

STATIC CARAVAN HIRE TERMS AND CONDITIONS.

Please don't book for parties of young people, Stag or Hen parties as they will be refused access to the caravan, which can be upsetting for everyone concerned and no refunds applicable should this situation occur.

DEPOSITS & PAYMENT

1. A provisional booking will be accepted by the caravan owners, subject to receiving a £50 deposit at time of booking or at the latest within 2 working days. The deposit should be made by bank transfer. Upon receiving your deposit, you will receive confirmation for the dates that you have now booked. Please note that **ALL** bookings are provisional until the deposit has been received.

DEPOSITS ARE NON-REFUNDABLE IN THE EVENT OF CANCELLATION.

THE BALANCE OF THE HIRE CHARGE IS DUE SIX WEEKS PRIOR TO ARRIVAL

2. Should the balance not be received within this time frame, "Stay by the Sea" reserve the right to hire the caravan to someone else. Bookings taken with less than **SIX** weeks remaining can only be accepted if payment is made in full and received within 5 working days.

3. The hirer shall also pay a £100 refundable security bond along with the final payment. This bond is fully refundable at the end of the hire period and returned within seven days of departure date. "Stay by the Sea" reserve the right to withhold some or the entire bond and /or bill the hirer for the additional cost of a) replacing and/or repairing all damage b) all breakages c) charge for cleaning the caravan or removing stains or replacing as new as identified when our agent completes inventory and condition review after rental. **ALL BREAKAGES AND DAMAGE WITHIN THE CARAVAN MUST BE PAID FOR.**

THE HIRER MUST INFORM THE CARAVAN OWNERS WITHIN 12HRS OF ARRIVAL OF ALL DEFECTS, INVENTORY SHORTAGES AND/ OR BREAKAGES. FAILURE TO DO SO COULD RESULT IN YOU, THE HIRER BEING HELD RESPONSIBLE.

CANCELLATIONS

4. In the event of a cancellation, the hirer must confirm this in writing. **(Deposits are non-refundable in the event of a cancellation).**

5. No refund will be made to the hirer whose hiring has commenced and who vacates the caravan for any reason including an emergency at home. We recommend that the hirer takes out adequate holiday insurance for themselves and their party to enable the possibility of any recovery of loss of holiday costs due to an emergency or any other reason.

6. Once the balance has been paid refunds will only be considered in certain circumstances at "Stay by the Sea's" discretion and subject to the time remaining to the holiday and a replacement booking being obtained.

GENERAL BOOKING CONDITIONS

7. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above. (Couples and Family's only).
8. Only the persons on the booking form may stay at the caravan. Over occupancy will not be tolerated.
9. Changes to a booking are permitted by prior agreement with Stay by the Sea and are to be confirmed in writing.
10. The hirer is responsible for the conduct of all persons listed on the booking form.
11. The hirer agrees that all persons named on the booking form shall be with you (the hirer) during your hire period of the holiday caravan. "Stay by the Sea" and/or their staff shall have a copy of your booking form. The booking form is important because it is for you and your party's safety and security purposes only.
12. Each person listed on the booking form and your guest(s)/visitor(s) must be prepared to identify themselves to the park owners or their staff upon request and comply with their reasonable requirements.
13. The hirer shall notify "Stay by the Sea" in writing with any changes to person(s) listed on the booking form at the earliest possible opportunity and in any event, prior to arrival at the holiday park.
14. The hirer must give access to the holiday caravan as / when required to the caravan owners, holiday park owners and their staff / agents.
15. Stay by the Sea reserve the right to refuse any booking without any obligation to give and / or reserve the right to terminate any booking for whatever reason at their absolute discretion.

UPON COMMENCEMENT OF HIRE

16. The holiday caravan maybe occupied from 3pm onwards on the first day of hiring.
17. In the case of a maintenance problem, the hirer shall contact the caravan reception. D.I.Y repairs must NOT be attempted. If the hirer does any D.I.Y repairs, then rule 4 will apply.
18. Well behaved pets are allowed. They must be kept off the beds.
19. Smoking is NOT permitted in the caravan, but ashtrays are provided for outside use only.
20. The caravan is to be left in a clean and tidy condition ready for the next tenants, due to inspection by staff. If not, then rule 4. shall apply.
21. Stay by the Sea and their staff do not accept liability for any loss or damage to the hirer's property and/ or accidents, injuries, illness, diseases, arising from the hire of the caravan or use of the holiday park, including acts of God or extreme weather conditions.

22. The holiday caravan **MUST** be vacated by 10am on the last day of hiring. Ready for cleaners to check over.

23. No Prams/Buggies to be left open and used in the caravans as this has been known to Damage Doors and Fittings.

IF YOU ARE ASKED TO VACATE THE CARAVAN / HOLIDAY PARK BY THE HOLIDAY PARK OWNERS OR THEIR STAFF FOR ANY REASON WHATSOEVER, "STAY BY THE SEA" SHALL NOT BE OBLIGED TO REFUND ANY MONEY PAID HOWEVER THIS WILL BE REVIEWED ON A CASE-BY-CASE BASIS.

PLEASE NOTE

Please ensure all keys are left back into the lock box when you vacate the caravan. Any lost / missing keys will result in the immediate loss of deposit

Pets are not automatically allowed and where/ if allowed a further rental of £25 per week is charged and an increased returnable deposit amounting to £150 is payable in addition to the normal hirers deposit for the caravan.

Excessive gas or electric costs may be recovered from any deposit. Fair and reasonable gas and electric usage is included within the rental cost however, abuse of gas usage for leaving cooker hob continuously on or gas heating running excessively high and increasing gas costs must be recovered from deposit.

"Stay by the Sea" do not provide entertainment passes of any kind, Brean theme park / water park / pool / gym / soft play passes or access to the golf course. All of these can be purchased separately by the hirer in advance of your vacation or, on a pay as you go basis whilst on your vacation (paying as you go is charged by the park owner at a higher rate with limited discounts).

Once we have received your £50 deposit you the hirer has agreed to the full terms and conditions, as above, as applicable at the time of your booking and holiday.

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