

Brunel Holiday Park Terms & Conditions 2017

- 1: Before making a reservation please check that the accommodation is entirely suitable for ALL members of your party. We are happy to answer any questions regarding suitability.
- 2: The person that signs the booking form is responsible for the booking and warrants that he/she is over 21 years of age and the party will not exceed the number of occupants on the booking form. A baby or child of any age counts as 1 person.
- 3: The booking is accepted only when you receive official confirmation from Brunel Holiday Park.
- 4: Deposits: A provisional booking can be made (subject to availability) but is only confirmed on receipt of a non-refundable 25% deposit accompanied by a booking form, completed and signed by the lead name of the party. When a booking is made within 56 days of the arrival date the full agreed date must be paid at the time of booking. A confirmation will be sent and a legal contract has then been formed.
- 5: Final Payment: The confirmation invoice will show the balance due, which must be paid no later than 56 days prior to the start of your holiday. Non-payment of the balance on the due date shall be construed as a cancellation of the contract by the client.
- 6: Cancellation: Any cancellation by the client, for whatever reason, must be by email or in writing. On receipt of the cancellation, we will endeavour to re-let the accommodation. If we succeed, a refund of the payments made less the non-refundable deposit will be paid. If the accommodation is not re-let, a refund of 50% of the payment, minus the non-refundable deposit and less a £15 admin charge. For cancellations within 21 days of the arrival date the entire rental fee will be forfeit. It is therefore advisable to take out cancellation Insurance.
- 7: Changing a booking: A change of holiday date after the deposit is received constitutes a cancellation.
- 8: Non-availability of accommodation: We cannot accept responsibility or pay any compensation where the performance of our contract with you is prevented or affected by reason of circumstances beyond our control, which includes any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation which cannot be easily remedied to a satisfactory standard before the start of your holiday. Should the accommodation be unavailable on the start of your holiday date (for example due to damage by the previous occupant) we will endeavour to offer other accommodation where possible, otherwise all monies paid to us for rent will be refunded. However no liability will fall on the owners/representatives.
- 9: Arrival/Departure: Accommodation is available from 3pm of the day of arrival. Accommodation must be vacated by 10am on the departure day in order for us to prepare for the next guests.
- 10: Restrictions: Unfortunately we cannot accept bookings from all male or all female groups such as stag or hen parties.
- 11: No Smoking Policy: A strict no smoking policy, which includes e-cigarettes and vaping, is in force within the accommodation. We will seek compensation (including consequential loss) for any damage and additional costs of cleaning (such as soft furnishings) caused by smoking. Consequential costs may be incurred where it has not been possible to remove the smell of smoke/vapour prior to the arrival of the next guests.
- 12: Pets: Dogs and other pets are not allowed on site.
- 13: Complaints and losses: All complaints must be notified to Brunel Holiday Park or their representative immediately so that an investigation can take place and any necessary action carried out. Compensation cannot be paid for any complaints that are made after the holiday has ended, or where the holidaymaker had denied access to resolve such matters. We cannot accept responsibility for any items left behind in the accommodation after you have vacated the property. However if found, for the cost of postage in advance, we will endeavour to return the item to you by post.
- 14: Right of Entry: Owners/Management of Brunel Holiday Park shall be allowed the right of entry to the accommodation at all reasonable times for the purpose of inspection or to carry out any necessary repairs or maintenance.
- 15: Hirers Responsibility: Your accommodation must be kept in a clean and tidy condition and you will be responsible for any loss, damage or breakages that occur during your stay. The number of persons occupying your accommodation must not exceed the accepted booking number and we reserve the right to refuse entry to the whole party. It is the responsibility of parents/guardians to supervise children at all times. All persons under the age of 16 are deemed to be children. We operate strict policies with regard to noise and anti-social behaviour and any guest not willing to comply with these conditions will be deemed in breach of contract and will be required to leave the accommodation immediately.
- 16: Under no circumstances can additional gas/electric heating appliances or barbeques be used in the accommodation.