



Terms and Conditions of Holiday Unit Hire

1. Accommodation will be available from **4.00pm** on the stated day of arrival and must be vacated by **10.00am** on the day of departure unless arranged otherwise. **Should you be arriving after 4.30pm, please inform the office on 01200 423422 as soon as possible, (no arrivals later than 10pm)** so that arrangements can be made for the collection of the keys.
2. A deposit of £100 is required to confirm your booking. The balance is payable no later than 4 weeks before the commencement date of the holiday, failing which the company may cancel the booking and retain the deposit. If you cancel more than four weeks before your holiday start date, all monies paid will be refunded less a £30 administration charge. If the cancellation is notified to us 4 weeks or less before the arrival date no monies will be refunded unless the booking can be re-let. Any refunded monies will be less a £30 administration charge.
3. You are responsible for any loss, damage, or breakages that may occur during your stay. Anti-social behaviour or noise disturbance will not be tolerated. Accommodation not left as found and clean and tidy will be charged a minimum of £30 for extra cleaning. We have the right to enter any accommodation if special circumstances or an emergency occur.
4. The company shall reserve the right to refuse admission or the continued occupation of accommodation to any person for whatever reason at its sole discretion and without prejudice to its rights to retain monies that have been paid.
5. One car only may be left at the holiday home. Others can be parked in the guest car park. Please do not park on the grass. Vehicles, accessories and contents are left at your own risk.
6. You are asked to notify any shortcomings in your holiday home to the park office immediately so that they may be remedied. No claim can be considered for shortcomings not so notified. Bed linen, towels, tea-towels and oven gloves are provided.
7. Well behaved dogs are allowed in our holiday rental units (with the exception of one of our Premier Caravans) at an extra cost, but please bring dog's own bedding. Pets are not allowed in the bedrooms or on the furniture **and must not be left alone in the apartments or caravans.**
8. **NO SMOKING is allowed. A fine of £50 will be made for anyone found smoking within the premises.**
9. For your safety and security, please ensure you lock the middle entrance door of Shireburne House as you leave and enter the building. You will need to use your key to lock the door each time you leave. (Only applicable in holiday apartments).
10. Shireburne Park Ltd cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) from any cause other than, in the case of the owner or employees proven negligence.
11. We cannot accept bookings for parties where each person is under the age of 21. We cannot accept 'stag' or 'hen' parties.
12. Anyone hiring a holiday home cannot give Shireburne Park as their main address or register for council tax **UNDER ANY CIRCUMSTANCES.**

13. This clause explains when you, or we, may cancel or agree to postpone your holiday due to **Government restrictions**. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

We aim to keep all our customers and staff safe. We ask you not to book if the law prevents you visiting or staying with us, or if the Government guidance means that you should not visit or stay with us even if the law allows you to.

Either of us has the right to cancel your holiday, or any unused days if the Government guidance means that you should not visit or stay with us , even if the law allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct and Direct Costs. If you elect to move your booking with a different rate we will need to charge you the new rate which may be higher or lower depending on the season.