

By booking a stay with us you agree to all our terms and conditions listed below

Making your booking

1. As the person in charge of the party ("the party leader" or "you"), you must be at least 18 years old at the time of booking. By making the booking, you confirm that you are authorised to make the booking. It is your responsibility as the party leader to ensure that the other party members are aware of and agree to comply with these booking conditions and any restrictions or requirements stated on the accommodation advertisement.
- 1.1. You are responsible for making all payments to us.
- 1.2. You must ensure that all the information you provide us in connection with your booking is true, accurate, current and complete. If any of your details change, you must promptly update your details.
- 1.3. If you pay the deposit, it does not mean we have accepted a booking unless we have issued you with written confirmation. Please do not make any other travel arrangements, until we have issued you with a written confirmation.
- 1.4. If you book with us online, we will acknowledge that we have received your booking and then later send you your confirmation by email. It is your responsibility to check your emails regularly and to let us know about any change to your email address.
- 1.5. We have the right to refuse any booking before we send you written confirmation. If we do this, we will tell you in writing and promptly refund any money you have paid to us.
- 1.6. As soon as you receive your confirmation, you must check the details carefully. If anything is not correct, you should tell us immediately, we have no responsibility for any errors in any documentation, except where an error is made by us.
- 1.7. Even if we have sent a written confirmation, we have the right to cancel a booking where there are reasonable grounds to believe that (i) it is not legitimate; (ii) you are likely to breach these booking conditions or any restrictions or requirements stated on the accommodation advertisement; (iii) information supplied by you in relation to your booking is incorrect; or (iv) you have behaved in a vexatious, abusive or unlawful manner to our staff. If we cancel your booking in these circumstances, we will tell you in writing and we will not have any legal or financial responsibility to you.
- 1.8 All booking forms must be returned at least 28 days before your stay. Any late, or amended booking forms after this date will incur an amendment fee of £30.00.

Payments

2. When you book, you must pay i) the non-refundable deposit amount, Full Payment must be paid 4 weeks before holiday date by 17:00 hours, unless other arrangements have been agreed with us (this will incur a £30 late payment fee). If you book online within 4 weeks of your stay you will have 24 hours to pay the remaining balance after paying the deposit. You must pay by bank transfer/ debit or credit card and we only accept payment in pounds sterling.
- 2.1. If you do not pay any payment due in relation to your booking by the appropriate date listed on your invoice. we are entitled to assume that you want to cancel your booking. In this case, your booking will be cancelled immediately this includes the loss of all payment made.
- 2.2. There is no charge for debit or credit card payments.

Your obligations in respect of the accommodation

3. We have set the following conditions on your stay at the accommodation: (i) Arrival and departure - You can arrive at your accommodation at any time after 4pm (unless we tell you otherwise) on the start date of your rental period. You must leave by 10am on the last day (unless we tell you otherwise). If your arrival will be delayed beyond 8pm on the start date of your rental period, you must contact us beforehand. If you fail to do so, you may not be able to get into the accommodation. If you fail to arrive by 12 noon on the day after the start date of your rental period and you do not let the person whose details we provide you know that you are

arriving late, we may treat your booking as having been cancelled by you. In this situation, you will not be refunded any money you have paid.

(ii) Behaviour - You and all members of your party agree (and understand that failure to agree will result in your booking being cancelled, in which case we will have no legal or financial responsibility to you):

a. to keep the accommodation clean and tidy; b. to leave the accommodation in a similar condition as you found it when you arrived; c. to behave in a way at all times while at the accommodation which does not break any law; d. not to use the accommodation for any illegal or commercial purpose; e. not to sublet the accommodation or any part thereof or otherwise allow anyone to stay in it who we have not been included on the booking form, f. not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others; g. to comply with any restrictions or requirements stated on the accommodation advertisement, including but not limited to any restrictions on party composition. If any nuisance or disturbances are caused by yourselves, the park operators reserve the right to ask you to leave the park. This will result in the immediate loss of your holiday and bond with no monies refunded.

(iv) Maximum occupancy - You must not allow more people than the website states to stay overnight in the accommodation. You cannot arrange for visitors to the accommodation without our advance consent. You must not hold events (such as parties, celebrations or meetings) at the accommodation without our consent. If you do any of these things, without our consent we may refuse to hand over the accommodation to you, or repossess it. In these situations, you will not receive a refund of any money you have paid for your booking. We will not be legally responsible to you as a result of this situation (for example, for any costs or expenses you have to pay due to not being able to stay in the accommodation, such as the cost of finding alternative accommodation). Neither do we have any obligation to find any alternative accommodation for you.

(v) Pets - All of our caravans are Pet Free due to allergies.

(vi) No Smoking - All caravans are no smoking (including e-cigarettes).

(vii) Electricity, Gas & Water - Is included with all accommodation. (viii) Linen, towels and keys - Except for cots, bed linen is provided (unless stated otherwise). This may be duvets or blankets and sheets. Please take bed linen for cots with you as required. Towels are provided in our Hot Tub accommodation.

4. We understand that accidents do occur and we try to cover as much as possible. If any of your party does have an accident or damages anything, please let us know via text as soon as possible (07921 835851) so this can be rectified for the next guests. All breakages or damages must be paid for in full.

5. Our aim is to rent caravans of a high standard that are cleaned to a high standard; we believe that all guests have the right to expect such a service. To help us achieve such a very high standard, all our guests agree to take care of the caravan, which they are renting, and will leave the caravan in a clean and tidy condition at the end of their holiday.

6. Any damages or breakages must be paid for and if the caravan is left in an untidy and dirty condition at the end of your stay you will be charged to cover additional cleaning costs. To prove that the caravan is left in an unsatisfactory condition, photographs will be taken before the caravan is cleaned and used as evidence.

7. We cannot accept liability for any injury, loss or damage suffered by you or any member of your party.

8. You must inform us if you or any of your party contract infections / contagious diseases while on your stay, this is for other people safety and personal hygiene!

9. We are hiring our accommodation only and have no liabilities or control over the resort's facilities. The resort reserves the right to close facilities for maintenance or other reasons or change scheduled entertainment programs, no refunds will be given in this instance.

10. The Service Provider shall not be liable for any items of property left in the caravan. All items are left at your own risk

11. The charging of electric vehicles is not permitted in our caravans. The caravan is designed to run on a 16a power supply and the additional power required to charge your vehicle can

overload and damage the electrical supply, potentially leading to fires. You will be liable for the full costs of any damages caused by the charging of electric vehicles. There are dedicated vehicle charging points located in Skegness.

Keys and Key Fobs

12. Any Keys and Key-fobs that are not returned to the key box on departure will incur a charge of £40 per set of keys for the replacement of the locks. And £25 per key fob. This includes if they are lost, stolen, or misplaced.

Parking

13. Parking is different and dependant on each site, information will be provided based on the caravan booked. DO Not Park on the grass when wet, as you can be charged up to a £100 fine by the caravan park. On sites controlled by APNR cameras please always display the pass provided in your vehicle windscreen and use the designated car park as instructed by us. If this is not adhered to you may incur a fine. We accept no responsibility if fines are issued. **(Failure to return the parking permit to the Caravan at the end of your stay will result in a charge of £250 for a replacement)**

Refundable Bond

14. The final assessment of the caravan in relation to any damages is made by our management team following your departure whom report back to us. Please note that the following charges may be deducted from the refundable bond if any of the following occur:

- a. If the caravan is not left in a secure manner (i.e. Windows open, Doors unlocked) then £10 will be retained.
- b. Any late checkouts (after 10am) will incur a charge of £40 if not pre-booked.
- c. Anyone found to have brought pets will lose the full amount of the bond.
- d. Anyone found to bring additional Guests to stay in the caravan (not listed on the booking form) will lose the full amount of the bond.
- e. If the caravan is not left in a tidy manner, then addition cleaning charges will be incurred.
- f. Dirty carpets caused by outdoor footwear will include a cleaning charge of £30
- g. Anyone found to have left heating or gas appliances turned on after they depart will be charged an additional fee.
- h. Smoking / Drug use - any signs or strong odours of smoking will result in the loss of the full bond amount.
- i. Anti-social behaviour - If the Police or Security are called to the caravan and you are asked to leave the park you will lose your full bond amount.

All bonds will be dealt with and refunded within 7 days of you leaving the accommodation. Please note if damages or costs exceed the amount you have paid, then you will have to pay the extra costs to rectify the problems.

Cancellation Policy

1. If you change or cancel your booking

a. Changes

a1. If you want to change any detail of your confirmed booking, we will use reasonable endeavours to make the changes. However, we must receive your notice in writing by email. We may agree to accept notice over the telephone, but this should be arranged with us first. a2. If you wish to change the dates for your booking this can be carried out for an admin fee of £30.00 (payable at the time of amendment), £60 to change accommodation, however dates cannot be changed within 6 weeks of your stay. Dates can only be changed to another date within the same year as your original booking. a3. Bookings cannot be transferred to other people. Only guests listed on the original booking form will be allowed to stay in the caravan. a4. If you wish to change the lead booking name this can be done for an admin fee of £30. This cannot be changed within 6 weeks of your stay. b.1. Extras - any added extras (i.e. Early check in, Wi-fi) cannot be removed from the booking within the 6 weeks period before your stay.

b. Full cancellations

If you have to, or want to, cancel your booking after it has been confirmed, you must email (rmlcaravans@gmail.com) as soon as possible. The day we receive your notice by email from you to cancel, is the date on which we will cancel your booking. Our confirmation in writing will confirm receipt of your cancellation. If you cancel, you will have to pay a cancellation charge based on the number of days before the arrival date at the property that we receive notice, as shown below. The cancellation charges below have been calculated as a genuine pre estimate of the losses we would incur in the event you cancelled your holiday within the stipulated time period.

Number of days before the start date of your trip that we receive your notice to cancel.

More than 4 weeks Loss of non-refundable deposit

4 weeks or less Loss of all payments

c. Cutting short your stay

No refunds are payable in the event you cut short your stay.

d. Cancellations due to government public health measures

If your booking is cancelled because UK government public health measures mean the caravan park is unable to open, you may choose to:

- transfer your booking to a later date free of any administration charges, subject to availability
- you will have to pay any difference in price if the cost of the new booking is higher or be reimbursed the difference if the cost of the new booking is lower.
- obtain a refund of the amount already paid by you for the booking.

e. Cancellations due to illness or bereavement

No refunds or amendments will be given in the event that you have to cancel your stay due to any circumstances which may arise. (including the need to self-isolate)

2. Cancellations or changes by us

We do not expect to have to make any changes to your booking. However, sometimes bookings have to be changed or mistakes have to be corrected. We have the right to do this. If there does become a change, we will contact you (by phone if reasonably possible in the case of a significant change or by email in the case of a minor change) as soon as is reasonably practical. We will explain what has happened and let you know about the change.

3. Cancellations by us,

If we cancel your booking or are prevented from providing the accommodation you have booked due to circumstances beyond our control, you will receive a full refund of the payments already made for your booking. However, we will have no further liability to you.

All late Payments will incur an additional £20 late payment fee. Late payments will only be granted in the case of at least 50% of the holiday has been paid. This must have been pre-arranged.

Events Beyond Our Control - Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation, if our contractual obligations to you are affected by "Events Beyond Our Control". For the purposes of these Booking Conditions, Events Beyond Our Control means any event of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination (including epidemics, pandemics and the ongoing effects of the Covid -19 pandemic) or natural disasters such as floods, earthquakes or weather conditions which prevent you from travelling to the travel destination and/or make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour

strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our control.

As with all holidays we advise that you take out necessary travel insurance to cover any eventualities which may occur. This is your personal responsibility.

Hot Tub Safety Information

IMPORTANT INFORMATION

- If anybody suffers from diseases of the heart and circulation, skin conditions, are immune suppressed, subject to fits or taking medication affecting the nervous or cardiovascular system, they should seek medical advice before using the hot tub.
- Those who are pregnant are also advised to consult medical advice prior to entering into a hot tub.
- Children under the age of 8 who are unable to hold their face out of the water should not use the hot tub.
- Children under the age of 16 years are only allowed in the hot tub under the supervision of an adult.
- Avoid putting your face or head beneath the water.
- Avoid swallowing spa water.
- Keep long hair tied up/use swim-hat or hairnet.
- It is recommended that continuous time in the hot tub is limited to 15 minutes before a break to cool down.
- It is recommended that continuous time in the hot tub is limited to 7 and a half minutes for bathers under the age of 16 before taking a break to cool down.
- It is recommended that contact lenses are removed before use of the hot tub.
- It is recommended that the hot tub is not used after a heavy meal or alcohol.
- Hot Tubs are not to be used after 10.00pm.
- The following are prohibited IN or AROUND the hot tub: 1. Food and drink (including alcohol) or otherwise. 2. Smoking. 3. The use of electrical equipment. 4. Glass containers. 5. Diving or jumping.
- Guests / Users should not use the hot tub if they have had diarrhoea or repeated vomiting within the last 14 days.
- Please shower before entering the hot tub.
- Children should be encouraged to use the toilet before entering the hot tub.
- We recommend that users do not wear sun tan lotion, fake tan, or skin creams.
- Foaming agents such as bubble bath, shower gel or essential oils must not be added to the hot tub water.

How to use

- To remove the cover, carefully unclip the holding straps and standing at the side of the hot tub fold back the front half of the lid and gently lift the lid off the hot tub. IMPORTANT: this should be carried out by no less than two people, one either side of the hot tub. Simply reverse this process to replace the lid.
- Please refrain from tampering with the temperature control button. The hot tub is set to a comfortable temperature usually between 35-40 degrees. If you wish to reduce the temperature; please inform us and we will organise for a member of the team to attend to this for you.
- Should you wish receive guidance from one of our team concerning the operation of your hot tub, please do NOT hesitate to contact us so that we can arrange a suitable time for a team member to visit.
- Do not turn off your electric supply to the hot tub.
- Do not open and close the blower caps inside the shell.

- Please inform us immediately if the hot tub appears faulty or in an otherwise unsuitable condition.
- Take care on the decking – it can be slippery when icy or wet.
- Please be aware that some jewellery may discolour due to immersion in the hot tub.

Please note, the temperature of your hot tub may take a few hours to reach a warm temperature for use. Please replace the cover as soon as you get out of the hot tub and fasten the clips. (Leaves and other debris can be blown into the shell and block the filtration system). Your hot tub will be inspected by a member of our team on a regular basis to check the quality of water, maintenance and operation. Do not use the hot tub after 8am on your day of departure as it will be drained down for the next guests. Enjoy the wonderful experience of your own private hot tub.

NOTICE TO GUESTS

If upon water sampling we find the water conditions are unsatisfactory due to misuse, ie. not showering before use, wearing creams or lotion, excessive urine. Then the Hot tub will be drained for the rest of your stay. It can be drained, cleaned, and refilled for a fee of £60. This fee will also apply for instances involving blood, faeces or vomit.

If sand, glassware or food is found in the hot tub then £50 will be retained from your refundable bond.

If anyone is found not to be following the above rules, we have the right to drain and put the hot tub out of use for the rest of your stay. No refunds will be given due to this.

Enjoy at your own risk - we accept no responsibility for any accidents or injury.