

SWAY PARK TOURING CARAVAN HIRE – TERMS & CONDITIONS 2019

Definitions:

Customer – The person/s hiring the caravan. The Hirer – Sway Park Touring Caravan Hire

Payments:

A booking deposit will be required at the time of booking of £150.00

The balance will be due six weeks before the hire period. If the booking is made less than six weeks before the hire period, full payment of the hire will be required along with the security deposit (see below):

A security deposit of £250.00 will be required with the balance of your booking. If the booking is made less than six weeks before the hire period, the security will be required immediately along with full payment. The security deposit will be refunded after the hire period and subject to satisfactory inspection. The caravan must be returned complete and in good satisfactory condition. **The toilet cassette must be emptied, cleaned and rinsed out completely. Failure to do this will incur an immediate charge of £50.00. If the toilet cassette is allowed to overflow, a further charge of £100.00 will be applied with no exceptions and both will be deducted from the damage/security deposit.**

Rules & Regulations:

1. It is an offence for the customer to smoke, or allow any other person to smoke, in any of our hire vehicles. Therefore we have a strict '**NO SMOKING**' policy in all of our caravans and awnings.
2. No bicycles or additional heavy items are to be stored inside our caravans at any time
3. Stiletto heels must not be worn inside any our caravans.
4. Please ensure that no ball games are played against the outside of the caravans, as this will cause damage.
5. Our 4 berth caravans are for a maximum of 4 people, no extra persons are to be allowed to inhabit these caravans.
6. Our 6 berth caravans are for a maximum of 6 people, no extra persons are to be allowed to inhabit these caravans.
7. Holding gatherings, parties or meeting of more than the permitted number of people in each class of caravan is not permitted.
8. Sub letting any of our caravans is not permitted under any circumstances.
9. Removal of any of our caravan parts, whether fixed or freestanding is strictly prohibited unless authorised by us.
10. The security of the external equipment with our caravans is the responsibility of the customer.
11. The customer should be aware that equipment such as Aqua rolls and handles, water pipes and pumps, waste masters etc. are at risk of theft.
12. Please ensure all water containers are topped up. If the water runs out, it will damage the pump and you will be charged for replacement and/or damage.
13. All of our caravans, once situated at your chosen destination, are fitted with hitch locks and wheel clamps and cannot be removed unless a member of Sway Park Caravan Hire is present or by special arrangement.

Delivery:

All our caravans are serviced with Gas certification. There will be a mileage charge at the current rate at the time of hire for Delivery and Collection of the caravans (Free local delivery within a 10 mile radius). Customers will be advised of this cost at the time of booking. The Customer is responsible for booking holiday parks/campsites and paying their own pitch fees. Our caravans are delivered complete with kettle, crockery cutlery, saucepans, frying pans, utensils, glasses, tumblers, bottle/can openers, various other cookware, a water carrier and handle, waste container and electric hook-up lead. **You will need to bring your own bedding, including sheets (waterproof if applicable), quilts, sleeping bags, pillows and towels.** Delivery/collection of the hire van is made after 2pm on the first day of hire and collected/returned no later than 11am on the final day of hire (unless otherwise agreed in writing). All delivery/collection times will be discussed and confirmed by email prior to delivery. We reserve the right to re-hire the caravan and accept no liability in respect of loss or inconvenience to the customer. It is also essential that the caravan is cleaned and emptied of personal effects by the agreed collection time. In the event that this is not the case and the caravan is

not ready for collection, we reserve the right to withhold the security deposit and charge you the loss for the following hire.

On delivery of the caravan the customer will be given clear instructions on the workings of the caravan, together with the written instructions. The customer will be required to sign for the keys and to confirm they have understood instructions.

Damage/Accidents/Repairs:

The hirer must inform us as soon as possible of any breakdown, accident or damage to the caravan on the contact numbers supplied at point of hire. The Hirer must obtain prior consent from us before giving any instructions for the repair of the caravan. All receipts for repairs must be retained and defective parts must be available for inspection.

All damage, shortages, un-emptied/dirty toilet cassettes, un-emptied waste water carriers, evidence of smoking, excessively dirty caravans, our removal of personal effects and/or food left in the caravan and damage to awnings will result in the forfeit of some or all of the security deposit at our discretion. PLEASE NOTE: Repairs and extra cleaning required will be charged at £35.00 per hour with no exceptions.

Liability:

No Liability will be accepted for any shortages or failure of equipment, should it occur, or any loss, accident or injury. We will accept no liability in respect of negligence or damage to the hirer's property in respect of which the hirer shall claim against our insurers. In cases where the hirer is hiring in the course of their business, we also do not accept liability for losses of profits, business, contracts, goodwill, expenses or other similar losses resulting from our negligence. The extent of our liability shall be limited to the price agreed to be paid by the hirer for the right to use our caravan for the period agreed.

The customer is responsible for the full cost of any replacements of equipment, repairs and if applicable loss of earnings caused by the Customer, or persons under the Customer's control, causing losses or damage however caused.

Cancellation Policy:

Cancellations more than 6 weeks prior to commencement of the hire will forfeit the booking deposit. Cancellations between 42 and 30 days before commencement of Hire will incur a charge of 25% of the total hire fees.

Cancellations between 29 and 21 days before commencement of Hire will incur a charge of 50% of the total hire fees.

Cancellations between 20 and 14 days before commencement of Hire will incur a charge of 80% of the total hire fees.

Cancellations less than 14 days before commencement of Hire, the Customer will forfeit the full payment of the hire.

It is the Customer's responsibility to arrange Holiday (Cancellation) insurance and we strongly recommend you do this.

Breaches of Terms and Conditions:

If you commit a breach of these terms and conditions, we reserve the right to terminate your booking and if you are already hiring the caravan, we may require you to vacate it immediately. A breach of these terms and conditions may include; failure to comply with our instruction or health and safety advice, or circumstances where your behaviour, or that of your guests is likely to have a serious negative effect upon our caravan or people in the vicinity. No refund will be given for any fees paid.

**BOOKING A HIRE WITH US DEEMS ACCEPTANCE OF THESE TERMS AND CONDITONS.
PLEASE MAKE SURE YOU HAVE READ AND UNDERSTOOD THEM FULLY.**