



The caravan will be available from 4:00pm on your holiday start date.

Please leave the caravan by 10:00am on your last day; however, you may continue to use the park amenities.

We recommend that guests take out appropriate holiday insurance.

The caravan may only be used by the persons listed on the booking form, the party leader (hirer) named on the booking form will be responsible for the entire party.

Guests agree to take care of the caravan and leave it in the same clean and tidy condition that they found it. Any damages should be reported to the owner and repairs/replacement items must be paid for by the party leader.

No Pets and strictly No Smoking in the caravan.

Primrose Valley is a family holiday destination and Haven Policy is not to allow bookings by persons under 21, unless they are a family booking. There are also restrictions on bookings for 'singles groups', i.e. all male or all female single people parties.

The Site reserves the right to terminate the holiday of anyone, found breaking site rules or causing disturbance or damage. Under such circumstances there will be no right to a refund from either the Site or the caravan owners.

The owners will not be liable for any injury or death, loss of property or damage suffered by the party leader (hirer) or any party member. Please take out appropriate insurance.

The owners reserve the right to cancel your booking at any time due to unforeseen circumstances, under such circumstances a full refund of all monies paid will be given. In no event shall any monies refunded exceed the rental for the caravan.

If you cancel your booking the following cancellation charges will apply:

- 56 days or more before the start of your holiday, loss of deposit
- 55-36 days before the start of your holiday, loss of deposit and 50% of the balance
- 35 days before the start of your holiday, loss of deposit and 100% of the balance

If cancelling please do so by phone in the first instance, with a confirmation letter or e-mail to follow.

The owner reserves the right to cancel any bookings which have not had the deposit paid within five days of the booking being made.

The owner reserves the right to cancel, without notice or refund of deposit, any bookings not paid in full by the due date i.e. 8 weeks before start date.

Funworks Passes are required to use Primrose Valley Park facilities; these are issued by Haven and can be ordered in advance or purchased at Park Reception. The owners are not responsible for any changes to facilities at the Park.

A Funworks Pass and Key Collection Authorisation form will be provided by the owner once the caravan rental balance has been paid in full. It is the responsibility of the hirer to complete and return the form to Primrose Valley with payment for Funworks Passes.

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SIGNATURE

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PRINT NAME

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DATE