

## 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) Bed linen is 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.