

HIDEAWAY TERMS & CONDITIONS

- Provisional bookings are accepted by telephone or email, and are held for a maximum of 5 days until a completed Booking Form and the relevant deposit is received.
- A booking is deemed confirmed once a Booking Form, together with £50 per week non-refundable deposit has been received from you and confirmed by email/writing by us.
- The balance payable is due 6 weeks before arrival, together with £50 security deposit. This security deposit must be paid by bank transfer, Paypal or cheque. If paid by cheque this will not be banked unless it has to be drawn upon.
- The balance is payable is 6 weeks prior to the start of your holiday and will be advised to you when we confirm the booking. If the balance is not received by the due date, you will be contacted and asked to send the payment immediately. If you do not respond within 4 days of us contacting you, the booking will be deemed cancelled and the deposit forfeited.
- Cheques should be made payable to G M Harris and posted to us (address tba). Alternatively you can pay by bank transfer or to our Paypal account using your Paypal account or credit or debit card.
- The security deposit will be returned to you within 1 week of the end of your stay provided no breakages/damage have occurred and the property has been left clean and tidy. If any breakages or damage has occurred, or if the property is not left in the condition it was found and requires additional cleaning, or if we consider excess electricity has been used, costs incurred will be deducted from the security deposit and the balance of your £50 will be returned to you. You must give details on the Booking Form as to where this Security Deposit should be returned ie bank account, Paypal account, or if paid by cheque, the cheque will be destroyed and not banked.
- In the event of you cancelling your stay, the deposit, and when paid the balance, are non-refundable unless we are able to re-let Hideaway for the period of cancellation. Guests are therefore recommended to take out cancellation insurance.
- We reserve the right at all times, and especially in the case of an emergency, to cancel any booking and return any monies received.
- Guests can arrive at Hideaway after 3.00pm on the day of arrival and are requested to vacate the property by 10.00am on the day of departure.
- Upon arrival Guests must report to Kelling Heath Holiday Park Reception with their Kelling Heath Key Release Form to obtain the keys to Hideaway. Keys will not be released without the Key Release Form.
- The maximum number of guests to reside in Hideaway must not exceed 6 at any time.
- Guests under the age of 18 are not permitted to occupy Hideaway unless a parent/guardian is staying.
- Whilst a Guest on Kelling Heath Holiday Park you must comply with the Park's Rules, a copy of which are available on our website, www.kellingheathhideaway.co.uk, and in the Guest Information folder in Hideaway.
- Whilst a Guest staying in Hideaway we would ask you to comply with the rules relating specifically to our holiday home, a copy of which are available on our website, www.kellingheathhideaway.co.uk, and in the Guest Information folder in Hideaway.
- All persons in your party agree to be considerate tenants, to take good care of Hideaway and to leave it in a clean and tidy condition at the end of the rental period. Although a final clean is included in your holiday fee, we reserve the right to use the money, or part of the money from your Security Deposit, depending on the costs involved, to cover the additional cleaning costs if you leave Hideaway in an unacceptable condition.
- All persons in your party agree not to act in any way which would cause disturbance to those in neighbouring holiday homes.
- You shall report to Margaret and Graham Harris without delay, any defects in Hideaway as a holiday home or any breakdown/defects in the equipment or appliances therein, or within the plot, and arrangements for repair and/or replacement will be made as soon as possible.
- We reserve the right to terminate your booking without refund of money if the behaviour of guest/s is considered unacceptable or if the number of occupants exceeds that stated for the property.
- Our prices and terms and conditions are subject to change at any time.