

# The Hollies Self Catering Terms and Conditions

## Your Contract

Your contract is with Beeston Regis Holiday Park Ltd (referred to in these conditions as 'the company'). Any contract for a holiday with the company incorporates the conditions below and is between the company and you as the customer. The contract does not take effect until the company despatches confirmation of your booking to you after a deposit is made. This is usually electronically but can be done by post. The contract is made in England and is governed in all aspects of English Law. The Hollies Self Catering Terms and Conditions

## Booking

All correspondence should be sent to The Hollies Kessingland Leisure Resort, London Road, Kessingland, Suffolk. The company may refuse to accept a booking at its discretion and will not accept any booking made by a person less than 18 years old. All male, all female and mixed groups under 25 must check before booking.

## Payments

You must pay an initial payment of £100 to make your booking. The balance of your holiday price must be received by the company no later than 42 days before the holiday start date. If booking within 14 days of the start date full payment must be made by debit/credit card. It is not normal practise to send reminders and if final payment is not received as required, the company may cancel the booking and apply charges. The company may recover the cost of any bank charges or other costs incurred in handling dishonoured cheques, direct bank payments and foreign currencies.

## Price Guarantee

The company guarantees that there will be no surcharges on your holiday start date but reserves the right to alter the price of any of its holidays before you make your booking.

## Hire Terms

All Hire Terms are inclusive of VAT and are quoted in £ sterling per property, equipped as described unless otherwise stated. As soon as the booking is confirmed by the company, the hire terms are guaranteed unless there is a change in the rate of VAT.

## Insurance

We are unable to sell personal holiday, car breakdown or cancellation insurance.

## Cancellation

If you have to cancel your booking, you must telephone the company as soon as possible and then confirm in writing, supplying documentary evidence including medical certificates where appropriate to support your claims. The day the company receives your telephone notification of cancellation is the date on which your booking is cancelled.

To qualify for a refund one of the following must apply to a member of your party and with the exception of pregnancy must have occurred after you have booked your holiday and must prevent you from taking your holiday:

Qualifying reasons:

Death, illness, bodily injury, pregnancy or childbirth; jury service or witness call, redundancy of any member of the party or their spouse; cancellation of arranged leave in respect of a member of HM Forces or police; unexpected occupational posting within six weeks of the commencement date of the holiday or involving an occupational transfer of more than 50 miles; fire, storm, flood, subsidence or malicious damage rendering the home uninhabitable, police requiring presence following a burglary or other incident at home or place of business; death, serious injury or serious illness of any member of your immediate family, fiancé, close business associate, partner or co director.

If the reason for cancellation does not qualify for a refund as set out above e.g disinclination to travel, leave cancelled by employer or if you have not opted for the waiver, then a cancellation charge will be payable, based on the number of days before the arrival date that we receive notification of your cancellation as shown in the following table.

No of days before arrival date that cancellation notification is received Charge payable to the company:-

More than 30 days	Initial Payment
15 to 30 Days	75% of cost
1 – 14 Days	90% of cost
On arrival date or later	Total Cost

If any payment due in relation to your booking is not paid by the appropriate date, then the company is entitled to assume that you wish to cancel your booking. In this case, the company will be entitled to keep all the deposits paid or due at that date.

## Arrival and Departure

You can arrive at Your accommodation after 3pm on the start date of your holiday rental and you must leave by 10am on the last day. The company reserve the right to delay this take over time in order to maintain our standards.

If your arrival will be delayed beyond 5pm you must contact reception/warden so that alternative arrangements can be made for your check in. If you fail to arrive by noon on the day after the start date and you do not advise the company then your booking may be

treated as having been cancelled by you and no refund of any monies paid by you will be made.

## Self Catering Accommodation

You and all members of your holiday rental party agree both to keep the property clean and tidy and to leave the property in a similar condition as you found it upon your arrival. You are responsible to the company for the actual costs of any breakage/damage in or to the property- along with any additional costs that may result – which are caused by you and/or any members of your holiday rental party.

The company may at its absolute discretion refuse to hand over the keys to a property or terminate a holiday where in the opinion of the company a person or group is likely to cause damage in or to the property. In such event the company will be under no obligation to refund, compensate or indemnify you.

## Your Personal Possessions

All customers are responsible for their personal possessions and property at all times and are required to exercise due care and attention to ensure their own personal safety and well being.

## Pets

The company allows up to two dogs in our specially selected pet friendly accommodation. There is a charge of £30.00 per dog for short breaks and £60.00 for a week.

## Vehicles

Please observe the 5mph speed limit at all times when driving on the park. This applies to coming into and leaving the park. Please watch out for children particularly in the play park area.

## Peace and Quiet

NOISE LEVELS MUST BE KEPT TO A MINIMUM BETWEEN 11PM AND 7AM. To ensure the quiet enjoyment of your holiday, parents and guardians are requested to ensure that those under the age of 18 are back in their accommodation by 10pm. We reserve the right to ask your party to leave if disturbance is caused to the park during your stay.

## Modifications and Descriptions

Every effort has been made to ensure that the individual property descriptions contained in the brochure are correct. Layout plans are for general purpose and are not to scale. Photographs may be used to show a style standard and may therefore not be identical to the property.

## Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have a cause for complaint the company is anxious that remedial action is taken as soon as possible. It is essential that you contact reception/the warden on duty immediately if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless the company is promptly notified. Please help the company to help you by following this procedure. If you fail to do so, this may affect your entitlement to claim compensation where this may otherwise have been appropriate.

## Camp Fires & BBQ's

You are welcome to use a BBQ or Fire Pit during your stay but we would request that you use the BBQ area in our glamping field. For fire safety reasons we would ask that you do not use either BBQ's or fire pits near any of our self catering properties. You will be asked to extinguish any BBQ's or firepits that are deemed as putting any of our guests or property at risk.

## Your Rights

Your statutory rights are not affected by anything contained within these conditions

We reserve the right to ask your party to leave if The Terms and Conditions are not followed.

We thank you for your cooperation. Enjoy your holiday!