

Terms and Conditions for Aden Caravan and Camping Static Caravan and Glamping Pods

Please read these Terms & Conditions carefully as by booking for a holiday you are deemed to have accepted them.

Payment and Prices

1. A non-refundable deposit of 25% is required at time of booking. The balance is due 28 days prior to arrival date, if booked with 28 days of arrival full payment shall be required at time of booking.

Cancellation

1. In the unfortunate event that you have to cancel your holiday, our cancellation policy is as follows:
2. If cancelled within 28 days of your arrival the balance is not refundable
3. If cancelled more than 28 days before your arrival your deposit is non-refundable
4. We would recommend that you take out holiday cancellation insurance to protect you against any unforeseen circumstances

Period of Hire

The holiday caravan or pod shall be ready for you at 3.00pm on the day of your arrival and must be vacated not later than 11.00am on day of departure

General Hiring Conditions

1. Bookings cannot be accepted for hen/stag parties or under 18's
2. The holiday caravan or pod will not be used for sleeping more persons than the number of berths indicated by us i.e. 4 per unit
3. There is a strictly no smoking policy in the caravan and pods.
4. Dogs are welcome in the pods, but only assistance dogs permitted in the caravan
5. No more than 2 vehicles allowed at caravan stance or 1 vehicle per pod.
6. Park barrier will be locked from 10.00pm to 7.00am daily. Warden assistance available in emergencies.
7. All vehicles must comply with the Caravan Park speed limit (5mph).
8. Children are welcome. They are expected to treat the caravan or pod, its contents and all areas of the Park with respect. Parents/Guardians must take responsibility for their own children.
9. Children must not ride bicycles/scooters so as to cause damage or nuisance to others and are not to use them in areas around the reception and facility block.
10. Games and other activities involving balls or other projectiles must not be played near any of the caravans or pods.
11. The hirer is responsible for the conduct of his/her guests and family and shall take steps to ensure that their behaviour does not cause a nuisance, inconvenience or disturbance to other occupiers or cause damage to property belonging to the park proprietor or other such occupiers.
12. Please respect the privacy of other park users and keep noise to a minimum. Particular care must be taken between the hours of 10.30pm and 7.00am daily.
13. Alcoholic drinks may only be consumed in and around the immediate vicinity of your caravan or pod or of a caravan or pod in which you are a guest. No drinking is allowed in the communal areas of the Park.
14. The park proprietor and the wardens will not be held responsible and does not accept liability to the hirer, members of their party or any other third parties for loss or damage to their belongings, vehicles, or contents of vehicles or any other personal possessions. This also applies to any accidents, injuries, illness, and diseases arising from the hire of the caravan or pod or use of Holiday Park, including acts of God or extreme weather conditions.
15. All guests are expected to use the holiday caravan or pod with care and will be liable for any loss or damage to the caravan or pod or contents.
16. All refuse or litter is to be deposited in the waste and recycling bins which are situated within the park and the area surrounding the caravan or pod is to be kept in a clean and tidy condition.
17. The Holiday caravan or pod must be left clean and tidy on departure. We reserve the right to

make additional charges for the extra cost of cleaning incurred by us if the caravan or pod is not left in a satisfactory condition.

18. The hirer is required to report any loss or damage to the caravan or pod or equipment during their occupancy to the Park Warden.

19. Please inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty with the accommodation that needs our attention.

20. In the event of any serious breach of these terms and conditions by the Hirer the Proprietor or Warden shall be entitled to give the Hirer and his/her guests and/or family notice to vacate the caravan or pod and leave the park and to charge any expenses incurred in doing so.