

Terms & Conditions for Hire Accommodation

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

Access statements can be requested or downloaded from the website.

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 paying for the booking must be 18 or over and will be considered responsible for any liability arising from the booking.

Secure, Online Bookings will be confirmed by Email direct from the booking system and again when processed by a member of staff.

An enquiry by Email, telephone or post is not a confirmed booking until a 50% deposit has been paid online, card payment by telephone or cheque by post.

Once we issue a confirmation of booking a contract is entered into and any discrepancy should be notified to us within 24 hours. Once confirmed the price of the holiday will not be subject to any change unless the rate of VAT alters.

The outstanding 50% becomes due one full calendar month prior to arrival.

Accommodation may be claimed from 3pm on arrival and vacated by 10am on day of departure. It is the hirers responsibility to ensure the accommodation is in good condition and the inventory complete/signed and handed into reception within 24 hours of arrival. The inventory will be used against an end of stay clean to ensure property is left in the condition found or a cleaning fee may be incurred.

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 accounted for at the time of booking 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.

Any guests who are found to contravene these Terms & 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 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 endanger themselves or others.

Wifi can be accessed in all properties subject to signal strength, however the park cannot be held responsible if the service is not available.

Cancellation Policy.

Should you need to cancel your booking we will endeavour to carry your deposit/payment forward for 12 months from the date of your original booking.

Cancellation may be done by telephone and will be logged on your account and a cancellation letter emailed or posted to you.

Cancellation charges apply if you request your deposit/payment returned.

Cancellation 3 months or more before due date. Full repayment of deposit less £30 administration charge.

Cancellation 2 to 3 months before due date. 80% of your deposit 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 or full payment