The Holiday Project - Booking Conditions

1. **Bookings**

When you make a booking you are entering into an agreement with The Holiday Project. Alterations to your booking must be agreed with Project Staff. This includes changing the date, caravan number and party members. We will try and help as much as possible.

1. **Payment**

A non-refundable deposit of **£30** is required to secure your booking which should be paid 2 weeks after your initial enquiry. Your reservation **WILL NOT** be a confirmed booking until the deposit is received. The booking must be paid in full **2 weeks** before the commencement of your holiday. Non-payment of the balance on the due date shall be construed as a cancellation. Payment can be accepted by cheque, postal order, cash or bank transfer. Please do not send any cash through the post. Cheques should be made payable to “The Holiday Project” and sent to the address at the bottom of the form. Please take advantage of our interest free savings scheme and spread the cost and save for spending money!

1. **Cancellation/Refund**

If you need to cancel your booking, please telephone the office as soon as possible so that another family can benefit. Your £30 deposit is non-refundable. If you have to leave your holiday early for any reason, no refund will be given. If you cancel 14 days or less prior to the start of your holiday, no refund will be given. If you cancel 15-28 days before, 50% of the holiday will be refunded. 29 days or more the deposit of £30 will be retained.

1. **Number or Occupants**

The number of occupants in caravan numbers G11, G14 and MG8 must not exceed eight (8), including children and babies. The number of occupants in caravan number MG28 must not exceed six (6), including children and babies. For insurance purposes, if this condition is not observed, entry to the caravan will be refused.

1. **Complaints**

Should there be any cause for complaint during the occupation of the caravan, please contact The Holiday Project as soon as possible and follow up with a written letter. Any comments or complaints you make will be viewed as an opportunity to improve our service. If you have any complaints with Parkdean Resorts please make them known to the park reception 01294 469 411.

1. **Care of the Caravan**

The customer (Lead name on the booking form and the person who signs this agreement) shall take all reasonable care of the caravan and its furniture, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the holiday, ready for the next set of customers. The Holiday Project does not employ cleaners and relies on the customers to ensure that the fridge and bin has been emptied, the grill pan cleaned and all bed linen stripped from beds. **Failure to do this may result in the breakage fee of £30 being retained. If any damage is found, the customer will be required to reimburse The Holiday Project for replacement, repair or extra cleaning costs.**

1. **Clean/Damages Fee**

This small fee of £30 will be returned to you after your caravan has been checked at the end of your holiday. If the caravan is not left in an acceptable condition the breakage fee will not be returned.

1. **No Smoking**

**All caravans are smoke-free**. Smoking is strictly prohibited throughout the entire caravan with **NO** exceptions. **Any evidence**

**of smoking within the caravan will result in non-return of breakage fee.**

1. **Health and Safety**

The Holiday Project complies and adheres to Parkdean Resorts health and safety guidelines. The caravans are checked annually by qualified contractors including gas and electrics. Checks are carried out prior to your arrival.

1. **Children**

Customers must accept responsibility for the safety of their children. All children must be supervised by parents/guardians throughout the holiday. Where Parkdean have children’s clubs, and special facilities, children remain the responsibility of their parents/guardians at all times. Please make sure you always know where your children are.

1. **Confidentiality/Data Protection**

Employees and Management Committee of The Holiday Project shall not communicate to any individual, agency, organisation or authority, information of a personal nature in relation to spoken, written and data-base information received without the consent of that person, or unless required by law to do so in which case the service user must be informed of the situation. Photographs will not be used unless a consent form is signed by a responsible adult.

1. **Admissions Policy**

The Holiday Project is available to all, with priority given to residents of East Ayrshire. Bookings are on a first come first served basis. Group bookings are at the discretion of The Management Committee (however, all organised community groups are welcome).

1. **Unacceptable Behaviour**

The Holiday Project reserves the right to ask customers who contravene the terms and conditions to leave the park immediately – no refund will be issued. The person whose lead name is on the booking form is responsible for the booking and everyone in their party. Please act in a courteous and considerate manner to those around you.

By booking with The Holiday Project, 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 project staff, park staff and other guests.**
* **To supervise children properly so that they are not a nuisance or danger to themselves or others.**
* **Ensure that there is No Smoking inside the caravan.**
* **You further agree that you will not:**
	+ **Commit any criminal offence at the park or undertake any criminal activity.**
	+ **Commit any acts of vandalism or nuisance.**
	+ **Use unlawful drugs.**
	+ **Create any undue noise or disturbance.**

**SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**