

CONDITIONS OF BOOKING

Provisional bookings may be made by telephone during office hours and will be held for seven days only. After seven days, if no deposit is received, provisional bookings are no longer valid.

The company, through its management, reserves the right to refuse a booking for whatever reason.

Balance payments are due six weeks before your holiday start date, accompanied by a stamped addressed envelope. No reminder will be sent. If balances are not received by the due date, your holiday will be cancelled and the company may re-let the accommodation. Your deposit will not be returned.

We cannot guarantee a place on a particular ferry crossing but we will arrange a booking as near as possible to the time requested.

You should receive details of the times of your crossings when you receive your holiday confirmation. If your ferry details are not included, you must telephone us immediately.

Parents are responsible for the safety of their children within the park and particularly whilst they are using the playground equipment. Ball games of all kind are only allowed in designated areas within the park.

No noise is permitted in the grounds or caravans after midnight. The management may evict persons from the site who fail to comply with this regulation. No refunds will be given.

Behaviour bonds for all single sex Groups are now held until the week after departure (as explained on the Booking Form). We also reserve the right to ask for a Behaviour Bond from mixed sex groups, at our discretion.

We now have a small number of caravans that welcome one or two well behaved dogs. Dogs are charged at £45 per pet per week or short break. Pet Vans **MUST** be booked in advance and pet charges paid in full at the time of booking (there is no charge for registered assistance dogs).

We are sorry but we cannot accept pets in any of our other caravans. Customers arriving with dogs without a prior booking in a Pet Caravan will be turned away and no refund can be issued.

The period of hire is from 3.00pm on the arrival date to 11.00am on the departure date for Yarmouth caravans and from 4.00pm on the arrival date to 10.00am on the departure date for all other caravans.

All breakages or damages must be reported to reception and paid for.

Sheets and pillow slips must be used in caravans in order to protect mattresses and pillows.

The company reserves the right to re-let any caravan from 10.00am the next morning unless prior notice of any late arrival is received. **Please telephone Reception in advance if you will be arriving later than 6.00pm.** As we are a relatively small holiday park, and to avoid disturbing other guests, please note that we cannot accept arrivals before 9.00am and after 9.00pm.

Car parking is available adjacent to some caravans. Please advise at the time of booking whether you require parking adjacent to your caravan. If parking is not available you will be advised at the time of booking.

On vacating, we would ask that you leave your caravan clean and tidy.

Customers must act responsibly and conduct themselves with due regard to the comfort and enjoyment of others at all times.

Our staff are trained to be courteous and polite to our customers, we expect our customers to extend the same courtesy to our staff. Any person who is rude to our staff will be asked to leave the park and no refunds will be given.

It is understood that anyone reserving a caravan has read and understood the conditions of booking and agrees to abide by them.

Anyone who fails to comply with these conditions in the opinion of the management will be asked to leave the site. They will not be entitled to any refund or to any compensation.

Refunds / Cancellation Plan

The holiday is only refundable if on cancellation a Doctors Certificate is produced and our cancellation plan has been taken out.

TOTAL VALUE OF HOLIDAY BOOKED	PREMIUM PER BOOKING
Up to £100	£7.00
Up to £150	£9.00
Up to £200	£11.00
Up to £250	£14.50
Up to £300	£17.50
Up to £350	£19.50
Up to £400	£21.50
Up to £450	£24.00
Up to £500	£26.50
Each additional £50 or part thereof	£2.50

The maximum sum coverable per booking is £1,500. Premiums are per caravan booked not per person. These premiums are valid for holidays commencing during our 2018 season. **IMPORTANT** – please ensure that your premium is based on the entire holiday, including any ferry (booked through us).

Any refunds given in respect to payments made by credit/debit card will be repaid to the same card.

If the cancellation plan has not been taken out we strongly recommend taking out third party holiday insurance.

Problems and Complaints

During your stay notify any problems, shortcomings or complaints to the Reception staff/Duty Manager immediately, so that they can be remedied.

Claims will be rejected if we have not been given the opportunity to put matters right or investigate your concerns during your stay.

If you cut your holiday short we are not obliged to offer a refund.

Written complaints should be addressed to CJW Holdings Ltd, T/A Fairway Holiday Park, Sandown, Isle of Wight, PO36 9PS.