



COULMORE BAY CARAVANS

Booking Terms and Conditions

Feel free to contact us if you have any questions about the details of your stay.

These terms and conditions are subject to change. We will make sure the latest version is always available. You agree with our Terms and Conditions by making a booking.

Payment

Deposit - A deposit is required to confirm your booking.

Final payment - The balance for the rental cost and the breakage deposit must be received not less than 4 weeks prior the start of the holiday.

Your breakage deposit, minus any deductions, will be returned to you within a week of the departure.

Bookings made less than four weeks prior to the arrival date must be paid in full at the time of booking.

If you wish to use an other payment method than online payment please get in touch with us before or after your provisional booking.

If you do follow the online booking, up to the payment step, you will make a provisional booking and it will be registered in our system. We will then get in touch with you but we highly recommend that you try and reach us as soon as possible to confirm your provisional booking with your payment.

Refund policy

If the booking is cancelled, the value of the deposit will be retained.

Any cancellation less than 28 days before arrival will not be entitled to any refund.

Cancellation by Us

Until the booking is confirmed it can be cancelled anytime without prior notice.

Once your booking is confirmed, we will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes unavailable we will have to cancel the booking. We will always endeavour to provide another accommodation where possible. If we are unable to provide suitable alternative accommodation, we will return the money you have paid. No compensation or consequential losses shall be paid.

Arrival/Departure

Every effort will be made to have the property available from 4pm on the day of arrival. The property must be vacated by 10am on the day of departure. Late departure will result in an additional charge being made.

Information about keys and how to collect them will be provided once full payment has been received.

Groups

Only the people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund.

Sub letting or assignation of the let is prohibited and the let may be occupied for recreational and holiday purposes only.

You and your party are also expected not to create undue noise or disturbance.



Safety

The speed limit on the site is 10 mph. Only one vehicle can be parked next to the caravan. If you would like to take more than one car please contact us before booking to check if we can make arrangements for this. Lorries, vans or any vehicles with sign writing are not allowed on the park.

We take no responsibility for the personal possessions you or your party bring. Vehicles and possessions are left entirely at your risk.

Please make yourself aware of the nearest fire point and the nearest fire assembly point

You are expected to supervise children (under 16) properly so that they are not a nuisance or danger to themselves or others. Children must be accompanied and supervised when using the play park and at all times crossing the road.

We reserve the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

Electric cars

It is not possible to charge your electric car onsite as the electric network has not been planned for such use. If you are caught charging an electric vehicle you will lose your deposit.

Recycling

We wholeheartedly believe in recycling. All efforts have been made to make the rubbish system as clear as possible.

Guests are expected to sort their rubbish in to the correct bins separating recycling, glass and general waste.

At the end of your stay, you should empty all bins as described on the notices in your accommodation.



Cleaning

We would like to think you would treat the property as you would your own home and at the end of the holiday the property is left in a clean and tidy condition.

We retain the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday. Please respect our cleaners.

Breakages

Please ensure you keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to us prior to departure.

We retain the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear will not be charged for.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is your responsibility to make any such problem known to us immediately it becomes apparent, thereby giving us the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

We will make every endeavour to rectify any identified problems as soon as is reasonably possible.

