



Ellie's Haven

Booking Terms & Conditions

Please read these terms and conditions as they make up your agreement with us. Due to changes within the law, these terms or conditions may need to change from time to time. If any such amendment causes radical changes to your booking, we will allow you the opportunity to cancel your visit and receive a refund in full. A copy of the most up to date version of our terms & conditions will always be available to view online at www.kidsinaction.org.uk.

DEFINITIONS:

The 'Holiday maker' refers to you and anyone else staying at the property for the duration of the holiday.

The 'Charity' refers to Kids in Action, registered charity number 1193660.

The 'property' refers to specially constructed, self-catering accommodation owned and operated by Kids in Action.

In line with the aims of the charity at least one holiday maker must have a disability.

THE HOLIDAY MAKER AND THE BOOKING:

The lead name on the booking must be a member of the party occupying the property, he/she must be 21 years or over and have the authority to agree the terms and conditions on behalf of all the persons included on the booking form.

The total number of people coming with you (including children and babies) must not be more than the capacity of the property. If you exceed the maximum number, any additional guests over and above the maximum number of guests will not be permitted to stay. This is a legal requirement.

When you make your booking, we will require you to give us details of your permanent home address. This is both to prevent fraud and to ensure that we can contact you before and after your holiday if we need to.

Only those persons named on the booking form may occupy the accommodation, clients are responsible for notifying any amendments to the Charity prior to their planned date of arrival.

BOOKING YOUR HOLIDAY PRICES AND PAYMENTS:

Once the lead name (holiday maker) has informed the charity of the dates and duration of the holiday they would like, the charity will hold the reservation until we have received a signed copy of these terms and conditions and the deposit. The deposit will be £300 per week reserved. Once these have been received your holiday will be confirmed and the agreement between the lead name and the charity will have started and shall be binding on all persons intending to occupy the house whether, or not such persons have signed the booking form.

All bookings are from Thursday to Thursday unless a prior arrangement has been made. Holiday makers should aim to arrive by 14:00 and depart by 10:00. If for any reason your arrival is likely to be delayed, please inform the House Manager immediately.

At the time of booking, you will need to pay a deposit of £300.00 and the membership fee (unless your arrival date is less than 8 weeks away, in which case the full balance will be due). The balance of your holiday is due 8 weeks before your departure.

We also require a security deposit to be left with us in the form of cash/cheque/ bank transfer for £250.00, which is refundable on your return as long as there has been no breakages or damages.

It is the responsibility of the lead name (holiday maker) to ensure that the balance of the holiday is paid in full on the balance due date. If the full balance has not been paid and the charity has made reasonable efforts to contact the lead name to no avail, then the charity reserves the right to cancel the booking and no refund of monies paid will be given.

Payment can be made by bank transfer into our account, cheque or by debit/credit card over the telephone.

If a payment plan for the holiday balance is offered, you will be required to sign an agreement to the dates and amounts. Bookings will be subject to cancellation if the payment dates are not adhered to.

CHANGES TO YOUR HOLIDAY:

Any changes in dates must be made by the lead name in writing. Please contact the charity as soon as possible and we will do all we can to accommodate the changes.

If the change is within 8 weeks of your departure date, it will be treated in line with our cancellation policy and is at the discretion of our management team and availability. The charity reserves the right to charge a £25 amendment fee for any changes made to the booking.

If the change is more than 8 weeks before your holiday departure date, please contact us and we will talk through what new dates you are looking at changing to and whether it is possible or not.

If the new dates are available at a higher cost, you will be required to pay the additional costs, if the new dates are available at a lower cost, you will be required to pay the lower cost.

CANCELATION OF YOUR HOLIDAY:

Please find our cancellation charges as below:

- If you cancel your holiday within 8 weeks of your departure, cancellation charges are 100% of the cost of your holiday.
- If you cancel your holiday within 4 months of your departure date, cancellation charges are 50% of the cost of your holiday.
- If you cancel your holiday between booking and 4 months of your departure date, cancellation charges are equal to your deposit.
- If you cancel your holiday and the Charity can re-let the property You will receive a refund of monies minus an admin fee of £100.

Whilst cancellation insurance is not mandatory, we strongly advise you to take it out to cover you in the case of unforeseen eventualities such as personal accident, car breakdown, redundancy etc.

If the property is not available owing to damage by fire, storm, or any cause outside the

control of the Charity, the Charity's liability will be limited to refunding all monies paid.

HOLIDAY INSURANCE

The Charity will not be liable for any accident, damage, loss, expense or inconvenience to person or property that a holidaymaker or any third party may suffer, arising out of or in any way connected with the booking. Therefore, we advise holidaymakers to make sure that adequate insurance protection is in place for their holiday, including personal liability cover.

PROPERTY

The holidaymaker undertakes to take good care of the property during the holiday period and will replace or pay for any articles damaged or lost by the holidaymaker or a member of his/her party. The property will be inspected on the morning of your departure, and you will be advised of any damage that has been found or items that are missing. The charity has the right to reclaim costs from the holiday maker if this is not done. The holiday maker undertakes to leave the property in a clean and tidy condition, if the charity feels this has not been done to an acceptable standard a charge may be made to cover the cleaning costs. The holiday maker must return the keys to the house manager on departure.

Holidaymakers must provide towels and tea towels together with any personal items relevant to their disability. Failure to provide incontinence protection for chairs and sofas will result in damage caused being charged to the holidaymaker.

HEALTH & SAFETY

The charity will take all reasonable measures to ensure the health & safety of the holiday makers (which includes all the things that we are required to do by law, the Health and Safety Executive and the local authority). It is also important that you follow any rules and advice whilst you are staying at the property. Any booking is accepted on the strict basis that a holidaymaker shall be personally liable for the safe removal of all sharps, swabs and dressings, and in signing the booking form for this holiday period the holidaymaker indemnifies the Charity from and against all actions, claims and other matters which may arise should this provision fail to be observed.

SMOKING / VAPING:

The Charity operates a no smoking and no vaping policy inside the property, vaping and

smoking is allowed in the designated area on the grounds of the property; please see signs at property. If evidence of smoking or vaping is found within the property or outside the designated area on the grounds of the property, it will be at the discretion of the charity as to whether future bookings will be accepted.

PETS:

The charity will only allow guide dogs, hearing dogs or therapy dogs with a maximum of 2 dogs to accompany the holiday maker. For your pet’s safety and the consideration of future guests, we do ask that dogs and their owners follow a few simple rules while they are staying:

- Dogs must always be properly controlled and supervised. Not all outside areas of the property are completely escape-proof for dogs.
- Dogs must not be left unattended in the holiday properties.
- Dogs are not permitted in bedrooms or on any furniture. We therefore advise owners to bring a dog basket where one is not already clearly included at the property. This is to keep the houses in the highest condition for all our guests.
- All dogs (as required by law) must wear a collar and identity tag.
- The holiday maker accepts full responsibility of cleaning up after their dogs inside and outside the property and agree to make good or pay for any damage that may occur.

AGREEMENT:

Lead Name:

Booking Ref:

By signing below, I agree to the terms and conditions set out in the document above in relation to our holiday at Ellie’s Haven.

Print Name: **Date:**

Signature: