

## **Mid Wales Caravan Holidays: Static Caravan Hire Terms and Conditions (Direct Owner Rentals)**

### **1. Deposits and Payments**

**1.1. Provisional Bookings:** All provisional bookings are accepted by the Caravan Owners, subject to the receipt of a deposit (either £75 or £100 per week, depending on the booking duration) within five (5) working days of confirmation. Failure to remit the deposit within this stipulated period will result in the forfeiture of the provisional booking and the release of the reserved dates for alternative hire.

**1.2. Payment Methods:** Deposits and balances can be paid via Bank Transfer or by card payment over the telephone or through a secure online payment link. All bookings remain provisional until the deposit has been successfully processed and cleared.

**1.3. Non-Refundable Booking Holding Fee:** The booking holding fee, which is applied to secure your reservation, is non-refundable under any circumstances in the event of cancellation by the hirer.

**1.4. Balance Payment:** The outstanding balance must be paid in full no later than four (4) weeks prior to the scheduled arrival date. Should the balance not be received within this timeframe, the Caravan Owners reserve the absolute right to cancel the booking.

**1.5. Last-Minute Bookings:** For bookings made less than four (4) weeks prior to arrival, full payment of the total hire cost is required within five (5) working days of booking confirmation.

**1.6. Owner's Rights Regarding Damage:** The Caravan Owners reserve the right to charge the hirer for the full or partial cost of any repairs, replacements, or specialized cleaning necessitated by damage, breakages, or staining of furnishings and fixtures caused during the hire period. The hirer is obligated to report any pre-existing defects, damage, or shortages immediately upon arrival, within twelve (12) hours of taking possession. Failure to report such issues within this timeframe may render the hirer liable for the associated costs.

**1.7. Booking Management Fees & Surcharges:** For static holiday homes managed under our booking services, a booking fee will be applicable, which will be clearly communicated at the time of booking. Additionally, a cleaning surcharge may be applied to bookings of fewer than six (6) nights, which will also be advised at the time of booking.

**1.8. Late Payment Policy:** If the full balance is not settled four (4) weeks before the commencement of the hire period, and the cancellation occurs less than seven (7) days prior to arrival, the full balance remains payable. Extensions for payment may be negotiated upon written request; otherwise, the cancellation charges will be enforced.

### **2. Cancellations**

**2.1. Written Confirmation:** All cancellations must be formally confirmed in writing or email by the hirer and sent to the Mid Wales Caravan Holidays.

**2.2. Early Departure:** No refund, in whole or in part, will be issued to a hirer who commences their stay but vacates the caravan prematurely for any reason whatsoever.

**2.3. Refund Considerations:** Once the balance has been paid in full, refunds will only be considered under specific circumstances. Such considerations are contingent upon the remaining duration of the booking and the successful re-letting of the caravan by the Caravan Owners. Any approved refund will be at the discretion of the Caravan Owners.

Those that cancel within 7 days of holiday commencing won't be eligible for refund, those that cancel within 14 days will be at 50% and final decision made by management.

**2.4. Park Closure:** Should the caravan park be compelled to close due to official Government directives or unforeseen circumstances beyond our control, all monies paid will be subject to a full refund.

**2.5. Holiday Insurance:** It is the sole responsibility of the hirer to ensure they have adequate and appropriate holiday insurance coverage for the duration of their stay.

**2.6. Issue Resolution & Refunds:** If a reported issue with the caravan cannot be rectified to the hirer's satisfaction, and the hirer chooses to remain for the entire duration of their booking, a refund equivalent to one (1) night's stay may be offered at the Caravan Owners' discretion. If the hirer decides to depart within twenty-four (24) hours of reporting the issue, a refund of up to fifty percent (50%) of the total stay may be provided at the Caravan Owners' discretion. No refunds will be issued if the hirer completes their entire stay and subsequently reports complaints.

### **3. General Booking Conditions**

**3.1. Eligibility:** Bookings are accepted exclusively from individuals aged twenty (20) years or older. Bookings are restricted to couples and family groups only. Bookings from same-sex groups or contractors are not permitted.

**3.2. Occupancy Limits:** Only individuals explicitly named on the booking form are authorized to occupy the accommodation. Over-occupancy is strictly prohibited and may result in the termination of the booking.

**3.3. Booking Amendments:** Any modifications or amendments to the booking must be submitted in writing to the Caravan Owners prior to the commencement of the stay.

**3.4. Hirer Responsibility:** The hirer assumes full responsibility for the conduct and adherence to these terms and conditions by all individuals listed on the booking form, including any guests or day visitors.

**3.5. Identification and Compliance:** All individuals listed on the booking, along with any guests or day visitors, must be prepared to provide identification to the Caravan Owners and their authorized staff upon request. Furthermore, all occupants and visitors must comply with all reasonable requests made by the Caravan Owners or site management.

**3.6. Access to Property:** The hirer shall grant access to the holiday home to the Caravan Owners or authorized site staff upon reasonable request, as and when required for maintenance, inspection, or emergencies.

**3.7. Right to Refuse/Terminate:** The Caravan Owners reserve the unqualified right to refuse any booking application or to terminate any existing booking at their absolute discretion, without providing a reason.

**3.8. Arrival and Departure Times:** The holiday home will be available for occupation from 4:00 PM on the day of arrival and must be vacated by 10:30 AM on the day of departure.

**3.9. No Smoking Policy:** Smoking is strictly prohibited within the holiday home, in accordance with legal requirements.

**3.10. Pet Policy:** Pets are permitted, with a maximum of two (2) animals allowed per booking. Pets must not be breeds listed on any dangerous dog breeds list.

**3.11. Maintenance and Repairs:** In the event of a maintenance issue, the hirer must first contact the Caravan Owners directly. If the Caravan Owners are unavailable, site staff may be contacted for emergencies only. Under no circumstances should the hirer attempt any repairs themselves.

**3.12. Condition of Caravan:** The caravan must be returned in a clean and tidy condition, consistent with its state upon arrival. Failure to maintain this standard may result in the forfeiture of the security deposit, where applicable (typically for bookings managed by our agency).

**3.13. Key Collection:** A key code will be provided on the day of arrival, subsequent to confirmation from our cleaning team that the property is ready for occupation. Please note that key safe codes are regularly updated for security purposes.

**3.14. Limitation of Liability:** The Caravan Owners and site staff shall not be held liable for any loss or damage to the hirer's property, nor for any accidents, injuries, illnesses, or diseases sustained as a result of hiring the caravan or utilizing the holiday park facilities. This includes, but is not limited to, events arising from acts of God or extreme weather conditions.

**3.15. Club Passes:** Complimentary club passes may be issued by the caravan park; however, certain passes may require purchase directly from reception upon arrival at an additional fee, as determined by individual holiday park policies.

**3.16. Smart TV Usage:** If accessing online applications such as Netflix or YouTube via the smart TV, users must ensure they log out completely before departure. The Caravan Owners are not liable for any fraudulent use by subsequent guests.

**3.17. Park Rules and Removal:** The Caravan Owners reserve the right to remove any individuals causing disturbances or to require all occupants to vacate the premises if there is a breach of holiday park rules or health and safety regulations. The holiday park also retains the authority to remove any person from the holiday home or the park itself.

**3.18. Consequences of Removal:** Should you be asked to leave the site by park staff or their representatives at any point during your hire period for any reason whatsoever, you will forfeit any entitlement to a refund of monies paid.

We trust these updated terms provide clarity and confidence for all our valued guests.