



**BORTH CARAVAN HOLIDAYS**

INFO@BORTHCARAVANHOLIDAYS.CO.UK

[Home](#)[Caravan - High Tide](#)[Caravan - Low Tide](#)[Caravan - Spring Tide](#)[Contact Us](#)[Places to visit](#)[Site Facilities](#)[Gallery](#)

## TERMS & CONDITIONS OF BOOKING

### ARRIVAL AND DEPARTURE TIMES

Your accommodation will be available from 4pm onwards on the day of your arrival once it has been cleaned and prepared for you. You are welcome to arrive at the site earlier and when your accommodation is ready you may move in. In order for us to prepare for our next guests we do ask that you vacate your accommodation by 10am on your day of departure. Arrangements for the collection of the key will be given to you before your holiday as this depends on our whereabouts.

### LATE ARRIVALS

If you expect to arrive after 7pm on the first day of your stay, please let us know so that we can make arrangements for you to collect your key. Unless we have been previously notified, you must claim your accommodation by 8am on the day after your holiday was due to start, otherwise we will treat your booking as cancelled.

### GUESTS WITH MOBILITY DIFFICULTIES

We are happy to provide as much advice and information as possible for people who are disabled and wish to holiday with us. However, it is important that you talk to us before booking your holiday.

### DOGS AND OTHER PETS

Only by special and prior arrangement will dogs or other pets be allowed in the accommodation. Where dogs are allowed they must not be left in the accommodation unattended. The site insists dogs must wear a collar and identity tag and be kept on a lead under the control of a responsible adult at all times. Dogs and other pets are not allowed in facility buildings, restaurants or food servery areas and swimming pool areas. These restrictions do not apply to guide dogs. The site reserves the right to require the owner of any dog or other pet to remove it from the site if it is considered to be a nuisance or to be interfering with the general comfort of other people on site.

### YOUR ACCOMMODATION

Smoking is not allowed in the caravan. Please treat the caravan with respect and care. In the event you notice any damage to the accommodation please report it to us immediately so that we can take appropriate action. The caravan will be inspected at the end of your stay and you may be charged for any loss or damage found. A refundable £50 payment is required prior to the start of your holiday to cover any minor damage or incident. We reserve the right to enter the accommodation under any special circumstances or emergencies or ask the site to do so at our request.

You must not, under any circumstances, use the BBQ on any plastic decking areas. Please note: This is a safety requirement.

Please leave the caravan as you found her, clean, tidy, safe and secure. Also important, please remember to empty all bins inside and outside of the caravan. Thank you.

PLEASE NOTE: Extra time spent cleaning the caravan after your holiday WILL result in a cleaning charge. This charge if incurred, will be deducted from the refundable payment mentioned above.

### THE CARAVAN KEY

Please take care not to lose, misplace or take home the key to the caravan, as we are not able to get any new ones cut. A lost key would mean that we have to change the locks. The charge for the replacement locks would unfortunately rest with the party who lost the key. Key collection and return instructions are provided shortly before the holiday commences.

**Continued**

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### **USE OF YOUR HOLIDAY ACCOMMODATION**

Only those people listed on the booking form can occupy the accommodation and use the site facilities. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made. If you have any friends who wish to visit you during your stay please let us know and we can arrange day passes for them.

### **UNREASONABLE BEHAVIOUR**

We reserve the right to terminate the party's holiday without compensation or refund, where the unreasonable behaviour of the persons in the holiday party might impair the enjoyment, comfort or health of other people on the site.

### **AVAILABILITY OF FACILITIES AND ENTERTAINMENT**

All venues on site are designated non-smoking areas. In the swimming pool, children under 8 years old must be accompanied by a responsible adult. To use the swimming pool flume you must be over 1 metre tall. As the site is seasonal, some facilities may offer restricted service or be closed. In addition, please note that all Brynowen Holiday Park rules and regulations concerning the site and the use of the facilities etc, must strictly be adhered to.

### **ENTERTAINMENT PASSES**

If you want to use the facilities provided on site you will need to purchase entertainment passes at the start of your holiday. These are available from the site office.

For the latest prices, please contact the the site office.

### **BEDDING**

We provide duvets and pillows for each of the bedrooms, but not for the pull-out bed in the lounge area.

You will find: 1 double duvet, 4 single duvets plus 2 pillows per bed (12 in total) in each of our caravans. Bed linen is not provided but must be used. If you don't want to bring your own duvet covers, bottom sheets and pillowcases then linen packs available for hire directly through the site. This can be arranged by calling in to the site reception.

### **TRAVEL COT, HIGH CHAIR**

We have available for hire a Travel cot and High chair at a cost of £10 each.

### **THE HOLIDAY CONTRACT**

All terms and conditions will apply to your booking. The person who books the holiday will be accepting the booking conditions on behalf of the holiday party. A contract between you and us will come into existence. The contract binds you and all members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. We reserve the right to decline or terminate the booking of any party whose party make-up or behaviour interferes or may interfere with the general comfort of other people on site. In this event no refunds will be made.

### **BOOKING, DEPOSIT & PAYMENT OF YOUR HOLIDAY**

A non-refundable deposit of £75.00 or 20% (whichever greater) is required at the time of the booking. The holiday is only secured upon receipt of the deposit and a variety of payment methods are available upon request. Stage payments for the balance of your holiday are acceptable and can be arranged at the time of booking and are calculated as follows.

LENGTH OF TIME	MINIMUM PAYMENT
84 days or more	Deposit
84-71 days	50% of holiday cost
70-57 days	75% of holiday cost
56 days or less	100% of holiday cost

Should any payment remain outstanding beyond these dates then the holiday will become available to other customers and cancellation charges will apply. All bookings made within 8 weeks of the holiday start date must be paid for in full. The cost of your holiday as advised on the booking form, includes gas, electricity.

# BORTH CARAVAN HOLIDAYS

## TERMS & CONDITIONS OF BOOKING

Page 3

### IF YOU CANCEL YOUR BOOKING.

It may be necessary to cancel your holiday due to illness, accident or change of circumstances. As soon as you know you need to cancel your booking, call us on 01384 832000 or 07800537773 and confirm the cancellation in writing. The letter must be signed, (where possible), by the person who made the booking. Cancellation charges are calculated as follows from the date your written instructions are received.

LENGTH OF TIME	CANCELLATION CHARGE
70 days or more	Deposit
57-69 days	Deposit or 30% of holiday cost whichever is greater
43-56 days	Deposit or 50% of holiday cost whichever is greater
29-42 days	Deposit or 90% of holiday cost whichever is greater
28 days or less	100% of holiday cost

If you have not arrived by 8am on the morning after your holiday was due to commence or contacted us to confirm when you will arrive, we will assume that the holiday is cancelled and the total holiday cost will be forfeited.

### IF WE CANCEL YOUR BOOKING

In exceptional circumstances this may be necessary. We will inform you as soon as possible and give you the following options.

Choose another available break from us at the advertised price.

Cancel your holiday with a full refund of any monies paid.

In other circumstances, including those arising from \*force majeure, we do not pay refunds or compensation.

### CHANGES TO YOUR HOLIDAY DURING YOUR STAY

We cannot accept responsibility or offer refunds or compensation for circumstances such as \*force majeure. \*Force Majeure refers to circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

### REFUNDABLE DAMAGE DEPOSIT (COMPULSORY)

All damage must be paid for and any costs for repairs or replacements to the caravan or equipment will be deducted from the damage deposit.

Any charges incurred for extra cleaning after your stay and, as mentioned above, will be deducted from the damage deposit.

This includes any cleaning resulting from the use of beds without the use of bed linen.

The non-return of the caravan key will incur a charge and will be deducted from the damage deposit.

Any antisocial behaviour will result in the non-return of the damage deposit.

The damage deposit will be refunded within 14 days after the end of your Holiday, providing, (but not limited to);

No damage to the caravan or its contents has occurred.

The key has been returned.

The caravan has been left clean, tidy and secure.

**IT IS STRONGLY RECOMMENDED THAT YOU TAKE OUT HOLIDAY INSURANCE**