

TERMS AND CONDITIONS FOR HIRE

ACCOMMODATION

Bookings from this web site will be confirmed by Email, Telephone or post. An enquiry is not a booking until confirmed by a member of staff.

Poston Mill Holidays is part of the family run Poston Mill Touring and Holiday Home Park. Our Guests enjoyment and safety is paramount and therefore we ask you to read the following **Terms and Conditions** before confirming your booking.

Access statements are available on our web site or by post.

BOOKING:

We accept families and couples; we do not accept single sex parties of three or more persons. We also reserve the right to refuse any booking.

The person signing the booking form is responsible for the booking and must be 18 or over.

Once we issue a confirmation of booking a contract is entered into and any discrepancy should be notified to us within 24 hours. To reserve accommodation please contact Poston Mill direct on 01981 550225.

To confirm your booking a deposit of 50% must be paid within 5 days and can be done by card over the phone or by cheque. Once received the price of the holiday will not be subject to any change unless the rate of VAT alters.

The outstanding balance is payable one full calendar month prior to arrival. Accommodation may be claimed from 3pm on day of arrival and vacated by 10am on day of departure.

The hirer should be satisfied that the accommodation is in good condition and the inventory complete/and signed accordingly.

The number of persons sleeping in the accommodation must not exceed the number of bed spaces.

No Sub letting is permitted and any person not listed on the booking form will be removed from the property.

We reserve the right to enter the property at any reasonable time (even in the absence of the customer) to carry out safety and quality inspections.

Lack of cleanliness (we trust you will leave the accommodation as you would wish to find it) and loss of inventory items will be charged for.

WiFi is available in most areas of our properties and on park.

Any guests who are found to contravene these Terms and Conditions, or who in any way are behaving in a manner likely to cause distress or nuisance to other visitors will be asked to leave immediately. In these circumstances the holiday ceases and the Park will not be liable for any costs incurred by you but reserve the right to claim any outstanding costs incurred by your actions.

PARK POLICY

We request that in consideration of others that you are:

Quiet on and around the park during the hours of 10pm and 7.30am.

Are courteous and considerate towards us, our staff and our guests.

Supervise children at all times so as not to be a nuisance or danger themselves or others.

CANCELLATION POLICY.

Should you need to cancel your booking we will endeavour to carry your deposit/payment forward to any future booking.

Cancellation will take effect on the date received by us and may be done by telephone but needs to be confirmed in writing within 7 days by post or email.

No written confirmation will result in the deposit being retained by us in full.

Cancellation charges apply as follows:

Cancellation 3 months or more before due date, full repayment of deposit less a £10 administration charge, (or deposit carried forward to a subsequent booking, no fee).

Cancellation 2 to 3 months before due date, 80% of deposit paid will be refunded.

Cancellation 1 to 2 months before due date, 50% of deposit paid will be refunded.

Cancellation 1 month or less no refund of deposit.

Written proof of extenuating circumstances will be considered on any disputed refund. If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of any monies paid.

The Proprietors reserve the right to amend, add to or waive any of these terms & conditions, to make price changes without notice & to refuse a reservation.

PARK RULES

These commonsense rules are intended to ensure that everyone gets maximum enjoyment and benefit from their stay, and to preserve the peaceful nature of our parks.

Speed Limits: 5mph speed limit across the park. This includes bicycles.

Blades, Skateboards & Motorised Scooters are not permitted to be used on the park.

Bicycles may be only ridden on Park, to and from the Toilet Block and playing fields and in a safe & considerate manner. No cycling around the front entrance and reception areas.
(*Smithy & Westbrook; no bicycles to be ridden on park*)

Ball Games: All ball games are to be played in the designated areas only
Not around any pitches or roads.

Children: Parents or Guardians are responsible for the supervision and safety of their children at all times in any area of the park.

Children must not be outside after dark without adult supervision.

Children must be accompanied by an adult when using the washing & toilet facilities and must not be allowed to play around these facilities or the *Fire Points*.

Noise: The Parks have a peaceful environment; please do not disturb others by unnecessary noise from cars, TVs, radios or musical instruments etc. which should be played at a volume not to be audible to adjoining caravans & tents, & holiday homes.

When returning from the park restaurant or local Inns at night, please respect others who may be sleeping. Remember voices carry a long way at night. Persistent offenders will be asked to leave the park.

Nuisance Behaviour: Any person, child or group of children behaving in a manner likely to be a nuisance, or cause offence to other visitors or members of staff, or causing damage to the property of the Park will result in the immediate removal of the offender & all members of their party from the Park. No refund will be given. Please appreciate that this is for the protection & benefit of the majority.

Damage: Anyone who wilfully or negligently causes damage to any Park property or equipment will be responsible for the cost of remedial repair.

Dogs are welcome on the park if kept on a lead (except in the designated dog exercise area, where they may be allowed off lead if under control at all times.)

Unsociable or dangerous dogs are not permitted.

Do not leave your dog unsupervised at any time, or in the charge of young children.

Please clean up after dog at all times.

If your dog is noisy & or unsociable you will be asked to remove it from the park.

Other pets at park owner's discretion

Countryside Code: Please respect the surrounding countryside, farmers, farm land & livestock.

ANY PERSONS IN BREACH OF THESE BOOKING TERMS & CONDITIONS & SITE RULES OR WHO BEHAVE IN SUCH A MANNER TO CAUSE OFFENCE TO EITHER OTHER VISITORS OR STAFF MEMBERS MAY BE ASKED TO VACATE THE PARK TOGETHER WITH ALL MEMBERS OF THEIR PARTY WITH NO REFUND OF FEES PAID