



South Lytchett Manor Caravan and Camping Park Ltd

Dorchester Road, Lytchett Minster, Poole, Dorset BH16 6JB. Telephone: 01202 622577.

Web: www.southlytchettmanor.co.uk. Email: info@southlytchettmanor.co.uk.

Terms and Conditions

South Lytchett Manor Romany Caravan Hire

South Lytchett Manor Caravan and Camping Park Ltd is a holiday touring park with Romany Holiday Caravans. Guests must be bonafide holiday makers and stay for holiday purposes only. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

We reserve the right to ask guests who contravene these Terms and Conditions or, who in any other way, are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately with no refund. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

Access Statement and policy

We seek to provide the very best service to all our guests and have a specially prepared Access Statement available which describes the facilities we have to offer on the park. This is available on our website. Large print copies are available.

Booking conditions

We cater for families and couples and do not accept bookings from hen and stag parties or similar parties of three or more persons. We also reserve the right to refuse any booking.

The person who makes the booking warrants that the party will not exceed the numbers stated on the booking.

This Contract

This contract is with South Lytchett Manor Caravan and Camping Park Ltd. Please check your confirmation carefully to see that it reflects your wishes. Please inform us of any discrepancy or queries relating to terms and conditions within 24 hours of receipt.

The terms contained in this contract do not affect your statutory rights.

The Price of the Holiday

Once you have made your booking and paid a non refundable deposit of £50.00, the price of the holiday will not be subject to any change unless the rate of VAT changes.

The balance of the price of your holiday must be paid at least 28 days before the start date (no reminder will be sent to you). If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit. However, every effort will be made to contact you before cancellation.

Bond

A £200 refundable bond is required when hiring a Romany Caravan. This will be returned on the day of departure provided the unit is left in a satisfactory condition.

No Smoking Policy

By law, there is a strict No Smoking policy in all our Romany Caravans. Anyone smoking in any of the units will automatically lose their £200 refundable bond due to cleaning charges and loss of use. Cigarette disposal units are situated outside the reception office and facility blocks.

Pets

Sadly we are unable to welcome pets in our Romany Caravans.

Naked Flames

Naked flames are not permitted in any Romany Caravan. This includes but is not limited to candles, lighters and matches. No flammable liquids or equipment is allowed into the caravan at any time.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable as follows:

More than 28 days before arrival Deposit only

28 to 7 days before arrival 70% of total holiday excluding deposit

7 days and under before arrival 100% of holiday cost

Please ensure you have suitable insurance to cover cancellation or financial loss.

Change or cancellation of the Holiday by us

If we are unable to provide the booked holiday and have we had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Arrival and Departure

Romany Caravans must be vacated by 11:00 am on the day of your departure. You are requested not to arrive before 2:00 pm.

Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- commit any criminal offence on the Park or undertake any criminal activity
- commit any acts of vandalism or nuisance
- keep or carry any firearm or any other weapon on the Park
- use any unlawful drugs
- create any undue noise or disturbance
- carry on any trade or business whilst on the Park.
- Our Park rules are available online at www.southlytchettmanor.co.uk, or by request and posted within the Park.
- **IF YOU ARE UNABLE COMPLY WITH THE TERMS AND CONDITIONS, YOU MUST CONTACT US WITHIN 24 HOURS OF RECEIPT OF THE BOOKING CONFIRMATION.**

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