



High Quality Static Caravan Holidays in Wales

www.bbholidayrentals.co.uk

Terms & Conditions

Static Caravan Rental

REVISED MAY 2023

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The following are the Terms & Conditions applicable to the rental of a Static Caravan owned and /or operated by BB Holiday Rentals at:

Lyons Robin Hood Holiday Park
Coast Road
Rhyl
LL18 3UU

Security Bonds, Deposits, Payments & Cancellations

Security Bond

- A provisional booking will be accepted by us subject to payment of £100.00 Security Bond. The bond is in addition to the rental charges and will be refunded to you at the end of the hire period unless
- Payment of the bond should be within 5 days of the date of invoice and should be made by BACS transfer.
- Upon receipt you will receive confirmation of your booking.
- If the payment is not received within 5 days and we are unable to contact you, your booking may be cancelled without notice.
- The Security Bond will be returned to you at the end of the hire period, providing there are no charges due in respect of damage, or additional cleaning being required. In this regard, we reserve the right to withhold either part or all of the security bond. Any additional charges will be invoiced separately. You will be formally advised of any charges being made
- The return of the Security Bond will take place once the caravan has been checked by us, this will normally be within 3-days of the end of your rental period. Repayment will be by BACS Transfer.

Deposit

- We may also ask for a deposit in addition to the Security Bond. In this instance, the deposit is deducted from the overall rental costs leaving the balance to pay. Any deposit requirements will be agreed at the time of booking.

Payment of Balance

- Payment of the balance of your invoice should be made by six-weeks prior to the commencement of your booking, unless this has been otherwise agreed.
- If payment is not received within this period and we have been unable to contact you, your booking may be cancelled and your Security Bond/ Deposit forfeited.
- If your booking is within less than six-weeks, the full balance of the invoice will become due immediately.

Cancellations

- In the event of your needing to cancel your booking with us, you must do so in writing.
- Deposits are not refundable in the event of cancellation.
- Should you need to cancel your booking prior to the commencement of the hire period, and you have paid the full amount; refunds may be considered at our discretion. This will depend on the time remaining to the commencement of hire and the ability for another booking to be taken as a replacement.
- No refund will be made to you if the hire period has commenced and it becomes necessary for you to vacate prior to the end of the agreed period.
- In the event that we need to cancel your booking due to the unavailability of the caravan or access to the site, you will be refunded in full, including your deposit.
- We will have no liability in respect of any other losses caused by such cancellation.

Upon Commencement of Hire

- The caravan may be occupied from 15:00hrs (3pm) onwards on the day the hire commences.
- You must immediately check the caravan and equipment in respect of cleanliness and damage and notify us immediately if there is a problem

During the Hire Period

- In the event of a maintenance problem you must notify us as soon as possible.
- You must not attempt any form of DIY under any circumstances
- In the event that access is required for the purposes of rectifying any problem this must be facilitated.
- You must afford reasonable requests for access by us, our agents, site agents or statutory bodies.
- Please notify us of any breakages or damage as soon as possible.

End of Hire Period

- The caravan must be vacated by 10:00 (10am) on the last day of hiring, unless otherwise agreed. .
- Any food items stored in the fridge or freezer must be removed – please do not turn the fridge or freezer off
- All heating and lighting must be turned off
- The caravan must be left in a clean and tidy condition and all bins must be emptied
- All personal belongings should be removed.
- The keys must be secured as instructed.

Occupancy

- The renter is afforded access to the caravan assigned to them by BB Holiday Rentals for the period of rental only. The renter shall have no rights in terms of occupancy or access outside of these dates for whatever reason. There will be no extension to the end of hire date unless this is agreed in writing by BB Holiday Rentals

Bed Linen & Towels

- If bed linen is required, this must be specified at the time of booking and a surcharge may be applied.
- All linen is laundered for each booking. Please note that if you or any member of your party suffers from allergies in respect of detergents or types of material you must provide your own linen. No liability will be accepted by us in this regard.
- Towels are not provided.

Smoking and Vaping

- Smoking or vaping is not permitted inside the caravan under any circumstances. If you wish to smoke you may do so on the decking or in the area surrounding the caravan. You must not leave any smoking litter in the surrounding area.

Use of Prohibited Substances

- Please note that we operate zero-tolerance in respect of the use of illegal drugs and substances.

Pets

- We are extremely Dog Friendly; Dogs are therefore permitted at our discretion. This must be agreed at the time of booking and a surcharge may be applied.
- Dogs are not permitted on the beds.
- Please bring along your own bedding, bowls and towels.
- Dogs should not be left unattended in the caravan for long periods and must not cause a noise nuisance.
- Dogs should be on a lead at all times while around the site.
- Always clean up after your dog!
- There are certain areas on site where dogs are not permitted. Registered assistance dogs are permitted in all areas in accordance with the law.
- You may be asked to leave if your dog causes a nuisance.
- If you, or any member of your party, have a pet allergy, we cannot accept any liability or responsibility in terms of any subsequent health reaction.

Damages and Losses

- Any breakages, staining of furniture, carpets or beds or other damage must be paid for. By accepting these Terms & Conditions you, the hirer, acknowledge liability in this regard.
- It is your responsibility to inform us of any damage, staining, or missing items within 2 hours of arrival on the first day of rental. Failure to do so may render you liable.
- You should inform us of any damage that occurs during your rental, as soon as possible.
- Any charges in respect of damages, additional cleaning or replacement of items (as new) will initially be deducted from the security bond. Any charges over and above the bond amount will be invoiced directly to you and will be due for payment within 30 days of the date of invoice.
- In the event that it is not possible for the caravan to be rented at the end of your rental period because of these damages or losses you will be liable for the cost of rental until repairs have been affected. Rental charges will be at the standard daily rate for the period in question.

Decking Areas (where applicable)

- It is not permissible to use any form of open fire or barbecue on the decking area. Please be aware that the decking and stairs may become slippery in wet or icy conditions, the owner will accept no liability in respect of injury caused by its use.

Use of Barbecue and Other Equipment

- We have provided a barbecue and outside seating for your use.
- Please ensure that the barbecue is thoroughly cleaned after use and that these facilities are respected at all times.

Special Needs & Statutory Regulations

- We are responsible for complying with all applicable Statutory Regulations and Discrimination Acts affecting customers, the caravan and its equipment. If you or a member of your party has any special needs or requests you must discuss and agree these with us at the time of booking.
- We cannot guarantee that any requests will be met and any failure to meet such requests will not be deemed a breach of contract. It is your responsibility to satisfy yourself that the caravan and any access to it is suitable for you or your guests needs prior to booking.

Use of Site Facilities

- The use of Lyons Robin Hood site facilities are subject to charges **that are not** included within the rental costs. You will need to purchase wristbands for each member of your group from the site main reception on your first day. You will also be given the code of the week for the barrier.
- You must comply with all site rules and regulations at all times. These can be found on the Lyons Robin Hood website or the main reception office.
- Speed limits apply throughout the site.
- The site owners have the right to decline access to the site in the event of a breach of their rules and regulations. In this event BB Holiday Rentals have no liability in the event of any loss incurred and no refund of rental or other charges will be made.
- Please note that anti-social behaviour will not be tolerated.

Health & Safety

- Health & Safety is everyone's responsibility. In the event that you notice something that could potentially be a hazard within the caravan itself you must inform us as soon as is reasonably possible.
- Any concerns regarding Health & Safety in respect of the park itself must be reported to both BB Holiday Rentals and the Lyons Robin Hood site management.
- Please inform us as soon as possible in the event of any accident or injury that occurs in or around the caravan.

General Booking Conditions / Conditions of Hire.

- Each booking shall identify a person who will act as Principal Hirer
- The principal hirer must be over the age of 21 and be a UK resident.
- The principal hirer must form part of the party and must be on site for the duration of the rental period
- The principal hirer is responsible for the conduct of all members of the party
- Stag and Hen groups are not permitted
- Over occupancy is not permitted under any circumstances
- We reserve the right to refuse rental, without reason.

Anti-Social Behaviour / Misconduct

- Lyons Robin Hood Holiday Park and BB Holiday Rentals have a zero-tolerance approach in respect of misconduct or anti-social behaviour.
- In the event of incidents being reported to us by site security, or staff we will evaluate the situation in conjunction with them and dependant upon the severity of the incident we may:
 - Issue you with a warning
 - Require the offending member (s) of the party to leave the following day
 - Require the offending member (s) of the party to leave immediately
 - Terminate this rental agreement, on the basis of a material breach, and require the whole party to leave the following day.
 - Terminate this rental agreement without notice, on the basis of a material breach, and require the whole party to leave immediately.
- Lyons Robin Hood Security and Management have the overall right to refuse access to the site and therefore to the caravan. In such case, the decision of the park is final and will be supported by BB Holiday Rentals.
- We accept no liability in respect of any losses incurred, the identification or provision of alternative accommodation, travel or any other expense as a result of such an exclusion.

Liability and Losses

- BB Holiday Rentals accept no liability in respect of the loss or damage to any item of property or vehicle belonging to, or in the charge of, the hirer.
- BB Holiday Rentals and Lyons Holiday parks do not accept any liability in respect of illness, injury, accident or disease arising from the hire of this caravan or the use of its, or the park's facilities including acts of god or extreme weather conditions.
- We accept no liability in respect of any unavailability of site facilities.
- In the event of a material breach of these terms & conditions we may terminate this agreement without notice and deny you further access to the caravan with the exception of collecting your personal belongings.
- By making payment of the booking deposit, rental charges and any associated surcharges you are confirming agreement to these terms & conditions in their entirety,
- Should you have any queries in respect of any items herein you must address these with us prior to payment.
- We reserve the rights to refuse any rental without reason.
- These Terms & Conditions do not affect your statutory rights.
- We reserve the right to alter or amend these Terms & Conditions as required.

Complaints Policy

At BB Holiday Rentals, we make every effort to ensure that you have an enjoyable stay with us. We do, however appreciate that sometimes things go wrong or expectations are not met.

This Policy explains how we will deal with any concerns that you may have and what you can expect from us.

- In the event of your feeling you have a cause for concern or complaint, you must inform us as soon as possible. This will allow us to look into your concerns quickly and where possible take action.
- If your concerns involve the site itself or any Lyons Robin Hood staff, your concerns must be raised directly with the site. You should also inform us so that we are aware there is an issue.
- We will aim to rectify or address any concerns, where possible, as quickly as we reasonably can.
- If we are unable to address your concerns during the rental period, we will contact you as soon as is reasonably possible afterwards to provide you with a response.
- If we are unable to rectify any concerns or should you choose not to accept any reasonable offer of remedial action and subsequently opt to terminate your occupancy early, there will be no automatic right to any refund.
- Unless we are made aware of complaints at the time, we will not consider them at a later time, or enter into any correspondence.
- Please be advised that if at any point during the process you indicate that you intend to pursue matters legally, we will at such point acknowledge your intention and will cease to correspond with you regarding the complaint itself. We will continue to engage with you or your legal representative in respect of legal matters only.
- There is no automatic right to refund in the event of complaint or incident. Any refunds will be at our discretion and will in no way form any admission of guilt, omission or liability.

Privacy and CCTV Policy

Details of our Privacy Policy, including the use of CCTV can be found on our website at www.bbholidayrentals.co.uk

CCTV is in use at all of our caravans, with remote monitoring.

It is operated by us for the purposes of:

- Crime prevention and detection
- The safety of our renters
- To monitor occupancy levels and check in / out times



Terms & Conditions – Static Caravan Rental

Particulars of Ownership:

Mr & Mrs I Bennett
Mr R Aston
Mr N Leake

Trading as:

BB Holiday Rentals

Address:

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Lyons Robin Hood Holiday Park
Coast Road
Rhyl
LL18 3UU

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