The Holiday Project 2016

Booking Conditions

1. **Bookings**

To reserve a caravan, please telephone the office on 01563 524800 or email [theholidayproject@btconnect.com](mailto:theholidayproject@btconnect.com) where we will advise you of availability and costs.

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 or cash. 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.

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). The number of occupants in caravan number MG28 must not exceed six (6). 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, it must be notified as soon as possible to The Holiday Project staff and followed 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 the holiday park, please make them known to the park reception.

1. **Care of the Caravan**

The customer (Lead name on the booking form) 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 will result in the clean/damages 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 on demand.

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 clean/damages fee will not be returned. Please tick the box on your booking form to indicate how you would like this returned. Please note, the £30 clean/damages fee is different from £30 deposit.

1. **No Smoking**

All caravans are smoke-free. Smoking is prohibited throughout the entire caravan with no exceptions. Any evidence of smoking within the caravan will result in non-return of clean/damages fee.

1. **Health and Safety**

The Holiday Project complies and adheres to Park Resorts health and safety guidelines. The caravans are checked annually by qualified contractors including gas and electrics.

1. **Children**

Customers must accept responsibility for the safety of their children.

1. **Confidentiality**

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. Priority is also given to those who are disadvantaged for example through poverty and disability. 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.

**2016 Tariff**

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| **DATES** | **COST** |
|  |  |
| Monday 28 March-Monday 16 May | £220 |
| Monday 23 May-Monday 20 June | £250 |
| Monday 27 June-Monday 15 August | £300 |
| Monday 22 August-Monday 19 September | £220 |
| Monday 26 September-Monday 24 October | £195 |
| 2 nights £100, 3 nights £125, 4 nights £150  (Not during school holidays) |  |

**The Holiday Project**

Belford Mill, 16 Brewery Road, Kilmarnock, KA1 3GZ

01563 524800/ 0784 2211994

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