

A20 TERMS and CONDITIONS

1. Takeover time will be on the Saturday, at 2pm. Key Handover details will be provided with your arrival details, following payment of the balance. Keys are stored within a key-safe and you will be provided with a combination no. to access this. This code will be changed periodically and must not be divulged under any circumstances to any other party.
2. The site is 'secure', access being provided by barrier control. A barrier pass (or passes if 2 cars) will be provided along with your keys. These cards cost £50 each which I have paid for upfront, although should you lose a card or cards, the cost of replacement at £50 per card will be charged to you.
3. The caravan must be vacated by 10 am on the day of departure.
4. Payments must be made by cash or cheque only – made payable to Mrs. J. Lee (sorry - no credit card facilities available).
5. The deposit is Non Refundable
6. In order to secure the booking, the balance must be paid 8 weeks in advance of the arrival date OR immediately if the arrival date is less than 8 weeks. The owner has the right to re-let the caravan, without notice, should this deadline not be adhered to.
7. If you wish to change your booking following confirmation, this will be accommodated wherever possible – it is unlikely there would be a charge for this unless excessive work were involved (most companies charge a standard fee of £25)
8. If you wish to cancel your booking, please notify me immediately in writing via post or email –
 - If you cancel giving more than 8 weeks notice prior to your arrival date (i.e prior to payment of the balance), no additional charges will be incurred, although note that the deposit is Non Refundable.
 - If you cancel giving between 4 & 8 weeks notice prior to your arrival date, and assuming you have already paid your balance, then a refund of 50% of the balance will be returned to you. If your balance has not been paid, then an invoice for 50% of the balance will be issued to you and this must be paid within 7 days.
 - If you cancel giving between 2 & 4 weeks notice prior to your arrival date, and assuming you have already paid your balance, then a refund of 25% of the balance will be returned to you. If your balance has not been paid, then an invoice for 75% of the balance will be issued to you and this must be paid within 7 days.
 - If you cancel giving less than 2 weeks notice prior to your arrival date, and assuming you have already paid your balance, then NO refund will be issued. If your balance has not been paid, then an invoice for 100% of the balance will be issued to you and this must be paid within 7 days.
9. I have a STRICT NO SMOKING policy WITHIN the caravan, although smoking is permitted outside with respect for the surrounding area. If anyone is found smoking INSIDE the caravan they will be issued with an invoice for a minimum of £50. An ashtray has been provided outside the caravan for your use if required. Please do not dispose of cigarettes on the surrounding area.
10. PETS are NOT permitted within the caravan except with prior agreement from the owner.
11. The Price list includes use of all required Gas, Electric and Central Heating / Hot Water – all that I ask is that you use these facilities as you would at home in order to keep my prices reasonable – unlike most, I do not charge extra for OR restrict the use of facilities such as Central Heating.
12. The caravan is extremely well equipped, for the benefit of all of our guests – I am happy for you to use any of the equipment, including use at the beach etc (e.g. deckchairs, picnic sets, windbreaks etc) and again, all that I ask is that you treat the items with respect, as you would your own and please ensure they are returned to the caravan before your departure.
13. Small items of breakage e.g. glasses, cups, plates etc are expected from time to time and I make no charge for such accidents, although it would be useful if you could advise me asap such that I can arrange for replacements before the arrival of the next guests.
14. More serious damage MAY need to be paid for (OR may be covered by my insurance subject to an excess). If such damage was incurred during your stay, your honesty would be appreciated in contacting me asap such that the problem could be rectified and discussed. My cleaner will enter the caravan following each visit and will advise me of such problems should they occur, at which point I would contact you if you had not reported the incident.
15. We expect guests to show full respect for our property during their stay, plus it must be left in a tidy state upon departure e.g. pots washed and put away, fridge emptied, rubbish bin emptied etc etc. Our cleaner is paid to clean the caravan and NOT tidy up after guests. If the caravan is not left in a reasonable state and we incur additional cleaning costs as a result, these charges may be invoiced to you.
16. My caravan Insurance has some exclusions, which you need to consider in terms of private insurance for your personal belongings–
 - Motor Vehicles, Money, Valuables, Bicycles, Fishing Tackle, Golfing Equipment, Computers, Mobile Phones, Photographic Equipment.
17. If you have ANY complaints, please contact me urgently to enable me to rectify the problem asap.
18. If you have ANY suggested improvements e.g. facilities within the caravan, please do let me know and I will consider carefully for future guests / return visitors. A customer feedback form will be left in the caravan for your completion – it would be appreciated if you could spare a few minutes to complete this OR alternatively, give me a call to discuss.

In addition, the Fairway Holiday Park have their own 'Conditions of Booking' a few of which you need to be aware of -

1. Parents are responsible for the safety of children within the park and particularly whilst they are using the playground equipment. Children under 15 must be supervised in the swimming pool.
2. Noise nuisance, loud music or offensive language will not be tolerated. The management may evict persons from the site who fail to comply with this regulation. No refunds will be given.
3. Customers must act responsibly and conduct themselves with due regard to the comfort and enjoyment of others, at all times.
4. Ball games are prohibited on the 'owners section' of the park – designated play areas on the main site are for this purpose.
5. Cycling is prohibited, for safety reasons, in all areas of the park – cycles should be dismounted at the park entrance and walked to the caravan.
6. Vehicle speed = walking pace only, in all areas of the park.

How to contact me –

Landline - 01246 240651 }
Mobile - 07780 622331 } evenings or weekends preferably, unless urgent
Address - 5 Cedar Park Drive, Bolsover, Chesterfield, Derbyshire, S44 6XP
Email - janette.lee@tiscali.co.uk