

## Terms and Conditions - Static Holiday Caravan Hire and Holiday Rooms

Your agreement is with **Kent Leisure Parks Ltd** and any reference to 'us', 'we', and 'our' in these terms and conditions are to this company. References to 'you' are to the person making this booking and members of your party where applicable.

### Deposits & Payment

Bookings require 50% deposit, and the balance must be paid at least 6 weeks (42 days) before arrival date unless your booking is less than 6 weeks before your booking arrival date then it must be paid in full when booked.

If the balance has not been paid by the due date, then we will assume it has been cancelled and the accommodation will be re-let to someone else with the loss of the deposit paid.

### All Accommodation

We will only accept bookings if you are 21 years and over. The person making the booking is responsible for all members of your party including visitors. Couples / families only accepted.

All bookings made are subject to our Terms and Conditions.

The hirer has an obligation to abide by our conditions of booking which is essential for the enjoyment of others on the park and for good management.

Bedding is supplied, No towels/ tea towels etc are supplied. No daily maid service.

### General Booking Conditions

1. The only persons allowed in the accommodation (caravan or holiday room) are the persons named on the booking form.
1. If you must make a change to your booking, you must inform us as soon as possible and there may be an administration charge.
2. The accommodation will be available from 2pm on day of arrival and must be vacated by 10am on the morning of departure.
3. You are responsible for any breakages or shortages. It is advisable to check and report any shortages or damage on arrival as you could be held responsible for payment. Please notify the office of any breakages that occur during your stay so staff can do their best to rectify.
4. Children must not be left alone
5. Pets are not allowed unless by prior arrangement and in allocated caravans.
6. **Accommodation where dogs are allowed** - Some breeds of dog including those on the **Dangerous Dogs Act 1991** are not allowed. No more than two, small to medium sized dogs allowed in the caravan. They must not be left alone in the caravan at any time, and they must not be a nuisance e.g.: excessive barking, to anyone on the park. They must always be kept on a lead when walking anywhere around the park. Dogs are not allowed in the children play areas. Dog fouling must be cleaned up immediately using a bag and disposed of in an appropriate dog waste bin which can be found located around the park. You must bring your own dog beds and must not allow your dogs to lay on any of the beds or seating in the caravan. We reserve the right to refuse entry or ask for removal of the dog/s if any of the above are not adhered to.
7. **Strictly, no smoking or vaping** in any accommodation.
8. **One car parking** space is allocated to each accommodation. You must observe the speed limit on the park.
9. Please Note: we do not accept any commercial or sign written vehicles on the park which also includes vehicles without windows on sides or rear of the vehicle
10. We cannot take any responsibility for any damage to private property, theft or accident to any person, however caused while staying on the park.

11. **Check-in** is from 2pm if you will be checking in after 3pm please inform us in advance by phone:  
Reception Tel: 01843 821542
12. If you have a late check-in, we will leave your booking details and key at the bar. If you have any problems Telephone Housekeeping on 07715086055.
13. **Departure Day**- You must vacate the accommodation by 10am. It should be left clean and tidy, and any rubbish should be placed in a bin on and around the park. If you leave early, before reception is open - for **caravans** there is a **key drop off box** situated on the wall outside the reception office door and for the **holiday rooms**, the **key drop off box** is situated on the wall in entrance hallway of the rooms.
14. We reserve the right to refuse any booking for any reason expressed or otherwise.
15. We reserve the right to evict anyone causing a nuisance or damage without refund.
16. All persons staying on the park must always conduct themselves with due regard to the enjoyment and comfort to others.
17. The Pub – please check the Dog & Duck pub link for open times, meals/menus & events

### **Our service to you**

We do all we can to ensure your stay with us is an enjoyable one. However, occasionally problems do occur and if they do or you have any concerns, we will rectify the problem to the best of our ability as soon as possible.

1. We reserve the right to enter any accommodation at any reasonable time for the purpose of checking condition, or repairs or emergency.
2. We cannot accept responsibility for the breakdown or malfunction of any equipment, but we will endeavour to do our best to repair or replace the equipment as soon as possible.
3. If we must cancel your booking for any reason out of our control you will be entitled to a full refund.
4. Outside office hours the emergency Telephone number is: **07864342440 or 07715086055.**

### **Cancellation Policy**

Should you need to cancel your booking we do not offer a refund. We require at least 7 days' notice if you are not able to use the accommodation. We are happy to make your booking later up to 12 months from your original booking arrival date or it can be transferred to a third party at the discretion of the management. You should advise us by telephone on: **01843 823346/821542** then confirm the cancellation in writing and posting to us at: **Dog and Duck Leisure Park, The Street, Plucks Gutter, Canterbury, Kent CT3 1JB** or email at [dogandduck@klpgroup.co.uk](mailto:dogandduck@klpgroup.co.uk)

If you need to cut short your stay after it has commenced, we regret that we are unable to refund any monies paid.

NB: You are strongly advised to obtain holiday cancellation insurance.

*We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside of our control. An event outside of our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications.*