

CS063 WINCHESTER LUXURY CARAVAN

HOBURNE NAISH HOLIDAY PARK

BOOKING TERMS & CONDITIONS

1. All guests must comply with the Park Rules set out by Hoburne Naish Holiday Park.
2. See our website for Park Rules. Hoburne Naish Holiday Park Rules take precedence over all other Terms and Conditions.
3. Strictly no smoking inside the caravan.
4. No hen or stag party groups.
5. No single sex groups (this does not apply to couples) are allowed.
6. Between 11.00 pm and 9.00 am guests are asked not make noise that is likely to cause disturbance, annoyance and/or inconvenience to the park owner, other guests and holiday home owners and their visitors at the park, eg by using musical instruments, playing loud music, excessive vehicle noise.
7. We do our best to provide the facilities as described but as in life, on occasions there may be unavoidable problems which we will try to solve to the best of our ability. Unless the van is uninhabitable we do not offer refunds.
8. Sleeping arrangements will be as advertised. Further clarification should be sought at the time of booking.
9. The booking will not be firm until we receive the deposit. This is not refundable.
10. **We require the balance no later than 6 weeks before the holiday. If the balance is not received in time, the booking may be cancelled and the deposit will not be returned.**
11. If the holiday is cancelled the balance cannot be refunded unless we are unable to offer the accommodation for any reason.
12. ***Arrival time at the caravan is not before 1.00 pm. However if the van is free before 1.00pm we will let you know on the day. Departure time is by 9.15 am***
13. On your departure the caravan key(s) should be returned to the security key safe attached to the decking post near the gate.
14. If you cannot operate the security/key safe or keys are lost, there will be a £25.00 charge to remedy the situation. This includes call outs to open the safe where there is no fault found.
15. Any damage, loss, mess or food stuff left behind will be charged to you and will be taken from the £50 security deposit. This will be reported and photographed by the cleaner within 24 hours of you vacating the van. This includes loss or damage associated with intruders by leaving the premises in an unsecured state at any time. The security deposit will be refundable if the caravan is found to be in good, clean order **as you found** it when you arrived. Cleaning tools and a vacuum cleaner will be supplied for that purpose.
16. There is an additional security deposit of £50 if you bring your dog(s) on holiday to cover for any damage, accidents, breakages and residual dog hair left around. This deposit will be refundable if the caravan is found to be in good, clean order without any damage or loss. This includes the removal of dog hairs.
17. In the unlikely situation that there is a problem relating to Para.14 and 15 we will provide photographic evidence to substantiate any claim. Damage amounting to more than the security deposit will be claimed for.
18. A maximum of 2 well-behaved, quiet house trained adult dogs is permitted. No puppies under 6 months old will be allowed.
19. We do not accept any liability whatsoever for loss or damage to personal property.
20. Use of the pools and all other facilities is at the risk of the guest and disputes in this respect will need to be taken up with Hoburne Naish directly.