site management reserve the right to terminate your holiday if, in their opinion, any person behaves in a way prejudicial to the well being of others. No refund of any monies will be offered should this happen. We operate a zero tolerance policy with regard to threatening or abusive behaviour, drug or alcohol misuse.

3. CHILDREN

All children must be supervised by a parent or guardian throughout their holiday. Where we have children's clubs, special programmes of events and other facilities for children, these are not childcare facilities, children remain the responsibility of their parent or guardian at all times.

4. GUESTS WITH SPECIAL REQUIREMENTS

Guests with special needs and requirements are always welcome at all of our parks. Selected parks do offer accommodation suitable for holidaymakers with wheelchairs or mobility difficulties. Some accommodation and locations may not be suitable. If you or one of your party has any additional needs or requirements please tell us about this before you book so we can try to ensure the accommodation and park are suitable for you. If you do not tell us we can't be held responsible. We will try and accommodate any special requirements however we can not guarantee this.

5. SPECIAL REQUESTS

We will try to accommodate any specific booking requirements that you may request such as caravan location or caravan number, however this may not be possible due to circumstance beyond our control. Compensation would not be offered if this was the case.

6. PETS

Pets are permitted in selected pet friendly accommodation and must be booked in advance. Pet friendly accommodation is only available when booking directly with Blue Anchor Leisure, this accommodation is not offered to any guests booking newspaper promotional holidays. A maximum of two dogs are permitted per booking. Some breeds of dog, including those listed in the Dangerous Dog Act are not permitted, please check when booking. With the exception of registered assistance dogs, there is a charge of £20 per pet for the duration of your holiday. Whilst on the park, dogs must be kept on a lead under the control of a responsible adult at all times and be wearing a collar with identity tag. You must clean up after your pet. Your pet should not be left unattended in your holiday home and must not be allowed on the bedding or seating within the holiday home. If we believe your pet is causing a nuisance or damage you will be required to remove it from the park.

7. VISOR

We do not accept bookings from or allow anyone to go on our holiday parks who is listed on the Violent and Sex Offenders Register (or any other register which supersedes this). By making a booking, you are confirming that no one in your party is on this register.

8. DATA PROTECTION

All the information we hold on your booking is stored on our computer system for which we are registered and comply with the regulations of the Data Protection Act. We will not sell this information, we will only use it for marketing and information purposes referring to Blue Anchor Leisure Limited.

9. FILMING & PHOTOGRAPHY

We regularly take media images for use in our marketing and promotions, should you not wish to appear in any such material please notify us on or before your arrival. We can not accept responsibility or offer any financial award if you do appear in films or photographs.

10. PAYMENT

A non refundable deposit of 10% or £50 (whichever is greater) is payable per caravan per week/ short break to secure your holiday, in leaving a deposit you agree to pay your outstanding balance in full 6 weeks prior to your holiday start date, with the exception of promotional holidays where your balance is due on receipt of invoice. Should you fail to pay this we will re-let your reserved dates without any notification. If you contact us to reinstate a booking once it has been cancelled for non-payment a £20 administration charge will be payable, accommodation upgrade charges may be incurred if your original accommodation grade is unavailable. We are only able to reinstate your booking if we have the availability.

11. AMENDMENTS

Once confirmed, you can not transfer or change your holiday without our agreement. If you wish to make small changes (eg: type of accommodation or party members) we will try to assist wherever possible at no extra charge. All other amendments will incur a £20 administration cost, in all cases this is payable before the amendment can be administered.

12. CANCELLATION - BY YOU

In the unlikely event that you need to cancel your holiday due to illness, accident or change of circumstances you must inform us as soon as possible, and your intention to cancel must be sent in writing. Any possible refund of any monies paid is calculated from the date that your written instructions of cancellation are received, your cancellation charge is calculated as listed below:

| Length of time (to arrival date) | Cancellation Charge |
|----------------------------------|----------------------------|
| 28 days or less | Full booking charge |
| 29-42 days | 50% of full booking charge |
| 43 days or more | Deposit |

13. CANCELLATION - BY US

Very occasionally, we may need to cancel your booking. If we have to do this, we will tell you as soon as possible and you can choose either to have a full refund, or book another holiday with us at the current price. We will have no further liability to you for this.

14. BROCHURE ACCURACY

Whilst every effort is taken to ensure the accuracy of the description of the caravan and that the information given in the brochure is correct at the time of going to press, we reserve the right to change your accommodation at any time although any replacement will be of equal standard.

15. INSURANCE

The hirer is responsible for taking out their own private insurance to cover their own personal items/contents during their stay.

16. LIABILITY

Blue Anchor Leisure do not accept any responsibility or liability for any injury, damage or loss caused to any person/persons or property belonging to the hirer or any third party during their stay. Our parks are set in rural locations so there may be areas of uneven ground, unmade paths and limited lighting. Please take special care to avoid accidents. Some parks also have lakes or ponds, please make sure you know the location of these features and supervise children appropriately.

17. YOUR ACCOMMODATION

Any complaints regarding the accommodation or any shortage or defects must be reported to the park reception within 24 hours of arrival otherwise we will be unable to investigate the matter properly.

18. BREAKAGES

Any breakages or damage to either the contents or structure of the caravan must be reported to a member of staff and may be chargeable, allowances are made for accidents.

19. BED LINEN & SOFT FURNISHINGS

Bed linen is provided with all bookings at the Golden Palm Resort, this is a cost option on all other parks, if you are unsure if this has been included with your holiday please contact our holiday reservations office T: 01754 874444 (option 1). We do not provide towels or tea towels. No bedding, upholstery or mattresses are to be taken or left outside of the caravan under any circumstances.

20. BREAKDOWNS

We can not accept liability for problems outside of our reasonable control such as breakdowns of domestic appliances, plumbing etc, although every effort will be made to rectify problems as soon as possible. In the unlikely event that you have any problems with your gas, water or electric supply during the evening there is no on-site cover after 5pm each day. Your problem would however be rectified as soon as possible the next day.

21. CHECKING IN

Check in is from 2pm for Gold accommodation, 3pm for Silver accommodation, all other accommodation is available from 4pm. Group or event bookings will normally check in from 4pm unless otherwise agreed. Latest check in time is 5pm (6pm at The Golden Palm Resort), if you envisage arriving later than this please telephone in advance so arrangements can be made for the collection of keys, it is your responsibility to contact us regarding these arrangements, please bear in mind that the park does not offer a 24 hour reception service.

22. SECURITY/DAMAGE BOND

All bookings are required to pay a £20 security/damage bond when checking in, your accommodation keys will not be issued until this has been paid so please arrive prepared. Your bond is payable in cash and is refunded by our housekeeper at the end of your stay. The bond may be retained if your accommodation has not been left in an acceptable condition.

23. CHECKING OUT

You must vacate and return your keys by 10am on the day of departure. If these times are not adhered to an extra days rent may be charged. Details of our check out procedure are provided in your welcome booklet and are posted in your accommodation.

24. RESPECT

Although cleaners are employed it is the responsibility of the hirer to maintain the caravan and it's contents to a reasonable standard during their stay, should the hirer fail to do this and the caravan is left unable to be re-let, we are entitled to recover reasonable repair expenses and any loss of rent.

25. LOST PROPERTY

Unfortunately we can not be held liable for any items that you may leave in your accommodation after you have checked out, however if you think you may have forgotten any items please contact the park reception as soon as you are aware, if we are able to locate your possessions we will assist in the return of the items to you however you will be responsible for the postage costs incurred. Lost property is only retained on site for 21 days and will be disposed of after this period.

26. PARK FACILITIES

Membership to The Club Tropicana and Golden Palm Indoor Pool is provided with all of our self-catering holidays at The Golden Palm Resort and Golden Anchor Holiday Park. These are not provided with discounted newspaper promotional holidays but are available as a cost option. Access to The Club Tropicana and Golden Palm Indoor Pool is not provided for guests staying at The Chase and Towerwans Holiday Parks. Please note that the general public are able to purchase entry passes to use facilities on our parks.

27. COMPLAINTS PROCEDURE

If you are dissatisfied with any aspect of your break, please speak to the park reception immediately who will endeavour to resolve the issue. If, at the end of your break you feel that we have not dealt with your complaint satisfactorily, please write to our Customer Care Team no later than 14 days after the end of your break. We are only able to take action on any complaints which are brought to the attention of the reception team whilst you are on your break.