

CHEWTON EDGE HOLIDAYS

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Tel: 01425 271430

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2023/24 Caravan Booking Terms and Conditions

1 Authority to Contract

You are to certify that: You are over the age of 18 years, and are a member of the party occupying the holiday accommodation, and that you are authorized to agree these booking conditions on behalf of all members of your party so as to bind all of you by them, and so that each of you shall be jointly and severally liable for your obligations under the contract.

2 Deposit and Payment

A £75 non-refundable deposit is required upon booking, this must be paid by DEBIT card at the time of Reservation. The remaining balance must be paid no later than 42 days, along with the £100 good housekeeping bond, before the start of the letting. The Balance due date is printed on our form NC/03, this payment can be made directly into our bank account, once again details can be found on form NC/03. If you do not pay any outstanding balance of the cost of your holiday by the due date, we may treat you as having cancelled your booking. If the holiday is less than 42 days from the date of booking then you must pay us the full balance of the holiday at the time of booking. All payments must be in pounds sterling. An additional £100 good housekeeping bond, as stated above, will also be required before the start of the holiday. This will be refunded upon satisfactory re-inspection, as item 3, of the property and return of the keys and parking permits. The good housekeeping bond will be returned to you within 5 days of departure.

3 Accommodation

You are recommended to have personal insurance that covers you for accidental damage and personal liability. The holiday home must be left as found, in a clean and tidy condition on your departure. You must keep the property and all furniture, utensils, equipment, fixtures and fittings in or on the property in the same state of repair and condition as at the commencement of the holiday, and to ensure that at the end of the holiday the property is left in the same state of order and cleanliness in which it was found. We reserve the right to levy an additional charge for any extra cleaning or repairs required after the occupancy, and for any consequential loss.

Upon your arrival at the property if you discover that anything is missing or damaged then this must be reported to the owner immediately otherwise it will be presumed that the damage/loss was caused by yourselves and a charge will be made. You must report as soon as possible to the property owner (or their representative) any breakages or damage caused by you during the holiday, and to reimburse the property owner with the cost of replacement. We reserve the right to make a claim against you for repair or loss as a result of damage caused. We or our authorized representatives may enter the accommodation at any time for any reasonable purpose. If we need to do so, we will give you as much notice as possible, except in an emergency.

4 Booking

Bookings will only be accepted from family groups. You are strictly limited to a maximum of six people in the caravan. The number of people occupying the property will not exceed the number stated on the holiday confirmation. You must not (without the express permission of the property owner) allow any person other than guests booked in, and staying in the property for their holiday, to use the facilities and amenities of the property. No single sex groups or parties of unaccompanied teenagers accepted. Strictly no smoking (inclusive of all decking areas) Sorry no pets. *(Action could be taken should these rules be ignored)*

5 Cancellation

In the event of a cancellation taking place, after receipt of the balance, we reserve the right to decide what refund, if any shall be made. The person making the booking will be held liable to reimburse us for all losses and expenses as a result of the cancellation. *(It maybe advisable to take out holiday insurance in case of cancellation due to illness)*
(If your holiday has been fully paid and you cancel due to COVID, we will hold your payment over to another date, but you will be liable for the extra if that holiday is a more expensive one)

6 Club Facilities

The price of your holiday does include club membership – This needs to be arranged prior to your arrival.

The park and its facilities will be open only if the law and Hoburne own health and safety risk assessments tell us they can do so safely. They may need to close the park or facilities, or to suspend sub-letting, at short notice. If they do so then we will not be liable for any loss caused, unless this is due to their negligence.

If they close all their facilities during your stay, then on request we will refund your temporary membership fee for the days of closure on a pro rata basis. If they close some of them then you may either continue to have the opportunity to make full use of your membership in the other facilities, or if you prefer you may surrender your membership and we will refund your fee from the date of surrender for the remaining days of closure on a pro rata basis.

7 Park and Club Rules

You and each member of your party, once on the Park, will agree to abide by the rules and regulations laid down by Hoburne Naish (separate copies can be obtained from Hoburne Naish reception)

8 Disabled Persons

Hoburne Naish is suitable for all disabilities and further information can be obtained upon request. Note this accommodation is not suitable for wheelchairs.

9 Pets

No pets are permitted. Note - you may encounter some owners with their pets.

10 Arrival and Departure Times

Visitors are requested to arrive no earlier than **3pm*** and required to **depart no later than 11am**

11 Behaviour

You must show due consideration to all other parties including but not to be limited to, abuses of the property or property owner, offensive or rude behaviour to their representative, or any third parties such as neighbours. If your behaviour is unsatisfactory, then we may elect to terminate this agreement, and require you to leave the park immediately. In these circumstances we will treat your booking as having been cancelled by you from the moment of termination. If you or any person for whom you are responsible causes damage to any property on the park, you must pay such a sum as necessary to make good the damage or loss including any sums we may expend in compensating other people.

12 Vehicles

Your vehicles, accessories, contents, luggage and personal possessions are left at your own risk. We will not be held responsible for loss or damage thereon or thereto from any causes whatsoever. Your household insurance policy may need to be, if only temporally increased for the duration of your stay, providing cover for your luggage or personal possessions.

The park speed limit is strictly 10mph. You must comply with this limit at all times. The drink drive law extends to the whole of the parks roadways. Parking on the grass or in between holiday homes is not permitted. Please park in the nearest available car park. **All cars must display a valid parking permit**, as issued with your holiday home. (which must be returned at the end of your stay) You must not bring vans, or commercial vehicles, boats or trailers onto the park without first obtaining authorisation from the General Manager. Visitor's cars and additional cars are allowed only at the discretion of the park management and must be booked in at reception.

13 Clothes Lines

Only the hook-on window type may be used. Laundry and drying facilities are available in the Naish Club Complex.

14 Swimming Pools

In accordance with Health and Safety Executive guidelines on bather loads Hoburne Naish operate a banded system for entry to the pool. You must follow the rules that are applicable for the use of the swimming pools. You will need to bring your membership card to obtain a band to gain access to the pools. Please observe the warning signs at the pool at all times for your own safety. A responsible adult must accompany children under 12 at all times.

15 Children

You are responsible for the welfare and behaviour of any members of your party who are under the age of 18 years. Children under 8 years must be accompanied by a responsible adult (Minimum 18 years) at all times when in the club and all playground areas. This also applies where children attend the Sammy Seahorse Club. Children under 12 are not allowed in the Club after 7.00pm without adult supervision. Children are not permitted in the Licensed Bar Areas during opening hours. Any child under 8 and non-swimmers under 12 must be accompanied by a parent or guardian at all times when using the swimming pool. (Notices Apply)

16 Force Majeure

You will not be entitled to any refund as a result of circumstances beyond our control including (but not limited to) inclement weather conditions or events beyond our control such as interruption to services/utilities etc.

17 Personal Property, Nuisance or Disturbance

We accept no responsibility whatsoever for your personal belongings and will not be held liable for any personal injury, death or loss or damage sustained by the applicant whilst they are on the park. We also cannot accept liability for cars that are parked at owner's risk, noise, nuisance or disturbance resulting from building works, noisy neighbours or local events etc, and disruption of service from utility supplies.

18 Miscellaneous

This agreement is personal to the parties named in the booking and is non-transferable. If you or any member of your party breaches their obligations under the agreement we may take action against all or any of you. The agreement shall be subject to English Law and to the non-exclusive jurisdiction of the English Courts.

EMERGENCIES

- 19.** If you require a qualified First Aider, please go to Hoburne Reception/Bar.
- 20.** There is a Minor Injury Unit at Lymington Hospital (not 24 hour) and a 24 hour Accident and Emergency Casualty department at Bournemouth Hospital.
- 21.** Should you or any member of your party need to go to hospital for any reason, please inform Hoburne reception.