



Terms and conditions for Poston Mill Holidays

Poston Mill Holidays is family run and part of our 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 making your booking.

Access statements are available on our web site or by post. www.postonmillholidays.co.uk

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.

BOOKINGS ARE ONLY ACCEPTED FROM PERSONS OVER 18 YEARS OF AGE.

- To reserve self –catering accommodation please contact Poston Mill direct on 01981 550225 or by using our on line booking availability. www.postonmillholidays.co.uk/availability-check/
- An enquiry by Email, telephone or post is not confirmed until a 50% deposit has been received. Cheque, online payment and telephone details are all accepted.
- Confirmation of booking will be sent. Once received the price of the holiday will not be subject to any change unless the rate of VAT alters.
- Once we issue a confirmation of booking a contract is entered into and any discrepancy should be notified to us within 24 hours.
- The outstanding 50% becomes due one full calendar month prior to arrival. No reminders will be sent.
- Accommodation will be available from 3pm on arrival day and vacated by 10am on departure day.
- It is the hirers responsibility to ensure accommodation is in good condition on arrival and to check and sign the inventory. Please hand to reception within 24 hours of arrival.
- The inventory may be used against an end of stay clean to ensure the property has been left in the condition found.
- A damage/cleaning fee may be incurred for items damaged and excessive dirt found.
- Of persons sleeping in the accommodation must not exceed the number of bed spaces.
- No sub letting is permitted and any extra persons will be removed from the property.
- We reserve the right to enter the property at any reasonable time to carry out emergency maintenance, safety and quality inspections. (even in the absence of the customer)

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.

You may cancel your holiday at any time.

Cancellation will take effect on the date received by us and may be done by telephone and will be logged on your account. A cancellation letter will be posted or emailed to you.

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

- Cancellation 3 months, or more before due date, full repayment of funds held less a £30 administration charge, (funds held can be carried forward to a subsequent booking, no fees applied).
- Cancellation 2 to 3 months before due date, 80% of funds held will be refunded less £30 administration.
- Cancellation 1 to 2 months before due date 50% of funds held less £30 administration.
- 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.

Names & addresses will be stored on computer for administrative purposes and for future distribution of in house advertising.
We do not sell data to third parties.

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.

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 TO PARK TOGETHER WITH ALL MEMBERS OF THEIR PARTY WITH NO REFUND OF FEES PAID.