

To enable us to facilitate your holiday we have had to add some additional processes to our cleaning regime to ensure that you can safely enjoy your stay with us. In addition to our regular clean we will be performing a targeted 'touch surface' clean (door knobs, cupboard and appliance door handles, remote controllers, control buttons, switches, bedside cabinets, table edges, lamps, etc) with a specialist, clinically approved, antiviral cleaner. Finally, we will be using a fogging machine to disinfect all soft furnishings, again using a specialist clinically approved, antiviral disinfectant, (fogging is a very effective method of sanitising soft furnishing but requires a period of 45 minutes for particles in the atmosphere to dissipate).

**Due to the current coronavirus epidemic (COVID-19) we have had to amend some of our terms and conditions. Alterations to our conditions of hire are shown in red.**

### Booking Terms & Conditions : (Caravan Hire)

1. No booking will be accepted unless accompanied by a deposit of £100.00 per week, per caravan.  
**THE BALANCE OF THE HIRE CHARGE MUST BE PAID ON DAY OF ARRIVAL.**
2. Bookings will not be accepted from single sex parties.
3. In the event of the cancellation of a booking the deposit is forfeit. Where a holiday is cancelled within 48 hours of its commencement the Hirer will be liable for the total cost.
4. ALL BOOKINGS ARE FROM 2PM ON THE DAY OF ARRIVAL UNTIL 10AM ON THE DAY OF DEPARTURE.

Arrival and departure conditions - Due to the enhanced cleaning regime, required in order to comply with COVID-19 regulations; customers will not be able to access their caravan until 4pm on the booked day of arrival. We would ask you to vacate your caravan promptly by 10am on the booked day of departure.

5. Caravans must be kept in a clean and tidy condition and the Hirer is responsible for making good any breakages or other damage caused during the Hirer's occupation of the caravan. Laburnum Caravan Park accepts no responsibility for loss or damage of the property belonging to the Hirer or others using the caravan and cannot accept liability for any loss or injury caused to the Hirer or other users of the caravan occasioned by the negligence of the Hirer or such other users of the site.  
We would ask that all rubbish must be placed in the bins before departure
6. The Hirer undertakes to observe the Park Rules, as displayed on the park, for the duration of their stay, this includes all additional social distancing rules relating to control of COVID-19.
7. The Hirer is responsible for providing towels and bedlinen for use in the caravan. (Pillows, 1 x king-size duvet, 2 x single duvets and a selection of blankets are provided, additional bedding is available on request).  
Although we can still provide bedding – duvets and pillows, as above – we would recommend that you consider bringing your own. Please advise us prior to your stay what bedding you require, if any.
8. All prices quoted by Laburnum Caravan Park are inclusive of VAT where applicable at the rate in force at the time of publication. The right is reserved to vary the inclusive cost should the tax rate alter.
9. If you, or any member of your party, are displaying any symptoms of COVID-19 (a high temperature, a new persistent cough or a loss or change to your sense of smell or taste) leading up to your stay we would ask you not to travel to Laburnum Caravan Park.

10. If you, or any member of your party, feel unwell or develop symptoms during your stay please contact the NHS 111 helpline for advice and inform the caravan park office on 01263 837473. For the safety of other guests, we would expect you to return home immediately.
11. If you have been before you will note a few subtle differences to the look of your caravan – we have removed all books, magazines and leaflets as these are difficult to clean but easy to contaminate. Many of the ornaments and knickknacks have been removed to enable more efficient cleaning.
12. On arrival you will find a sealed plastic box in the kitchen area. This box contains your crockery, cutlery, pots and pans, etc, for duration of your stay. The contents of the box have been sanitised for your safety. At the end of your stay please put everything back in the box, we will then swap it for a new box for the next guests (the contents of your box will then be sanitised for future use).

As part of the governments 'Test & Trace' programme we will be asking you to provide contact details for everyone staying in the caravan with you (this information will be kept for 21 days and then destroyed).

**PLEASE NOTE : WE DO NOT ALLOW DOGS / PETS IN OUR CARAVANS.**  
**OUR CARAVANS ARE ALL NON-SMOKING.**

Amended 30/6/20