

Terms and Conditions of Hire

Hire of caravan E31 at Sandhills Holiday Park, Peacock Hill, Whitecliff Bay, Bembridge, Isle of Wight is subject to the following terms and conditions of hire.

Arrival and Departure

1. A short term holiday let is from Saturday 2.30pm on the day of arrival to Saturday 10.00am on the day of departure - unless by prior agreement with written confirmation.
2. We must receive from hirer a fully completed and signed Booking Registration form. Sandhills Holiday Park require details of the hirer, the car and the registration number/s. With this in mind, the hirer should inform us in advance of any change to this information - for example: a new or additional car that would require a parking permit.
3. Upon arrival, hirer must check in with reception and obtain caravan key. If appropriate, hirer will also be provided with a car parking permit for prominent display inside vehicle/s.
4. At final departure, hirer must return caravan key and parking permit/s to reception staff.

Deposit and Cancellation

5. A non-refundable initial deposit of 25% of our published hire charge is payable in order to reserve a short term hire period. A permitted booking is for a maximum of five persons.
6. The non-refundable balance of hire charge is payable no later than five weeks immediately prior to the reserved hire period. If the final balance is not paid in time, despite any additional reminder that we may give, we reserve the right to re-let the caravan.
7. The total booking payment (less 25%) will be refunded to the hirer, if it were paid in full considerably in advance of the hire period, and the hirer has reason to cancel the booking more than five weeks prior to the commencement of the hire period.
8. In the very unlikely event of unforeseen circumstances dictating that we should have to cancel a hirer's reservation or booking we will provide the hirer with as much written and verbal notice as possible. We will of course make an immediate refund to the hirer of any reservation and booking payment made to us in respect of the cancelled hire period.
9. We do not provide travel insurance to protect against relevant holiday and travel risks.

Cleaning, Breakages and Equipment Failure

10. It is the hirer's responsibility to leave the caravan clean tidy and undamaged before final departure and to report broken or damaged caravan equipment to us as soon as possible.
11. The hirer should contact us (and not Sandhills staff) in the event of equipment failure or problems with the caravan. In the event of an electrical, gas, water or other emergency, the hirer should contact us as well as informing Sandhills reception or night security staff.

General

12. Smoking is not permitted.
13. No dogs or pets are allowed on the caravan site - at any time.
14. Kite flying is not allowed on any part of the site.
15. Tents (including play tents and sun tents) must not be pitched on Sandhills Holiday Park.
16. Rubbish and rubbish bags must be placed in the large bins provided on site.
17. Barbeques may not be used near gas cylinders, caravan or decking/verandah.
18. The use of hirer's own electric heater, blow heater or paraffin heater is prohibited.
19. The use of hard cricket balls and other dangerous recreational items is prohibited.
20. Occupants of all caravans are to conduct themselves with due regard to the comfort of others. Musical instruments, music, radios, televisions and car horns must not be used in a manner that would 'cause annoyance by noise'.
21. The speed of all motor vehicles and bicycles must not exceed 10 mph. No learner drivers.
22. **Hirers must not attempt to change gas cylinders. Only Sandhills staff may do so. Please therefore ask reception or night security staff if this becomes necessary.**