

Caravan Hire Terms and Conditions for Caravan L260 at Chapel St Leonards

Please note that some of these terms and conditions relate to the site and are stated in line with the site's standard terms and conditions. Failure to abide by them may result in removal from the site.

1. All communication must be made personally to Rachel and Martin Ely, 9 Orchard Avenue, Scotter, Gainsborough, Lincolnshire, DN21 3UA. Telephone 01724-761373 (answerphone available) or 07742-565382 (Rachel).
2. We (Rachel and Martin Ely) are hiring the caravan out on behalf of Magic Moments for Autistic Kids in Scunthorpe, who own the caravan. We are paying the ground rent for the caravan and all payments should be made payable to **Mr & Mrs Ely** and forwarded to the above address. Online banking details are available upon request if required.
3. Please check availability with us before sending your booking form.
4. Dates can be reserved for up to 7 days to allow posting of your booking form with a deposit of £50. This money secures your dates. The deposit is NON-REFUNDABLE. On receipt of this payment and signed booking form, you will receive your confirmation with your due dates for your payments.
5. Your booking will not be confirmed until the signed booking form has been received and the deposit has cleared into our bank account (This includes hand signed, scanned and electronically transmitted forms and direct payment).
6. In addition to the basic cost of your stay, a further £50 will be added to the total cost. This £50 is a security/damage bond. This bond will be returned, by post or online banking, subject to satisfactory inspections of the caravan. A £20 deposit is also required to collect the key.
7. The final payment for your holiday should reach us NO LATER than 4 weeks before your start date (cleared funds), as indicated on your booking confirmation. Should this payment fail to reach us by the required date, then we have the right to re-let the caravan.
8. This is a family site so NO ALL MALE OR ALL FEMALE same age parties. The hirer/lead person staying in the caravan MUST be over the age of 25.
9. It is a condition of hire that at least one member of the family is affected by a disability. To allow us to meet with this condition please state on the booking form which member of the family is affected by disability and the type of disability, whether Autistic/ASD, physical, learning, or other. If the person with the disability is not staying with you, please add a note to this effect and state the type of disability that affects them. THIS IS NOT AN ADAPTED CARAVAN AND IS NOT SUITABLE FOR PEOPLE REQUIRING AN ADAPTED LIVING SPACE. Entry to the caravan is via three steps and a balcony.
10. Should the caravan become unavailable due to unforeseen circumstances, then we will attempt to offer alternative dates. If this is not available or is unsuitable due to availability, then a full refund will be given, including the initial deposit.
11. Should you have to cancel your holiday for any reason, you should speak to Rachel or Martin Ely immediately by phone on 01724-761373, or 07742-565382 (Rachel). Should you fail to do this then no refund will be given. Charges are as follows: -
Up to 4 weeks notice - 100% of holiday cost is payable; only security/damage bond returned.
From time of booking to 4 weeks before your holiday start date – the £50 deposit will be retained to cover admin charges; no further payments will be due.
Rachel and Martin retain the right at their discretion to waive this condition in exceptional circumstances, such as unplanned hospital admissions.
12. All gas, electric and water is included in the cost of your holiday. Please note that in the unlikely event that you have any problems with your gas, electric supply or water during the evening there may be no on-site cover after 5pm each day. Your problem would however be rectified as soon as possible the next day.
13. Magic Moments for Autistic Kids and Rachel and Martin Ely cannot accept liability for problems outside of our reasonable control such as breakdown of domestic appliances, plumbing etc, although every effort will be made to rectify problems as soon as possible.
14. Any complaints regarding the accommodation or any shortage or defects must be reported within 24 hours of arrival otherwise we will be unable to investigate the matter properly.
15. Only the occupants stated on your booking form should be staying in the caravan. Any other person/s shall be asked to vacate the caravan.

16. The lead hirer is fully responsible for the occupants whilst in the caravan or onsite. The park where you are staying has the right to terminate your stay, if, in their opinion, any person behaves in a way prejudicial to the well-being of others.
17. If in the opinion of the site, any person/s is guilty of any unreasonable conduct which causes a nuisance to other guests, the site or owner may re-take possession of the caravan and all parties will be asked to leave immediately without any compensation to the parties.
18. Beds include covered mattresses, duvets and pillows to sleep 8 people. You will need to provide your own sheets, pillow cases and duvet covers and due to health and hygiene reasons, the beds and bedding are not to be used without these. No bedding, upholstery or mattresses are to be taken out of the caravan.
19. No items belonging to the caravan shall be removed, subject to inventories if any item is missing then this cost will be retrieved through the security/damage bond. Any damage to the caravan or contents shall be collected through the security/damage bond.
20. On departure of the caravan, please make sure it is left in a tidy manner. The lead hirer is responsible for all members of their party and must make good any losses, breakages, or damage done to the caravan or its contents during their stay. Once you have vacated the caravan you must return the keys as per our arrangements as failure to do this may result in loss of the key deposit and security/damage bond. It is the lead hirer's responsibility to ensure that the caravan is left in a clean and tidy manner, including no dishes in the sink, otherwise cleaning costs will be charged. If the caravan is left unable to re-let, we are entitled to recover reasonable repair expenses and any loss of rent.
21. On the day of departure you MUST vacate the caravan by 10am to enable the cleaners to gain access, unless we previously agree in writing otherwise. Please note: If you book for a weekend and are departing on the Sunday, you must return the key by 6pm.
22. Unless we arrange otherwise, the caravan will be available after 2pm on your day of arrival. Please note: In peak periods the caravan may not be available until 4pm.
23. We will arrange a local (Chapel St Leonards) key collection and post you a key collection slip detailing the arrival time. Please take this slip with you and keep it safe. The key will not be provided without the slip or prior to the time stated. A £20 key deposit is required on collection of the key and will be refunded on return of the key at the end of your stay. Should you lose a key, the slip and a further £20 key deposit is required to obtain a replacement key.
24. All damages, breakages and other issues must be reported to us immediately so that they can be rectified as soon as possible, even if not required during the remainder of your stay. Whilst they may be chargeable, allowances are made for accidents.
25. The caravan must be treated with respect and left in a good clean condition ready for the next occupants. If you cause damage then we reserve the right to charge you for replacement items or remedial work/cleaning and will bill you accordingly. We are letting the caravan for a charity and will pursue debtors on the charity's behalf through the small claims court should this become necessary.
26. NO SMOKING in the caravan or on the balcony area please.
27. SORRY NO PETS unless by prior agreement.
28. Magic Moments for Autistic Kids and Rachel and Martin Ely do not accept any responsibility or liability for any personal injury, loss or damage which, may be sustained by any persons/property during their stay. The hirer is responsible for taking out their own private insurance to cover their own personal items/contents during their stay.
29. All ball games are to be played in the designated areas.
30. All rubbish should be taken to the designated bins located around the Caravan Park.
31. All cars should be parked in the car parks. Do not drive across the grass when the signs are indicating so.
32. You get 6 passes that provide membership to The Club Tropicana and the Golden Palm Indoor Fun Pool (adult passes). These give one free swim session each day (£1.50 per session thereafter). The passes must be left in the caravan (kitchen drawer). By not returning any pass, you are agreeing to forfeit your deposit as they cannot be replaced.
33. During very busy times of the season, i.e. Bank Holidays, for safety and comfort, pushchairs are not allowed in the club.