

# Weymouth Bay Caravan Holidays

## Terms of Booking & Booking Deposit

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

## Coronavirus Guidance & Restrictions

The following Coronavirus guidance and restrictions are in place at this accommodation, in accordance with the current national and local Government guidance. You can read more about current advice and guidance for accommodation providers on the [Gov.uk website](https://www.gov.uk). ([Reducing the spread of respiratory infections, including COVID-19, in the workplace - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace)) You can also read the latest on [Coronavirus from the Government here](https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-and-support). ([Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-and-support))

**Last updated: 06/09/2022**

1. A full refund will only be offered if your holiday is cancelled due to Government restrictions resulting in national lockdown due to Coronavirus (COVID19)

## Booking Process

To place a booking with us the lead guest must be at least 21 years of age. The maximum number of staying guests per room is TWO. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission with prior consent.

To secure any booking we require a deposit to be paid in advance, this deposit amount is £50.00.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

## Weymouth Bay Caravan Holidays

Payments can be made by digital bank transfer, cheque or cash deposit. Any charges raised against us by our banks for handling dishonoured cheques, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

Normal letting days are Monday to Friday or Friday to Monday. Week breaks can be booked Monday to Monday or Friday to Friday.

### Access to caravan and Keys

You will receive a caravan key from the family member known to you prior to your departure.

This key **MUST** be returned to the same person within 5 calendar days of the end of your booking, otherwise a late return fee will be issued to allow for the cutting of a replacement key .

### Bedding and towels

Duvets and pillows are included, however no sheets, linens, towels or tea towels are provided, and you are required to provide these for your stay.

### Victuals and toiletries

No victuals or toiletries, toilet roll, dishwasher tablets or other items you may want for your stay are provided. There is a shop on the Park and major stores within the Weymouth area.

### Park activities, entertainment and passes

These are provided and costed by "Haven Holidays" and are outside our control. You are required to contact the "Haven Holidays" reception on the park to enquire and purchase these passes and book events. "We" can also not be held liable for any alterations or cancellations for any park activities organised by "Haven Holiday".

### Behaviour whilst on the Park

# Weymouth Bay Caravan Holidays

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

All guests will also be asked to leave the park immediately by onsite security if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners of other caravans.

If you or any of your guests are asked to leave Weymouth Bay for ANY reason, a refund or partial refund WILL NOT be given

## Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in by: 2:00pm and before 6:00pm on day of arrival
- Check-out by: 10:00am on day of departure

## Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 15 days or more in advance of arrival date = Full deposit refund
- Cancellation made 14 days or less of arrival date = 50% of deposit refund
- Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is

## Weymouth Bay Caravan Holidays

suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment to "us" already made, any payments made for entertainment passes or other activities will need to be made to the relevant provider.

## Cleaning

You are required to ensure that the caravan is fully cleaned and vacuumed and all rubbish disposed of in the relevant bins outside prior to departing.

If the next guest reports that the caravan has not been cleaned when they enter "We" reserve the right to add a minimal additional cleaning charge of £50.00 (plus any costs above this) to your account to cover the cost of cleaning.

## Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Please notify us within 24 hours of holiday start by email of any damage found in/around the caravan when starting your holiday, if we do not get this notification we reserve the right to charge you for any damage after this period.

Any property left behind by guests following a stay will be held for a period of 30 days from notification of find, we cannot be held responsible if the item is not found. While we will make our best efforts to reunite lost property with their owners we accept no

## Weymouth Bay Caravan Holidays

responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. Items of clothing and perishables will NOT be held for health and hygiene reasons.

### Smoking

Smoking of any products including, but not limited to, cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed outside the caravan on the paved patio area and in designated areas as sign posted throughout the accommodation and park grounds and is in accordance with the Health Act 2006.

**THERE IS A STRICT NO SMOKING POLICY INSIDE THE CARAVAN.**

### Pets

We do not accept pets of any kind in the caravan

### Parking

On-site parking is provided for 1 vehicle alongside the caravan, all other vehicles must be parked in designated parking spaces NOT on the grass area alongside the caravan. All guests accept that they park their vehicles at their own risk.

### Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

We are required to register your stay, giving all guests details including registration numbers of any vehicles you will arrive in and arrival time on the "Haven Arrivals Hub"

## Weymouth Bay Caravan Holidays

where an arrival short code and car pass will be issued for you to show on your arrival at the park. This will be emailed to your email address provided.

## Terms References & Further Information

You may find the following link useful to further understand our booking terms and conditions, including information about your personal data privacy and data protection.

- [Health Act 2006](#)
- [Immigration \(hotel records\) Order 1972](#)
- [Overview of the GDPR - General Data Protection Regulation](#)
- [Data Protection Act 1998](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [The Guide to the PECR 2003](#)

## Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

## Agreement to Booking Conditions

By signing the Booking form and making a booking with “us” you agree to have read/understood and will abide by all of the above Booking conditions as laid down, and will also abide with any conditions laid down by “HAVEN HOLIDAYS” whilst on the park.