

FOREST CARAVANS – TERMS AND CONDITIONS

WE WILL NOT TAKE BOOKINGS FROM UNACCOMPANIED TEENAGERS OR SINGLE SEX GROUPS

- The booking is secured on our receipt of a £50 deposit (non-refundable). The full balance is due 6 weeks before the start of holiday. You will receive a receipt and Key Release authority when this cheque has cleared into our account. If booking less than 6 weeks before start of holiday the full amount will be due.
- The hirer should be over 21 and must be resident in caravan for the duration of the holiday.
- **As owners we reserve the right to refuse any booking without explanation.** If the application is not accepted, any money paid will be returned.
- Due to a change in Hoburne policy we regret that Club Membership is now extra - £22 per caravan per week or £6 per night for short breaks up to 3 nights if paid directly to Bashley in advance. Without Club Membership you can be refused entry to the Club facilities.
- In the event of cancellation a full refund (less £50 per week non-refundable deposit) will only be given if we receive cancellation by phone followed by written confirmation no less than 6 weeks before commencement of holiday. After this time we can offer a refund (less £50 per week non-refundable deposit) only if we can re-let the caravan. We recommend you purchase holiday insurance. No refund will be made to any hirer whose hiring has commenced and who vacates the caravan for any reason prior to the agreed date of departure.
- Only persons named on the booking form will be allowed to stay in the caravan (maximum 4 in a 2 bedroom caravan and 6 in a 3 bedroom, including children and babies) unless arrangements are made with owner for any name changes to be made before commencement of holiday.
- The period of occupancy of the caravan is from 3pm on the day of arrival until 10am at the latest on the day of departure. We will endeavour to have your accommodation thoroughly cleaned and ready for your occupation by 3pm on arrival date. This time cannot be guaranteed however, if there are extenuating circumstances beyond our control. Please remember to hand your key in to Reception on departure (lost keys, or keys not handed in will be charged for). If arriving after 6pm, prior notification must be given as Reception is not always open for key collection.
- Should accommodation booked become unavailable due to circumstances beyond our control a full refund of any monies paid will be given, but you will have no claim against us. Alternative accommodation will be offered whenever possible.
- Strictly no pets allowed in caravan. No smoking allowed in caravan.
- Hirers' rights to occupy the caravan may be forfeited without compensation if any activity is undertaken which may cause unreasonable damage to the property or noise or disturbance to the neighbours.
- The caravan must be left in a clean and tidy condition at the end of the holiday. Any damage or breakage will be charged for.
- Cars are not allowed to be parked on grass outside caravans. No ball games are permitted between or around caravans.
- Please note that we do not own the caravan site and therefore cannot accept liability for alterations to the facilities or entertainment currently advertised. You can 'phone Bashley reception on 01425 612340 if you would like to check what is available for the dates of your holiday.