

Cambrian Rio

Terms and Conditions

Set out below are the terms and conditions that apply to all our services, whether made online or via a mobile device, by email or telephone. By completing a reservation, you acknowledge that you have read, understood and agree to the Terms and Conditions. These terms and conditions are specific to the booking, hire and occupation of the Static Caravan known as **Cambrian Rio** which is sited on the Cambrian Coast Caravan Park, Ynyslas, Borth, Ceredigion SY24 5JU. Additional terms and conditions may apply and should be read in conjunction with the terms and conditions of Country Holidays Limited and Cambrian Coast Caravan Park. The below terms and conditions may be amended at our discretion from time to time.

THE HIRER MUST BE OVER 21 TO BOOK THIS CARAVAN

1. DEFINITIONS

1.1. Throughout these terms and conditions the following shall mean.

Cambrian Rio - a two bedroom static caravan which sleeps up to 6 people (herein 'The Caravan'. The Caravan is owned by Mrs Julie Harrison (herein 'The Owner') and is sited on the Cambrian Coast Caravan Park (herin 'The Park')

COUNTRY HOLIDAYS LIMITED. Registered in England and Wales. Registration Number 13186041. Registered Offices: Ael Y Bryn, Llangwryfon, Aberystwyth, Ceredigion SY23 4EX. Telephone: 01974 241744. email: info@countryholidays.net. ("we", "us", the "Company" or "our").

Caravan Owner – Mrs Julie Harrison ("Owner")

Hirer – A person booking and hiring the Caravan for an agreed rental period

Rental Period – The period from the agreed day of arrival as detailed on the booking confirmation, no earlier than 4pm, until the date of departure, no later the 10am.

Cambrian Coast Caravan Park. The site on which the Caravan is sited herin ("Caravan Park"), Ynyslas, Borth, Ceredigion SY24 5JU

2. Whom is THIS AGREEMENT WITH?

2.1. Your agreement is between the Hirer and the operating company **Country Holidays Limited acting as agent for the Owner.** References to 'the Company', 'we', 'us' and 'our' in these terms and conditions are to that operating company. References to 'you' in these terms and conditions are to you, as the person making this booking and, where applicable, to every member of your party.

2.2. By making the booking and paying a deposit you acknowledge these terms and conditions and agree to be bound by the terms herein.

3. BOOKING YOUR HOLIDAY

3.1. A enquiry can be made via the Country Holidays Website or by Telephone 01974 241744.

3.2. An offer for the dates you request will be made subject to availability.

3.3. A provisional booking will be accepted by the Company, subject to receiving a £50 **refundable** deposit within 5 working days of the offer.

- 3.4. If the deposit is not received, as cleared funds, within 5 working days it will be assumed by the Company that the provisional booking is no longer required.
- 3.5. Upon receiving the deposit, you will receive confirmation, of your booking, for the dates you requested. Please note that ALL bookings are provisional until the Company receives the deposit.

4. PAYING FOR YOUR HOLIDAY

- 4.1. **PAYMENT IN FULL FOR YOUR HOLIDAY CAN BE MADE AT ANYTIME BUT WILL BECOME DUE 30 DAYS PRIOR TO ARRIVAL.**
- 4.2. If the balance is NOT received within this time frame, the Company reserve the right to cancel your booking and hire the caravan to someone else. **YOU WILL NOT BE ENTITLED TO A REFUND OF THE DEPOSIT.**
- 4.3. Bookings taken with less than 30 days remaining can only be accepted if payment is received, in full within 5 working days of the offer.
- 4.4. **A Payment reminder will be sent to you EIGHT weeks prior to arrival with instructions on how to pay.**

5. HOW TO PAY

5.1. You may pay your deposit and remaining balance by, by bank transfer, using a debit/credit card online, by telephone or in-person. We accept:

- By Telephone: Please call 01974 241022 with your order number.
- By Bank Transfer. Please make your payment to our business account:

Account Name:	COUNTRY HOLIDAYS LIMITED
Sort Code:	60-83-71
Account Number:	79471218
Reference:	Please use your booking reference

Other details:

IBAN:	GB5OSRLG60837179471218
SWIFT/BIC	SRLGGB2L

5.2. We accept Visa, Visa Debit, Visa Electron, MasterCard, MasterCard Debit, JCB, Maestro and American Express

5.3. We are sorry we cannot accept payment in cash or cheque

6. REFUNDABLE SECURITY DEPOSIT

6.1. This Security Deposit is fully refundable at the end of the hire period and returned within seven days of departure date except in the following circumstance.

- i. If the booking is cancelled within the terms of the Cancellation clause 7.2.
- ii. The Company reserve the right to withhold some or the entire deposit and /or bill the hirer for the additional cost of:
 - a) replacing and/or repairing all damage
 - b) all breakages and missing inventory.
 - c) charge for cleaning the caravan or removing stains or replacing as new above and beyond that which is consider reasonable by the Caravan Owner. **ALL BREAKAGES, DAMAGE AND STAINS WITHIN THE CARAVAN MUST BE PAID FOR!!**

THE HIRER MUST INFORM THE CARAVAN OWNERS WITHIN 3HRS OF ARRIVAL OF ALL DEFECTS, INVENTORY SHORTAGES AND/ OR BREAKAGES. FAILURE TO DO SO WILL RESULT IN YOU, THE HIRER BEING RESPONSIBLE.

7. CANCELLATIONS

- 7.1. In the event you need to cancel your holiday you may do so by email or letter only.
- 7.2. The Hirer will receive refunds in accordance with the following.
 - i. **More than 60 days notice before date of arrival** – Any amount already paid will be refunded in full.
 - ii. **More than 30 days before the date of arrival up to 60 days.** Only the deposit will be withheld to cover administrative cost. Other money received for the booking will be refunded.
 - iii. **30 Days or less Notice** – No Refund will be made.
- 7.3. **Exceptions may be made for cancellations relating to COVID-19 at the discretion of the owner.**
- 7.4. No refund will be made to the hirer whose hiring has commenced and who vacates the caravan for any reason including an emergency at home, illness or accident whilst on holiday or reasons relating to COVID 19.
- 7.5. Once the balance has been paid refunds will only be paid in accordance with the above although certain circumstances may be taken into account at the owner's discretion and subject to the time remaining to the holiday and a replacement booking being obtained.

8. GENERAL BOOKING CONDITIONS

- 8.1. Bookings will only be accepted from hirers who are twenty-one (21) years of age and above. No same sex groups (Couples and Family's only).
- 8.2. A Maximum of Six (6) people may stay in the caravan. Only the persons on the booking form and those named in advance at the time the payment is received in full. Over Occupancy will not be tolerated.
- 8.3. Changes to a booking are allowed by prior agreement with the caravan owner and the Company and confirmed in writing.
- 8.4. The hirer is responsible for the conduct of all persons staying in the caravan including any visitors to the caravan during the rental period.
- 8.5. The hirer agrees that all persons named on the booking form shall be with you (the hirer) during your hire period of the holiday caravan. The Caravan Park owners and/or their staff shall have a copy of your booking form. The booking form is important because it is for you and your parties safety and security purposes only.
- 8.6. Each person listed on the booking form and your guest(s)/visitor(s) must be prepared to identify themselves to the park owners or their staff upon request and comply with their reasonable requirements.
- 8.7. The hirer shall notify the Company in writing with any changes to person(s) listed on the booking form at the earliest possible opportunity and in any event, prior to arrival at the Caravan Park.
- 8.8. The hirer must give access to the holiday caravan as / when required to the caravan owners, holiday park owners and their staff / agents.
- 8.9. The Company and caravan owner reserve the right to refuse any booking without any obligation to give a and / or reserve the right to terminate any booking for whatever reason at their absolute discretion.
- 8.10. **Smoking is NOT permitted in the caravan**

9. PETS

- 9.1. Pets are welcome in the Caravan. There is a maximum of two small pets such as small dogs, cats or other animal, or one large dog.
- 9.2. Pets may not be left loose in the Caravan when the hirer or is not in attendance. Caged animals are acceptable taking into account any animal welfare considerations.
- 9.3. Any damage caused by pet will be the responsibility of the hirer. This must be paid for in full over and above the amount of the security bond.

10. ON COMMENCEMENT OF RENTAL PERIOD

- 10.1. Please ensure you have read the welcome pack.
- 10.2. The holiday caravan maybe occupied from 4pm onwards on the first day of the rental period.
- 10.3. In the case of a maintenance problem, the hirer shall contact the Caravan Owner, contact numbers are in the Welcome Pack.
- 10.4. **D.I.Y repairs must NOT be attempted.**
- 10.5. The condition of the caravan will be detailed on the Check In report and left in the Welcome Pack. Before occupying the caravan the hirer should satisfy himself that the accommodation and equipment are in good condition. By occupying the caravan the hirer accepts responsibility for the unit and the equipment throughout the period of hire. Any damage or shortage found subsequently will be charged for.

11. ON DEPARTURE

- 11.1. The Caravan must be cleaned and vacated **by 10am** on the last day of the rental period.
- 11.2. The Caravan Owner or their representative, reserve the right to inspect the accommodation before departure and charges may be levied if the caravan is not left in a clean and tidy condition. Please highlight any issues immediately. Cleaning equipment including a vacuum cleaner is provided for your use.

12. LIABILITY

- 12.1. The Company, Caravan Owner, the Caravan Park and their staff do not accept liability for any loss or damage to the hirer's property and/ or accidents, injuries, illness, diseases, arising from the hire of the caravan or use of the holiday park, including acts of god or extreme weather conditions except that which is required in law.

13. Comments, Compliments and Complaints

- 13.1. We welcome feedback of any kind. Please write to us or leave a review on our website. Please send e-mails to info@countryholidays.net We want you to have the best experience possible and strive to ensure this by continually reviewing our products and services and how we work with and for our customers. If for any reason your feel unhappy or unsatisfied with anything to do with the way we provided our service please follow the following procedure.

In the first instance please make us aware that you are unhappy or unsatisfied by telephone. Call 0330 390 3559.

If we can not resolve the issues immediately or the situation requires further investigation we will send you a complaints form. Please complete and return to us

as soon as possible. We will respond within 48 hours and we aim to resolve the issues to your satisfaction within 14 days. If there is a delay we will advise you accordingly and agree on a new deadline.

If you are still not satisfied we will seek to obtain a third-party mediation. We will abide by the mediation outcome and take steps to follow any recommendations.

14. FORCE MAJEURE

- 14.1. We regret we cannot accept any liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of force majeure save those that covered specifically and separately by these terms and conditions. Force majeure means any event which we, or the supplier of the service(s) in question, could not, even with all due care, foresee or avoid. Such events include war or threat of war, riots, civil strife, terrorist activities, industrial disputes, fire, pandemic or infectious disease outbreak, natural or nuclear disasters, adverse weather conditions and all similar events outside our control.

15. JURISDICTION

- 15.1. This Agreement shall be governed by the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction to hear, determine and/or settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation.

COUNTRY HOLIDAYS LIMITED

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