

Seabay Caravan Hire – Terms & Conditions

We hope you have a lovely stay at Seabay, we love our holiday home and Ladram Bay. These conditions are made by us and/or Ladram Bay Holiday Park to give everyone a wonderful time.

You can find more detailed information <https://www.ladrambay.co.uk/terms-and-conditions/> and we will send you the site guidance nearer to your stay.

DEPOSITS & PAYMENT

1. A provisional booking will be accepted by us, subject to receiving a £100 deposit within 5 working days. This deposit can be BACS transfer or PayPal (surcharge applies). Upon us receiving your deposit, you'll receive confirmation for the dates that you have now booked. Please note that ALL bookings are provisional until you receive our confirmation email.

In the event of a cancellation, we will endeavour to re-let Seabay and if we can, you will have your deposit returned.

2. If the deposit is not received within 5 working days we will assume that the provisional booking is no longer required.

3. THE BALANCE OF THE HIRE CHARGE IS DUE *EIGHT* WEEKS PRIOR TO ARRIVAL, if the balance is NOT received within this time frame, then we reserve the right to hire Seabay to someone else. Bookings taken with less than EIGHT weeks remaining can only be accepted if payment is made in full and received within 5 working days.

4. The hirer shall also pay a refundable safekeeping deposit. This is £100 if you bring an electric car or £50 if you do not. This is fully refundable at the end of the hire period and returned within seven days of departure date. We reserve the right to withhold some or the entire deposit and /or bill the hirer for the additional cost of: a) replacing and/or repairing damage b) breakages c) charge for cleaning the caravan or removing stains or replacing as new d) excessive electric and/or gas use.

4a With our prior agreement you may bring a well behaved pet. Pets must not be left on their own in our caravan. We do not charge extra for pets – we just ask that you leave our caravan and surrounds as clean and tidy as you find it, thank you.

A domestic pet is permitted at the absolute discretion of Ladram management. Pets must be kept under control at all times and are accepted on the understanding that Ladram Bay will in no way be responsible for damage or injury caused by them. Dogs must be kept on a lead at all times and are not permitted on the beach or swimming pool areas. Any damage to property or persons caused by pets must be paid for by their owner. We reserve the right to refuse entry to breeds listed on The Dangerous Dog Act or any other dog showing fierce/fighting tendencies.

We understand that accidents happen, and there is no charge for damaged plates or glasses, for example, just let us know so we can resolve for our next guests.

Please do let us know if there is anything amiss with Seabay after your arrival.

CANCELLATIONS

5. In the event of a cancellation, please confirm this in writing. Payments received will be returned when we have a replacement booking.
6. Once the balance has been paid refunds will only be considered in certain circumstances at our discretion and subject to the time remaining to the holiday and a replacement booking being obtained. We recommend you consider holiday insurance and in the sad event you have to cancel, we are able to provide supporting paperwork for you.
7. 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.

GENERAL BOOKING CONDITIONS

8. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above, couples and families. (Our caravan is not available for hen or stag type parties)
9. Only those named on the booking form may stay in Seabay.
10. Changes to a booking are allowed by prior agreement with us when confirmed in writing by us.
11. The hirer is responsible for the conduct of all persons listed on the booking form.
12. 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. The booking form is important because it is for you and your party's safety and security.
13. Each person listed on the booking form and your guest(s)/visitor(s) must be prepared to identify themselves to the Ladram Bay staff upon request and comply with their reasonable requirements.
14. The hirer shall notify the us 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 Ladram Bay.
15. The hirer must give access to the holiday caravan when urgently required: to us, the Police and Ladram Bay staff / agents.
16. We reserve the right to refuse any booking and reserve the right to terminate any booking for whatever reason at our absolute discretion.

UPON COMMENCEMENT OF HIRE

17. Seabay maybe occupied from 3pm onwards on the first day of hiring. The keys to be collected from Site Reception.

18. You will have one visitor's car pass which must be displayed when on the site. Your car can be parked on our tarmac parking right by our front door.

19. In the case of a maintenance problem, please initially contact Mike or Alison. In an emergency contact Ladram reception. D.I.Y repairs must NOT be attempted.

20. One set of keys (front door & decking gate) is issued per holiday home booking. If lost a fee of £25 is chargeable.

21. Smoking or Vaping is NOT permitted in the caravan or on the decking.

22. No disposable BBQ's are permitted on the park anywhere.

23. Please take care with Prams/Buggies/Walkers as these have been known to damage doors and fittings.

24. The caravan is to be left in a **clean and tidy condition** ready for the next guests. Vacuum cleaner and materials are provided.

25. Ladram Bay and ourselves 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.

26. Seabay MUST be vacated by 10am on the last day of hiring. Keys returned to Reception and Parking Pass left on fireplace.

If you are asked to vacate the caravan/holiday park by Ladram Bay staff for any reason whatsoever, we do not refund any money paid.

PLEASE NOTE

Once we have received your £100 deposit, you 'the hirer' have agreed to the booking 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.

Thank you, Alison & Mike

January 2019