**GREY FOX RETREAT, CONDITIONS OF HIRE.**

A set of commonsense provisions and conditions for the safety and enjoyment of all who use Badgers Retreat sited at Perranporth Caravan Holiday. These provisions and conditions contain important information and set out the terms and conditions which apply to the booking you make.

1. We take every care to ensure the accuracy of the information we give you. All information is given in good faith and is believed to be correct at the time of the booking. All distances are approximate. In the unlikely event of a problem occurring outside of our control which may mean that some of the facilities or services become unavailable, the owner will contact you as soon as is reasonable practical.
2. It is the responsibility of the hirer to make any specific requirements or needs known at the time of booking and to ensure that the holiday accommodation is suitable to their own needs and requirements. When booking please ensure details are correct. Only the persons named on the form can occupy the caravan.
3. Bookings are not transferable.
4. The caravan is offered subject to being unlet at the time the booking fee and booking forms are received.
5. The caravan is let to families or couples only, no all male/female parties.
6. Cars may be parked at owner’s risk in the area provided close to the caravan.
7. Because of the danger to caravan windows, property and the occupiers, free ball games of any kind are prohibited in the caravan area. A large playing area is only a short distance away.
8. Deposits are not refundable.
9. The balance is due in full 40 days before the holiday commences. In the absence of any prior arrangement holidays not paid for by this time will be offered for re-letting without notice.
10. Any cancellation by the Holidaymaker shall be in writing and sent to the address below. In the event of you cancelling, we will endeavour to re let the property, however you should note that you will be liable for payment of the full cost of the holiday if the cancellation is within 14 days of the commencement date, although we will give you credit of any rents received as a result of re letting. We respectfully recommend that any cancellation is sent via recorded delivery to the address below. We further recommend that you take out holiday insurance policy to cover this event.
11. If for any reason, it proves necessary for us to make a change in your holiday booking or cancel your holiday due to any unexpected reasons, we will endeavour to make an alternative booking, failing this we will make a full refund. We shall be under no further obligation or liability in this respect.
12. **The hirer agrees to pay for any damage caused during the period of hire, any and all damage must be reported immediately to Margaret 07969048087**
13. For hygienic reasons bedding MUST NOT be taken out of the caravan.
14. **The hire agrees to take good care of the accommodation and leave it in a clean and tidy condition on departure. If the property is left excessively dirty or untidy, a surcharge will be payable within 7 days of departure, this is to meet extra cleaning requirements.**
15. Holiday makers should be aware that the caravan park is part of a wildlife area and the ground can sometimes be uneven. Customers may find a torch useful at night. (provided)
16. In the rare and very unlike event that you should have a complaint, however serious or trivial, please contact the owners representative MARGARET on 07969048087 as soon as possible so she may resolve the problem. It is considered unreasonable to make a complaint on or after departure, if the opportunity was not given to correct any matters that may arise during your stay.
17. Users of the site do so at their own risk and the management cannot accept responsibility for accidents causing injury, damage or loss of any kind.
18. No smoking is allowed in the caravan.
19. The hirer agrees not to cause nuisance or annoyance whilst on site.
20. In the event of what may be deemed as an emergency, the owner, the owners representative, and or the site owner shall have reasonable access to the accommodation without prior notice.
21. Deposit will be returned by post on satisfactory inspection of the caravan and adherence to the terms and conditions.
22. Pets are welcome but only permitted with prior consent at time of booking. A £25 charge will made. Pets must never be left in the caravan or on site unattended. They are not allowed on the furniture or beds. It is your responsibility to clean up behind your dog.
23. Surf Boards and Body Boards must not be placed against caravan walls or gutters. Also do not hang items from the caravan guttering.
24. BBQ’s are not allowed on the decked areas.

All Cancellations are required in writing and sent to:

Nikki Robinson

9 Horbury Road, Ossett, Wakefield. WF50BN

(Please see Terms & Condition 10)