



Foxhangers Self-Catering Holiday Home Booking Conditions

By placing a booking with Foxhangers Canalside Holidays, you acknowledge and agree to the Terms and Conditions as detailed below:

Your booking forms a contract between yourself and Foxhangers Canalside Holidays (which is a trading name of Mrs Cynthia Fletcher) that binds you and all the members of your party. As the lead name, it is your responsibility to ensure that all members of your party accept the terms of the contract. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests or members of staff or the safe operation of the park. In this event no refunds will be made.

General Booking Conditions

Foxhangers Canalside Holidays and our facilities are intended for use by families and authorised groups. The person making the booking is responsible for the booking and by signing that he/she is over 21 years of age also warrants that the party is exactly as stated on the booking form and that he/she is included on the form and will be present.

Foxhangers Canalside Holidays reserves the right to refuse any booking which, in the company's opinion, may be unsuitable either by reason of numbers, composition, false declaration or any other reason. Foxhangers Canalside Holidays reserves the right to terminate any booking for whatever reason at their absolute discretion.

Scooter, motorcycle and single sex groups (of three or more) are only accepted by prior written agreement. Any such parties found to be in residence without written permission from Foxhangers Canalside Holidays will be asked to vacate the park and shall not be entitled to any refund or compensation. We welcome groups of friends, family members, clubs and associations for short breaks or longer at our discretion.

Prices and Payment

All prices quoted in accordance with our current published tariff, in Pounds Sterling and inclusive of VAT as appropriate. Secure online payments can be made using our website. Bookings can be

secured by a minimum 25% deposit of the total booking fee, with all balance payments being due 56 days before the arrival date.

Changes and Cancellation by the Hirer

The Agreement including the payment terms is a legally binding contract and may not be cancelled or amended except as provided in the Conditions. Should the Hirer wish to cancel or amend the booking they must advise the Company immediately by telephone and at the same time send written confirmation with proof of sending. The company reserves the right to levy an administration charge of £50, for any alteration to a booking made by the Hirer, after it has issued a booking confirmation. In the event of a cancellation, the deposit will be forfeited and the following charges shall apply: cancellations prior to: 56 days of hire date: 25% (deposit amount); 56-43 days 50%; 42-29 days 75%; 28-0 days 100%, such percentages relating to the total booking price. We strongly recommend that the Hirers protect themselves against cancellation liability by taking out appropriate insurance.

Changes and Cancellation by the Company

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and offer you the following options:

- a) accept the alternative arrangements as notified to you
- b) choose another available break from us at the advertised price
- c) cancel your holiday with a full refund of any money you have paid

We cannot accept responsibility or compensation for circumstances such as *force majeure. *Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

Arrival & Departure Times

Your accommodation is available for you from 3pm, once it has been cleaned and prepared for you. All guests are expected to arrive before 6pm. You must vacate by 10am on your day of departure so that we may prepare for our next guests.

Late Arrivals

If for any reason you are unable to arrive by 6pm, please advise us as soon as possible so that alternative arrangements can be put in place. Unless you notify Foxhangers Canalside Holidays, you must claim your accommodation by 9am on the day after your holiday was due to start, otherwise your booking will be treated as cancelled with no refund obtainable.

Parking

There is provision for parking of two vehicles per holiday home.

Linen

Linen is provided as standard in the Holiday Homes. However, towels are not included but are offered optionally at a charge of £3.50 per person.

Dogs

A maximum of two dogs per Holiday Home are permitted, at a charge of £20 per dog. Whilst we welcome dogs on our park; they must wear a collar and identity tag and be kept on a lead under the control of a responsible adult at all times. Dog owners are responsible for clearing up after their dogs and disposing of dog foul in the bins provided. Dogs must not at any time be left on the park unattended. These restrictions are not applicable to guide dogs. We reserve the right to require the owner of any dog to remove it from the park if we consider it a nuisance or to be interfering with the general comfort of our guests in any way. Certain types of dog are not allowed on the park, in order to maintain the safety and well being of all our guests, these include, but are not restricted to any dogs as listed in the Dangerous Dogs act. Dogs that are also legally required to be muzzled are not allowed at the park.

Damage

You are liable for any damage caused during your period of hire and may be charged should this occur. If it is not practical or possible, we retain the right to enter your accommodation without prior notice should special circumstances or emergencies arise, for example if repairs need to be carried out. All guests are expected to treat our Holiday Homes and park facilities with care so that others may continue to enjoy them. Any accidental damage must be reported to Reception immediately in order to make necessary repairs or replacements as soon as possible.

Brochure and Website Accuracy

Whilst we take every care to ensure that the details in this brochure are accurate at the time of going to press. Photographs taken of the park and other photographs included are intended for guidance only. Layout plans are for illustrative purposes only.