



# BOOKING AGREEMENT





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## IMPORTANT INFORMATION

Please keep these T&Cs with you during your stay as they contain important information.

**These Terms & Conditions are here to protect the rights of the Caravan Owner, and all the Guests. Please read them very carefully, as you are entering into a legally binding agreement.**

### Before your Holiday:

**ARRANGE TRAVEL INSURANCE** – It is highly recommended that you arrange Travel Insurance to cover all guests from anything that may happen. This will also help protect you if you need to cancel your holiday as the owner may not refund you if they are not responsible for the cancellation and are unable to re-sell it themselves.

**YOU MUST NOT TRY TO SELL YOUR HOLIDAY TO SOMEONE ELSE** – Only those named on the booking form will be allowed in the caravan. This means that if you have to cancel you cannot sell the holiday to someone else.

**IF YOU HAVE TO CANCEL YOUR HOLIDAY BOOKING** – If you cannot pay the deposit or balance of the holiday on the agreed time stated at time of booking then please contact us immediately. This will give us more chance to re-sell the dates. You need to pay by the stated date, or your holiday dates will be released for resale and you may lose your initial deposit. You may need to claim on your insurance in order to obtain a refund of any monies paid.

### IMPORTANT INFORMATION

As private owners we are not in control of the park and on some occasions, they can have issues with water supply / electricity supply we will do all we can to help but cannot be held liable if there are any issues resulting from a defect caused by the parks supplies

Nor do we control the entertainment provided when booking with us you are booking our property and use of our hot tub only. If you wish to use the entertainment complex you will need to confirm with Away resorts what's on and when so you can decide to purchase passes or not, they are not included with your booking

Tattershall lakes is adjacent to RAF Coningsby an active Raf base which does flight training this can be amazing to watch but can also be very loud and, on some occasions, they do nighttime drills which can go on through most of the night



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## How to find us:

### Address:

Tattershall Lakes Country Park, 57 Sleaford Road, Tattershall, Lincolnshire, LN4 4LR

### By Car:

If you are using old school paper maps and heading from the North or South we would tend to jump on the A1 to Grantham, then turn onto the A52 and follow the signs for Sleaford (A153). At Sleaford take the 3rd exit on the roundabout

for the A17 to Boston for a short while before turning left onto the A153 exit toward Sleaford/Horncastle/Skegness. Stay on the A153, we will be on the right just before Tattershall Castle.

### By Public Transport:

The nearest station is Metheringham. From here you just need to jump on a number 5 bus to Boston which stops in Tattershall town, about 10 minutes' walk from the park.

Train Stations are situated at Boston and Sleaford

the caravan.

## Additional Details:

The Hot tub will be instantly available to use as long as we have received your signed disclaimer form

The lights for the outside on the decking are on a timer and will come on around 16.00pm and turn off around 22.00pm. you can manually override if needs be by the switch in the cupboard. All details will be in the guest guide.

## Keys:

**They are located in the black key safe by the door. For security reasons the code will not be sent to you until the day of your arrival by text message. If you could just respond and confirm receipt**



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## Arriving at the Caravan:

**DO NOT ARRIVE BEFORE THE STATED ARRIVAL TIME** – Our Check in time is 4.00pm. anyone arriving before this will either be denied access or charged. The arrival time is there to allow for cleaning and to ensure everything is ready for your stay.

**CHECK THE CARAVAN WHEN YOU ARRIVE** – If you find any issues please contact us immediately. This will protect you from being charged if we find this after your departure.

If anything is damaged during your stay please contact the owner immediately so that they can arrange repair before the next guests



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## During your Holiday:

### KEEP THE CARAVAN CLEAN & SECURE

You have a responsibility to leave the caravan as you first find it. Prior to your stay the caravan should have been thoroughly cleaned. Always ensure that doors and windows are locked when you are not in the caravan and upon departure.

### USE OF GAS & ELECTRICITY

These are provided FREE FOR FAIR USE ONLY. In the event of excessive use of either Gas and/or Electricity you will face additional charges.

If for any reason you need new gas bottles, then contact us immediately. Take care when the weather is cold, not to keep heating on when unattended or when rooms have reached a comfortable temperature.

### BANNED PRODUCTS:

- PLASTICINE and other clay type products
- BB GUNS and other weapon type items that could cause damage or injury

### PRODUCTS WHICH MUST BE SUPERVISED:

- FELT TIP PENS & PAINTS - these MUST NOT be used unless there is adult supervision to ensure that there is no damage to the caravan

### YOU WILL BE EVICTED, IMMEDIATELY, WITHOUT COMPENSATION IF:

- You have extra guests, or pets, staying that have not been pre-registered
  - You cause any nuisance to others, such as loud music or shouting
    - Anyone is found to be smoking in the caravan
  - You park in areas other than those approved by the caravan site
    - You breach any of the rules of the caravan site
    - OR breach any of the other conditions listed below

### YOU MUST CONTACT US IMMEDIATELY IF:

- If you have a problem with anything in the caravan.



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- If anything is Broken or Damaged during your stay, as the owner may be able to arrange repair or replacement during your stay. You may be charged for repairs or replacement.
- *Site issues must be dealt with by the Site Office Staff, not the caravan owner. This may include resetting the Electric, for which you may be charged.*

## HOT TUB SAFETY

All our hot tubs are drained and refilled prior to your arrival , these are filled with hot water so in most circumstances will already be at temp 40 degrees for your arrival but can sometimes be lower and still heating this cannot be avoided and is due to Hot tub maintenance teams schedule that day

If used correctly these will remain prefect for you entire booking , if however misused i.e not showering , sun tan creams fake tans etc affect the water and turn it very quickly you will be advised not to use it for your own protection they may even be turned off , if you have misused them and they need refilling during your stay or they can be but you will lose your deposit , there are only two buttons you need to use one says jets and the other lights if you play with the other and set it incorrectly your hot tub may not recycle correctly or indeed reheat , you will need to call us to arrange someone to come and reset it (£20 charge to reset £50 for drain and refill)

Hot tub lids should be moved far enough away from the tub so if caught in the wind they cannot blow over on any guest in the hot tub they are large and easily catch in the wind.

You as the person booking are responsible to notify each of your guests these terms and condition and will be held liable in the event of any problems that arise from failing to do so

We strongly advise you that you take out holiday insurance like you would any other holiday

## BLACKLISTING

- a) In the event of non-payment, late departure, damage or breach of any conditions then future bookings may be rejected by us and other caravan owners.
- b) In order to comply with the Data Protection Act, any response you provide will be published along with the details of your actions.



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## On Departure:

**LEAVE THE CARAVAN CLEAN & SECURE** – Prior to leaving the caravan please ensure that all kitchen equipment is clean and back in place, that all kitchen surfaces and caravan tables have been wiped clean, bins have been emptied as instructed, the floors have been hoovered and left clear of mess. The caravan should be left in the state you found it so that the cleaners don't have to spend extra time and delay the next guests. Any excess cleaning required will be charged from your security deposit

Failure to keep the caravan clean and tidy will result in the loss of your deposit.

Do not steal any property from the caravan or you will be charged for replacements

All doors and windows must be closed when you leave the caravan. Failure to do this risks the security of the caravan and the deposit may be withheld.

*The owners/cleaners will take photographs of any mess or damage they find. Please respect their property.*

**DO NOT LEAVE LATER THAN THE STATED DEPARTURE TIME** – You will be fined if you leave late as access is required by cleaners and the next guests may suffer delays in starting their holiday, for which they will expect compensation. Departure is 10.00am

**LEAVING THE CARAVAN BEFORE THE DEPARTURE DATE** – If you leave the caravan before the departure date you will not be compensated unless this is due, in whole or in part, to the caravan owner's being unable to provide the advertised holiday.