



1 The Brambles
Thorpe Park Holiday Park
Cleethorpes
DN35 0PW

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Terms & Conditions of Hire

1. Bookings are confirmed upon the receipt of the signed booking form and receipt of £50 non-refundable booking deposit.
2. The balance is due 6 (six) weeks prior to your date of arrival, if the balance is not received on time the owners reserve the right to make the caravan available to other guests.
3. Bookings made with less than 6 (six) weeks' notice must be paid for in full within 5 days of booking.
4. All payments are to be made via bank transfer as per the invoice.
5. The hirer will also pay a £100 refundable security deposit within 7 days of booking. This will be returned at the end of the hire period within 5 days of the departure date. The caravan owners reserve the right to withhold some or all of the bond and/or bill the hirer for the additional cost of:
 - a. Replacing and/or repairing all damages and breakages.
 - b. Theft of inventory.
 - c. Charge for additional cleaning of the caravan or removal of stains or replacing as new if necessary.
6. In case of maintenance problems, the hirer shall contact the caravan owner or the holiday park reception/ security. DIY repairs are not to be attempted, any attempts to carryout DIY repairs may result in a loss of security bond.
7. The caravan will be available to the hirer during the period shown on the booking form.
8. The caravan sleeps up to a maximum of 8 people and at no time must this be exceeded. If additional guests are found, you will be asked to leave forfeiting the rest of your stay with no refunds provided.
9. Any changes to the booking must be agreed prior to the arrival date.
10. Holiday Park owner and/or their staff will be provided a copy of your booking form for security reasons. Each person must be able to identify themselves to park owners or their staff upon request.
11. The caravan owners or their representatives shall be allowed access to the caravan at any reasonable time during occupancy.
12. If the hirer is asked to vacate the caravan/holiday park for any reason, refunds will not be provided.
13. As haven is a family site, we cannot accommodate hen or stag do parties.
14. Pets are not to be present at any time, any evidence of pets staying in the caravan will result in a loss of the security deposit.
15. There is strictly no smoking/vaping/drug use within the vicinity of the caravan, any evidence will result in a loss of the security deposit.
16. The area surrounding the caravan must be always kept clean and tidy.
17. The hirer is to always respect other guests and owners, excessive noise or poor behaviour may result in being removed from the park.
18. All electrical equipment (except refrigerator) must be turned off upon leaving the caravan.
19. All equipment within the caravan is to be used at your risk.
20. The caravan is to be left in a clean and tidy condition, failure to do so may result in a loss of the security deposit.
21. Check in is no earlier then 4:00pm on date of arrival and must be vacated by no later than 10:00am on the date of departure.
22. By paying the deposit you are agreeing to these Terms & Conditions.

Cancellation Fee

All cancellations must be confirmed to the owners. The £50 booking deposit is non-refundable, the balance will be refunded as below:

- 6 – 4 weeks prior to arrival date 50%
- 4 – 2 weeks prior to arrival date 25%
- 2 weeks or less no refund.

In certain circumstances full refunds may be provided at the discretion of the owners.