



Caravan Holidays

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 Clippesby 1, and or Clippesby 3 which are caravans owned and operated by Kids in Action, at the Haven sight of Caister-on-sea.

An 'Active member' means they are a Privileged Member of Kids in Action, their monthly payments are not in arrears, and they are regular users of Kids in Action Clubs (they have attended a club at least 6 times within the last year).

THE HOLIDAY MAKER AND THE BOOKING:

The holiday maker must be an active member of Kids in Action, and one of the party has a disability in line with the ethos of the charity.

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 or 50% of the holiday total if it is less than £500.00. Once both 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 Saturday to Saturday unless a prior arrangement has been made. Holiday makers can access their caravan after 2pm on the day of their arrival and must depart the caravan by 10am on the day of departure.

If booking more than 8 weeks before your departure date the deposit will be due at the time of booking. If your booking is made less than 8 weeks before your departure date, you will need to pay for your holiday in full. It is the responsibility of the lead name (holiday maker) to ensure that the balance of the holiday is paid in full by 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.

A security deposit of £150.00 is required at the time when you collect your keys / passes, this should be in the form of cash/cheque/ bank transfer/card payment and is refundable within 5 working days of your return as long as there has been no breakages or damages, and the caravan has been left in an acceptable condition.

CHANGES / CANCELATION OF 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.

Please find our cancellation charges as below:

Cancellation within 8 weeks of departure, cancellation charges are 100%*

Cancellation within 4 months of departure, cancellation charges are 50% *

Cancellation more than 4 months in advance, cancellation charges are equal to your deposit.

* If you cancel your holiday within 4 months of your departure and the Charity can relet the property you will receive a refund of the monies already paid minus the deposit.

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.

CANCELLATION DUE TO SERIOUS ILLNESS

In the event you do have to cancel due to a serious illness, we would not be able to refund your holiday, but we would look to give you the opportunity to re-book another date within the following 12 months from your original date, this would be subject to an admin charge.

If it is cancelled within 8 weeks of departure and we are not able to resell the holiday, the admin charge would be the deposit you paid; if we are able to resell the holiday the admin charge would be reduced to £100.

If it is cancelled more than 8 weeks before departure and we are not able to resell the holiday, the admin charge would be the deposit you paid; If we are able to resell the holiday then the charge would be reduced to £25.

Any monies more than the admin charge will be transferred to your new holiday.

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 Kids in Action Offices within 2 days of returning.

The holiday maker will be provided with a holiday information pack when they collect the keys from the Kids in Action Office during the week before departure.



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, and the rules that Haven put in place for the park. 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 park.

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.

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 caravan holiday at Caister-on-Sea, Haven.

Print Name: **Date:**

Signature: