

Terms and Conditions for Betty's Place

Please read these Terms & Conditions carefully as by making a booking you are deemed to have accepted them.

Payment

A non-refundable deposit of £75 (for a week) or £50 (for a short break) is required at time of booking. The balance is due 28 days prior to arrival date, if booked within 28 days of arrival full payment shall be required at time of booking.

Cancellation Procedure

In the unfortunate event that you have to cancel your booking our cancellation procedure is as follows:

1. If you cancel within 28 days of your arrival the deposit and balance is not refundable
2. If you cancel more than 28 days before your arrival your deposit is non-refundable but you will receive the balance back.

If there is any reason that we have to cancel your booking we will tell you as soon as possible and you can choose either different mutually agreeable dates or a full refund. We will have no further liability to you.

Arrival and Departure Times (unless otherwise agreed)

The holiday home shall be ready for you from 3pm on the day of arrival and must be vacated no later than 10am on day of departure.

General Terms and Conditions

- 1) The holiday home must not be used for sleeping more than 6 persons.
- 2) There is a strictly no smoking policy in the holiday home and on the decking area.
- 3) No pets are allowed.
- 4) There is space for 1 or 2 vehicles to park at the left-hand side of the holiday home. Further parking is available at the main entrance of the holiday park.
- 5) BBQs are only allowed on the grass area and not permitted on the decking or ramp.
- 6) The holiday home must be left in a clean and tidy condition on departure. The area surrounding the holiday home must also be kept clean and tidy.
- 7) All rubbish must be deposited in the waste and recycling bins which are situated within the holiday park.
- 8) A full inventory of the holiday home's equipment is included in our welcome pack which you will receive once your booking is finalised.
- 9) **Due to the current COVID-19 situation bed linen cannot be provided.**
- 10) We do not provide towels, tea towels, food stuff or any other bathroom and kitchen requisites.

- 11) All guests are expected to treat the holiday home, its contents and all areas of the holiday park with care and respect. Guests will be liable for any loss or damage to the holiday home and its contents.
- 12) You may be required to pay for any loss or damage you cause to the holiday home, its equipment and contents during your stay. Parkdean staff and Archway have the right to enter your accommodation for maintenance purposes or in special circumstances and emergencies.
- 13) A damage deposit will be charged and must be paid along with the final balance for all bookings. This will be returned after your stay providing there has been no chargeable loss or damages. If the loss or damage exceeds the damage deposit then Archway will charge you the excess.
- 14) You are required to report any loss or damage to the holiday home, equipment or contents to Archway as soon as possible.
- 15) Please inform us as soon as possible if you have any feedback about the accommodation or if you find anything that is faulty with the accommodation that needs our attention.
- 16) Archway will not be held responsible and does not accept liability for anyone staying in the holiday home for loss or damage to their belongings, vehicles, or contents of vehicles or any other personal possessions. This also applies to any accidents, injuries, illness, and diseases arising from the hire of the holiday home or use of the holiday park.
- 17) You must follow all of Parkdean's site rules in relation to health and safety, use of facilities and entertainment, behaviour on site, parking, speed limits and traffic regulations.
- 18) For health and safety reasons some of the site facilities may have age and/or height restrictions. You must adhere to these at all times.
- 19) The person who has made the booking is responsible for the conduct of those staying in the holiday home and must take steps to ensure that the behaviour and conduct of anyone staying in the holiday home does not cause a nuisance, inconvenience or disturbance to others or damage property belonging to Archway, the holiday park or other holiday home owners.
- 20) Please respect the privacy of other park users and keep noise to a minimum.
- 21) All children must be supervised by their parents/guardians at all times and parents/guardians must take full responsibility for their children.
- 22) In the event of any serious breach of these terms and conditions by the person making the booking we may have to ask you to vacate the holiday home with no notice and no refund will be available.
- 23) Due to the current COVID-19 situation the above terms and conditions must be read alongside Parkdean's *Private Letting and Parkdean Resorts Commitment to Safety* (detailed below). You must ensure that you follow these at all times.

Safety, Social Distancing & Hygiene Policy

We ask all of our Owners, Holidaymakers and staff to adhere to a number of key points to maximise safety on our parks.

- Only travel to our holiday parks if you are fit to do so, and advise us if you're becoming unwell
- Adhere to our revised check-in procedures outlined below
- Leave accommodation and the park if you are becoming unwell, and self-isolate at your home off-park
- When on park, respect and adhere to our social distancing and hygiene policies

Social Distancing Policy

- We ask all Owners, Holidaymakers and staff to maintain a government recommended safe social distance from each other where possible
- In instances where this may not be possible, we'll be adding additional shielding measures and/or PPE to maintain safe interaction
- In some areas of our parks, we may introduce a one-way system or spaced-out queuing system to avoid close contact with others
- Where the above is not possible, only one member of your party should place orders at the bar, queue at a till point, visit reception or any of our other accessible areas at one time
- Where possible, we'll provide visible markers to help you adhere to social distancing guidelines when using any of our facilities on park

Hygiene Policy

As well as asking our Owners and Holidaymakers to continue maintaining personal hygiene standards, regularly washing hands and using a disposable tissue to catch any coughs or sneezes, we'll also be implementing a number of enhanced hygiene measures on our parks in order to reduce any risk of contamination.

- Use of disinfectant when cleaning communal areas and accommodation
- Frequent deep cleaning and disinfecting of high footfall areas and surfaces
- Providing gloves and PPE for our housekeeping teams
- Introduction of handwashing and sanitisation stations in public areas and near entrances and exits where possible

Hygiene is a huge priority for us and our parks and staff will be on hand ensuring our superb cleanliness standards are maintained across the park.

Using our Venues and Facilities

We've put in place a number of policies and steps in each of our venues in order to maintain hygiene and social distancing standards. This includes any on park shops, venues, restaurants, bars, takeaways, and leisure facilities available on the park.

For the latest information on our parks operating protocols and the safety measures we have put in place please visit: <https://www.parkdeanresorts.co.uk/caravans-for-sale/owner-commitment/>

In the event of illness

Honesty is important to help protect everyone on park.

If you, or anyone in your party, have shown symptoms of Covid-19 or any other illness whilst on park, you must inform your booking provider (which is Archway) as soon as possible. You must also inform the park reception immediately and follow the Government guidelines regarding self-isolation at your home address. Please note that self-isolating on park is not permitted.

You should not go ahead with your booking if you or anyone in your household or party has showed signs of Covid-19 within 14 days of your booking.

24) Any COVID-19 Government guidance and restrictions must also be followed.

Please let us know if you have any questions.