

Conditions of Booking and Hire

All users of the Park must observe these conditions, regulations and any bye-laws applying to the Park made by the Local Authority. Anyone in breach of any conditions may be asked to leave the Park and no refund given of monies paid.

BOOKINGS

1. On making a booking, a £50.00 deposit per week booked is required to secure it. This deposit is non-refundable in the event of cancellation.
2. All balances must be received 28 days before arrival otherwise the caravan is liable to be re-let with loss of monies paid. Housekeeping deposits must be paid upto one week before arrival.
3. Short Breaks are available in a limited number of holiday homes. Price subject to availability.
4. No parties of unaccompanied teenagers or single sex groups accepted.
5. We will endeavour to have your accommodation ready for your occupation by the time stated on your confirmation letter. This time cannot be guaranteed however, if there are extenuating circumstances beyond our control. On departure date, accommodation must be vacated by the time stated on your checkout envelope. Late checkouts are no longer available.
6. *All housekeeping deposits are fully refundable providing the conditions stated below in red and on your checkout envelope are met upon inspection. Housekeeping deposits are refunded after your departure back on to the card used to pay the deposit.*

THIS IS A SELF-CATERING HOLIDAY. WE WILL INSPECT THE ACCOMMODATION AS STATED ON YOUR CHECKOUT ENVELOPE AFTER YOUR DEPARTURE. PLEASE LEAVE THE ACCOMMODATION IN A CLEAN AND TIDY CONDITION WITHOUT DAMAGE READY FOR THE NEXT OCCUPANTS. ANY LINEN SUPPLIED AND USED NEEDS TO BE PLACED IN THE LINEN BAGS PROVIDED AND LEFT IN THE BATHROOM.

You are required to vacate your accommodation by the time stated on your checkout envelope. Please be packed and ready to go then wait at your caravan for a housekeeper to come and carry out a checkout. Our housekeepers will inspect the accommodation and your deposit will be retained if the caravan on inspection is not found to be clean and tidy.

7. No extra persons allowed above permitted number of berths in any accommodation.
8. The Company cannot accept any responsibility for the breakdown or malfunction of any equipment in any accommodation but will endeavour to repair or replace the equipment as soon as possible.
9. The caravan holiday home allocated is at the sole discretion of the Company. Although every effort will be made to provide the caravan number requested, in some circumstances this may have to be altered prior to arrival for a unit in the same or higher price category.
10. The Company reserves the right to enter any accommodation at any reasonable time for the purpose of checking condition, emergency or any repairs.

11. The Company reserves the right to refuse any booking for any reason expressed or otherwise.
12. The Company reserves the right to evict anyone causing a nuisance or damage, without refund.

SMOKING/ILLEGAL SUBSTANCES

13. **Strictly No Smoking** allowed in any hire accommodation. Please ensure all cigarette ends are fully extinguished and placed in one of the many general waste bins located around the Park. Please do not litter.
14. *Illegal substance misuse is **STRICTLY PROHIBITED** anywhere on the Park. Accounts of drug use will be reported to the Police without hesitation.*

GENERAL RULES AND REGULATIONS

15. The Company cannot accept any responsibility for loss or damage to private property or accident to any persons, however caused, whilst staying on the Park.
16. All persons staying on the Park must conduct themselves at all times with due regard to the enjoyment and comfort of others.
17. With constant Park improvements, brochure text may become out of date. Please check with Reception staff for any updates.
18. *Clothes lines and rotary dryers are not permitted. Clip on drying racks are the only approved mode of drying. These are obtainable from Reception if not already in the hired caravan.*
19. *Antisocial and drunken behaviour will not be tolerated. Guests should be aware that single or groups of people, including children, found causing disruptive behaviour on Sunnysands will be excluded without prior notice from the Park as will the other occupants of the caravan.*
20. *Vandalism will not be tolerated. Any single or groups of people, including children, found vandalising property on Sunnysands will be excluded without prior notice from the Park as will the other occupants of the caravan.*
21. *All children must be under adult supervision at all times.*

DRIVING ON THE PARK

22. *There is a speed limit on the site of 10mph, all vehicles must be insured against third party risks and all drivers must hold a current driving licence. Learner drivers are not permitted to practice driving on the Park as it is designated as a public roadway. We also do not want to see drivers with a child sitting on their knees "helping" to steer. This may result in an uninsured accident. Any vehicle kept on the Park for the purpose of launching watercraft must be insured. Anyone not prepared to go to this expense must remove such vehicle off the Park. No vehicles are allowed to park on the beach. We have a zero-tolerance policy for anyone caught driving on the Park under the influence of alcohol or illegal substances.*
23. *Bicycles and skateboards must be used in a responsible manner. Please make children aware of cars and other people's caravans. Petrol or battery-operated quads or scooters and Segway/hoverboards are not permitted on the Park due to Health and Safety implications.*

24. Hoverboards, hoverboard go-karts, segways and quad bikes including mini ones are **strictly prohibited** on the Park at all times due to the potential of accidents happening.

NOISE

25. Musical instruments, stereos, radios etc. must not be used between the hours of 11pm and 8am and owners/guests must at all times conduct themselves with due regard to others. Car radios must not be used when the car is parked by caravans. Voices must be kept to a minimum when sat outside during the hours stated above.

BBQs

26. Barbeques are permitted but you must TAKE CARE, keep them raised above the ground/balcony/veranda and not interfere with the comfort of your neighbours. Fire pits / bonfires / firearms / fireworks are **STRICTLY PROHIBITED**.

DOGS

27. All dogs **MUST** be kept on a lead at all times, must not be left unattended in any caravan if they are liable to cause a noise disturbance and **DROPPINGS MUST ALWAYS BE CLEANED UP**.

SWIMMING POOL

28. No persons under the age of 14 are permitted to swim without an accompanying adult (over 18). The accompanying adult must have reasonable swimming abilities.

29. Children above 14 years of age but under 18 without an accompanying adult may be asked to demonstrate their swimming abilities by a pool attendant. This is for safety reasons.

30. There is strictly no entry into the swimming pool for non-residents of Sunnysands Caravan Park or any of the adjoining parks under the Sunnysands Group.