

# Booking terms

Here are the terms which apply when you book your Holiday stay with us.

## 1. Who your agreement is with

When you book your holiday your agreement will be with Penny Lang of Penelope's Properties Limited See the bottom of the page for further details.

## 2. The agreement

There will be a contract between you and Penelope's Properties, when we accept your first payment, or when we confirm your booking. The person making the booking accepts the contract on behalf of all members of your party and is responsible for making sure they accept the contract. We can't accept bookings from anyone under the age of 18.

## 3. Terms of the agreement

These terms form your contract with us and are accepted at the point deposit is received

## 4. Alterations to your booking

Once there is a contract you can't transfer or change your booking without our agreement. If you want to make small changes (e.g. type of accommodation or party members) we will of course try to help where we can, but there is no undertaking to do so and you understand in making the booking that this means you could potentially lose your deposit if we are not able to accommodate date changes etc.

## 5. Cancelling your booking

If you cancel your holiday you will always be responsible for the full cost of your holiday if cancellation occurs within 6 weeks of taking the holiday, if you cancel giving more than 6 week notice you will lose your deposit of 25%. If you need to cancel your holiday, please call us or email us at penny@langz.com. The date of the postmark on or the date we receive your email is the date of the cancellation. This policy may be reviewed, entirely at the owners discretion and there is no undertaking to do so.

## 6. Paying for your holiday

When you book your holiday you will need to pay a 25 % deposit. The balance of your payment must be paid 8 weeks before the start of your holiday. Details of the balance payable and how and when to pay will be in the booking confirmation. If you book your holiday less than 8 weeks before the start date you must pay the full amount of the holiday at the time of booking. Payment can be made by cash or Cheque.

## 7. Prices

All prices are subject to change so could increase or decrease. The price confirmed when you book is the final price and will not change unless you alter your booking.

## 8. Numbers in your party

The total number in your party (including children and babies) must not exceed the maximum capacity of the holiday home agreed with you at the booking, in this case no more than 4 adults and two children may stay.

## 9. Holiday use

As our parks are holiday parks we don't accept bookings if you want to stay for work or use the park as a base to travel to work or for residential use. All adults booked must appear on the electoral roll at the address given when booking or provide other evidence of their permanent address such as a council tax bill if requested.

## 10. Arrival and departure times

Your holiday home will be available from 3pm on your arrival day. You should leave your holiday home by 11am on your departure date.

## 11. Children

All children must be supervised by parents or guardians throughout the holiday. Where there are facilities for children these are not childcare facilities and children remain the responsibility of their parents or guardians at all times. Please make sure you always know where your children are. Please also make sure that children behave in a manner so as to be respectful to other users of the park and the property within. No responsibility is held or accepted for any harm coming to children.

## 12. Allergies and non-smoking accommodation

If any member of your party suffers from an allergy, we recommend that you don't book pet friendly. All of our accommodation is non-smoking. If you smoke in non-smoking accommodation you will be required to pay an additional fee of £150 for deep cleaning of the accommodation and if discovered during your stay will be asked to leave, with no refunds provided

## 13. Pets

Most dogs are welcome. A maximum of two dogs per booking. Please enquire before you book whether other pets are allowed. Except for assistance dogs there is a charge per week or part of a week per dog or pet. Dogs must be kept on a lead under the control of a responsible adult at all times (except in the dog field) and wear a collar with identity tag and must be microchipped. You must clean up after your pet. Pets (other than assistance dogs) are not allowed in any facilities or play areas. Pets should not be left unattended in holiday homes and must not be allowed on bedding or any furniture. If we think your pet is causing a nuisance or damage you will be required to remove it from the park. If you allow your dog on the furniture you will be charged an additional fee of £80 for the deep cleaning of the accommodation. We ask that your dog has an active flea treatment in place whilst staying in the accommodation

## 14. Use of your holiday home

At the end of your holiday please leave everything in a clean and tidy condition. You may be required to pay for any damage you cause to your holiday home during your stay. We have the right to enter your accommodation for maintenance purposes or in special circumstances and in emergencies.

## 15. Your personal possessions

You are responsible for your personal possessions on park or in your holiday home and we aren't responsible for any loss or damage to these. If you leave personal possessions behind at the end of your holiday we'll try to return them but are not responsible for them.

## 16. Bed linen

we provide all bed linen other than cot linen. We do not normally provide towels, tea towels or other bathroom and kitchen requisites unless specified. Please specify bed layout before your holiday starts

## 17. The holiday park

The park is in a rural location so there may be areas of uneven ground, unmade paths and limited lighting. Please take special care to avoid accidents. The park is not managed by us and so we take no responsibility for the services or your safety within it.

## 18. Your car and other vehicles

You should comply with speed limits, parking and traffic regulations on park. There is parking for two cars (if bringing a campervan, you may stay in that van on site) outside the van we ask you park there at all times and do not prevent any access areas. Vehicles are brought into the holiday park at your risk and we are not responsible for loss or damage to these. Quad bikes, similar, vehicles and pickup and large commercial vehicles aren't allowed on park.

## 19. Behaviour on park

This is a family holiday parks so please ensure your behaviour is appropriate and not noisy, offensive or likely to cause any harm or upset to other guests, staff or property at the holiday park. If we feel your behaviour is illegal, offensive, disruptive or inappropriate or is disturbing other guests we will ask you to leave the holiday park and no refund will be given.

## 20. If you have a problem

We do all we can to make sure you enjoy your holiday but sometimes things may go wrong. If this happens please email [penny@langz.com](mailto:penny@langz.com) straight away and we will try and put things right. If we can't, then you can leave on the first day of your holiday and receive a refund for the period lost . If you decide to stay or don't give us the chance to put things right first you'll not be entitled to a refund. But we will always work with you to resolve matters

## 21. Cancellation by us

Very occasionally, in exceptional circumstances, we may have to cancel your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, or accept any alternative arrangements offered to you, or book another holiday with us at the current price. If we have to cancel because of circumstances beyond our control (e.g. fire, theft or flood) we will pay a full refund. If we cancel we will have no further liability to you for this.

## 22. Brochure and Website accuracy

We have taken all care to make sure our brochure and website are correct at time of going to print. However, we cannot accept responsibility for any errors or the results of these. Photographs of accommodation are examples only and furnishings, layout and decoration may vary. We are not responsible to you for unforeseen events or matters over which we have no control.

## 23. Our liability to you

We are responsible for any loss or damage you may suffer as a result of our negligence or willful default, but otherwise are not liable to you for any loss or damage you suffer. Our liability to you is limited to the cost of your holiday. We don't operate the local attractions or the park or act as an agent for these, and so we are not liable for any damage or loss you may suffer when on the park, buying tickets or visiting the attraction. Your statutory rights are not affected by anything in these terms and conditions.

## How to contact us

If you need to contact us please call email on [penny@langz.com](mailto:penny@langz.com) or call 01672812103