

Below are the terms for booking holidays.

### **1. Who your agreement is with**

Welchs Holidays is a trading name of Welchs Homes Limited

When you book your holiday your contract will be with Welchs Homes Limited. References to 'we' 'us' and 'our' are to Welchs Homes Limited.

### **2. The agreement**

There is a contract between you and us when your booking is confirmed. 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 cannot accept bookings from anyone under the age of 18.

### **3. Terms of the agreement**

These terms form the contract. These are available to view on-line.

### **4. Alterations to your booking**

Once there is a contract you cannot transfer your booking to anyone else or change it (including the members of your party) without our agreement. If you want to make changes we will try to help. There may be a fee to cover our administration costs in doing so.

### **5. Paying for your holiday**

When booking a holiday you must pay the non refundable Booking Deposit £50 and the Holiday Cancellation Fee £25 if required and pay the full balance of your holiday 8 weeks before your holiday start date. All holidays booked within 8 weeks before your holiday start date must be paid in full at time of booking. A holiday is confirmed when the booking deposit is paid.

### **6. Cancelling your booking**

If you cancel your holiday you will be responsible for the full cost of your holiday. However if you have added Holiday Cancellation Charge during the booking process you will be covered for these costs depending on when you cancel and the reasons for cancelling.

Full details of our Holiday Cancellation Cover are available on our website. If you need to cancel your holiday please call us and confirm your cancellation in writing. The date of the postmark on your letter or the email we receive is the date of the cancellation.

### **7. Special offers**

Please claim any special offers when you make your booking. We are unable to offer these if you do not claim them when you first book.

### **8. Prices**

All prices include VAT at the rate current at the time of booking.

### **9. Who's in your party**

Our holidays are primarily family holidays and for this reason we have a number of conditions about the make up of your party. These are designed to make sure all our guests enjoy their holiday with us. Only those people listed on your booking confirmation can occupy your holiday home and we can require anyone not listed to leave the park.

### **10. Numbers in your party**

The total number in your party (including children) must not exceed the maximum capacity of the holiday home advertised in this brochure.

### **11. Ages of your party**

Where half or more of the party is aged between 17 and 25, you must tell us when you book. We have the right to refuse your booking or cancel after bookings have been thoroughly checked.

### **12. Single sex parties**

We do not accept bookings from all male or all female groups aged under 25.

### **13. Arrival and departure times**

Your holiday home will be available from 4.00pm on your arrival day. If you think you may arrive after 8.00pm on your arrival day please let us know. If you do not tell us and your holiday home is not occupied by 8.00am on the day after your arrival day we may treat your booking as cancelled and re-let the holiday home. You should leave your holiday home by 10.00am on your departure date.

### **14. Children**

All children must be properly supervised by parents or guardians throughout the holiday. Children remain the responsibility of their parents or guardians at all times. Please make sure you always know where your children are. Cots and highchairs are available for hire.

### **15. Guests with special needs**

Guests with disabilities are welcome at all our parks however certain accommodation and locations may not be suitable. If your party includes someone with special needs you should tell us about this before you make a booking so we can try to ensure the accommodation and park is suitable for you. If you do not tell us we cannot be responsible if the accommodation or park is not suitable. If you do have special requirements please let us know and we will try to accommodate these but cannot guarantee this.

### **16. Smoking and Allergies**

All accommodation is non smoking. If any member of your party suffers from an allergy we would strongly recommend that you do not book accommodation which accepts pets.

## **17. Pets**

Dogs are welcome at certain parks and in specific holiday homes with a maximum of two dogs per booking. Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed. You must give us details when you book to obtain our agreement. Other pets may be permitted, please check when booking.

There is a charge of £20 per week or part of a week. Assistance dogs for disabled guests are exempt from these requirements and charges. Pets must be kept on a lead at all times and you must clean up after your pet.

Pets should not be left unattended in holiday homes or elsewhere on the park and must not be allowed on bedding or seating. If we think your pet is causing a nuisance on the holiday park or damage you will be required to remove it from the park.

## **18. Use of your holiday home**

At the end of your holiday you must leave everything in a clean and tidy condition. You are responsible for any damage to your holiday home during your stay. We reserve the right to enter your accommodation under special circumstances or in emergencies.

## **19. Your personal possessions**

You are responsible for your personal possessions on park or in your holiday home and we are not liable for any loss or damage to these.

## **20. Bed linen**

We provide all bed linen. We do not provide towels or other bathroom and kitchen requisites

## **21. The holiday park**

Most of our parks are in country locations and we try to preserve the rural character. Therefore the park may have areas of uneven ground, unmade up tracks and paths and limited lighting. We ask you to take special care to avoid accidents.

## **22. Your car**

You should comply with speed limits and parking and other traffic regulations on park. Vehicles are brought into the holiday park at your risk and we are not responsible for loss or damage to these except where it is caused by our negligence or default or that of anyone we are responsible for.

## **23. Behaviour on park**

As our holidays are primarily for families your behaviour should be appropriate and should not be noisy, offensive or likely to cause any harm to other guests, staff or property at the holiday park.

If we feel your behaviour is illegal, offensive, disruptive or inappropriate we will ask you to leave the holiday park. In these circumstances no refund will be given.

#### **24. Our service to you**

We do all that we can to ensure you enjoy your holiday. However occasionally problems occur and if they do or you have any concerns about your holiday when staying with us please tell the Park Reception immediately and we will respond to you as soon as possible.

We will not be responsible for any matter which you knew about during your stay but did not tell us about during your stay. If any matter is not resolved during your stay you must notify us (see below) in writing of this as soon as possible (and in any event within 21 days of the end of your holiday) as otherwise we will not be able to consider it.

#### **25. 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 online 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.

#### **26. Website accuracy**

Whilst every care is taken to ensure that the details in this website are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof. We are not responsible to you for unforeseen events or matters over which we have no control.

#### **27. Our liability to you**

We accept liability for any loss or damage you may suffer as a result of our negligence or wilful 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, except in the case of death or personal injury.

#### **28. Information you have given us**

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act. By providing us with this information you are deemed to accept this and to have the consent of all members of your party to this.

Please make sure your other party members agree to this. We keep this information to help us to improve our service to you and to provide you with information about our holidays. We will not disclose this information to any person outside Welch's Homes Limited and our agents and contractors, except if we are legally required to do so or for the purposes of crime prevention. We use CCTV cameras at some locations at our holiday parks for crime prevention and safety reasons.

#### **29. How to contact us**

If you need to contact us about your holiday or in connection with these terms and conditions please write to us or email at [info@welchshomes.com](mailto:info@welchshomes.com) or write to us at

WELCH'S HOMES LIMITED

The Forge, Mill Lane, Halton, Nr Lancaster, LA2 6ND

Registered in England under number 4461110.