



Willow Tree Holidays

Terms and Conditions

By booking a stay with us you agree to all our terms and conditions listed below:

1. Deposit/Payments

A non-refundable deposit of 25% must be paid to secure your dates. Full Payment must be paid no later than 28 days prior to the holiday date, unless other arrangements have been agreed with us. If full payment is not received 28 days prior, this will result in your holiday being cancelled including the loss of all payments made up to that point.

In addition to the deposit, a refundable bond payment of £50 will be due when the final balance is due. Any refunds owed are based on the conditions below.

2. Arrival/Departure

Access to the caravan is from 16:00 (4pm) on the first date of your holiday booking. Departure must be no later than 10.00 am on the last day of your holiday booking.

3. Occupants

To comply with fire and safety regulations and insurance, no additional guests are permitted to stay at the site outside of the Caravan berth occupancy figure. Any infringement of this rule will result in the immediate loss of your holiday with no monies refunded.

4. Accidental Damage

We understand that accidents do occur and if anyone within the party has an accident within the Caravan site or cause any damage, please ensure this is reported immediately via text on 07989 985401. All breakages or damages must be paid for in full and an invoice will be raised once the damage has been assessed and a replacement/repair fee has been ascertained.

5. Cleaning

All of our Caravans are presented to the highest standard and during your time on site, we ask that you respect the premises, leaving the caravan in a clean and tidy condition at the end of the rental. As above, any damages and breakages must be paid for and we reserve the right to also charge for additional cleaning costs if the Caravan is left in an untidy and dirty condition at the end of your stay. Our cleaning team take photographs at the start of their shifts so evidence can be provided if required to accompany any invoice raised for additional cleaning costs.

7. Pets

Some of our Caravan's permit pets on site, and some do not. Please ensure you advise us if you require a pet to stay and we will advise if it is permitted at that particular site. The rules and



regulations regarding damage and cleaning are outlined above and this includes any damage done by any pets permitted to stay at the site.

8. Smoking

Smoking is NOT allowed in any of our Caravans under any circumstances. If you do smoke please do so outside of the Caravan and a safe distance away. Please ensure care is taken with Cigarettes at all times, extinguishing them safely and disposing of any remnants. The Caravans are fully checked each week and if any evidence is found of smoking inside the Caravans with damage caused including lingering smoke smells, we reserve the right to implement a further charge to rectify the damage.

9. Liability

Owners cannot accept liability for any injury, loss or damage suffered by you or any member of your party during your time on site.

10. Caravan Site / Resort Facilities

Please note that any of the sites on which caravans are sited, we cannot be held responsible for any defects, all complaints/ injuries must be reported at once to us, so we can liaise with the site team accordingly. Please also be aware that we are privately hiring our accommodation only in the form of a Caravan and we have no liabilities or control over the resort facilities. The resort reserves the right to close facilities for maintenance or other reasons outside of our control. Should we be advised of this ahead of your stay on site, we will ensure any relevant information is shared with you accordingly.

11. Personal Hygiene

We request that you must inform us if you or any of your party contract any infections / contagious diseases while on your stay, this is for other people safety and personal hygiene as further cleaning schedules will need to be implemented following your stay.

13. Disturbances

The park operators and security team reserve the right to ask you to leave the park if any nuisance behaviour or disturbances are caused by you or anyone within your party. This will result in the immediate loss of your holiday with no monies refunded. Please ensure you respect all other holiday makers on the site and keep noise to a minimum when outside of the Caravan, particularly after the hours of 10.00 pm.

14. Personal Property

We shall not be liable for any items of property left in the caravan. If you inadvertently leave an item within the Caravan, please contact us and we will ascertain if we are able to return the item to you (you will be liable for any postage costs), or we can arrange for the item to be collected from the site at an agreed date/time.



15. Electric Vehicles

The charging of electric vehicles is not permitted in our Caravans under any circumstances. The Caravan is designed to run on a 16a power supply and the additional power required to charge anything additional such as a vehicle, will overload the circuit and cause damage to the electrical supply, potentially leading to fires. You will be liable for the full costs of any damages caused by the charging of electric vehicles. There are dedicated vehicle charging points located in Skegness.

17. Booking forms

All booking forms must be returned at least 28 days before your stay, accompany the final payment. Any late or amended booking forms after this date will incur an amendment fee of £35.00 to cover additional administration costs.

18. Keys/Key Fobs

Any keys or key fobs that are not returned at the point of departure will incur a charge of £25 per set for the replacement of the locks. This charge will also apply if any set of keys are lost or stolen during your stay on site.

20. Family Holidays

Unfortunately we do not permit same sex groups for bookings, as the sites are family only holiday parks.

21. Refundable Bond – (where applicable)

The final assessment of any damages/breakages is made by Willow Tree Holidays following a full review by the cleaning team. We accept no responsibility or liabilities for any monies owed from the refundable bond.

If the Caravan is not left in a secure manner (i.e. windows left open, doors unlocked) then £10 will be retained from the bond payment.

Any late checkouts will incur a charge of £20 up to 12pm, or £50 thereafter.

If it is discovered that the party has brought pets where they are not permitted or they have not been booked in will lose the full amount of the bond payment.

If the caravan is not left in a clean and tidy manner, then additional cleaning charges will be incurred.

Should any heating or gas appliances be found left switched on following departure, an additional fee will be charged.

If any evidence is found of smoking within the Caravan, a further cleaning fee will be charged.

All bonds will be reviewed and refunded (where applicable) within 7 days of the departure date of your stay. Please note if any damages or costs exceed the amount you have paid within the bond,



then an invoice will be issued to you for the shortfall, and this payment will be due within 7 days. Failure to do so will result in a small claims court application.



Cancellation Policy Details

1. Changes

If you require any changes to the detail of your confirmed booking, we will use reasonable endeavours to make the changes. All requests must be received in writing via email, the requests will be reviewed and we will provide a response via email.

Should you wish to change the dates for your booking, we will advise availability and an administration fee of £30.00 will be applied to confirm the date move which is subject to our discretion. Dates cannot be changed within 28 days of your stay and all deposits are non refundable.

Bookings cannot be transferred to other people, and only guests listed on the original booking form with contact details are permitted to stay in the Caravan. ID may be requested at the time of check in.

2. Cancellations

Should you wish to cancel your booking after it has been confirmed, this request must be emailed to us via the email address shown on your booking confirmation as soon as possible. The day we receive your notice by email from you to cancel, is the date on which we will cancel your booking.

Our confirmation in writing via email will confirm receipt of your cancellation and you are then subject to a cancellation charge which will be based on the number of days prior to the arrival date at the property that we receive notice, as shown in the table below.

The cancellation charges below have been calculated as a genuine pre estimate of the losses we would incur in the event you cancelled your holiday within the stipulated time period.

Cancellation Charges

More than 28 days - Loss of £50 deposit (non refundable fee of 1 night plus £10 booking fee for online bookings)

28 days or less - Loss of all payments

3. Cutting your stay short

No refunds are payable in the event you cut short your stay. If this occurs, please contact us via email as soon as possible.

4. Cancellations due to government public health measures

If your booking has to be cancelled due to UK government public health measures which mean the caravan park is unable to open, you may choose to:

- transfer your booking to a later date (subject to availability) free of any administration charges. You will be required to pay any difference in price if the cost of the new booking is higher due to the new date, or be reimbursed the difference if the cost of the new booking is lower due to the new date.



- obtain a refund of the amount already paid by you for the booking (minus any deposit payments which are non refundable)

5. Cancellations due to illness or bereavement

Unfortunately no refunds or amendments will be given in the event that you have to cancel your stay due to any circumstances which may arise (including the need to self isolate). As with all holidays we advise that you take out necessary travel insurance to cover any eventualities which may occur. This is your personal responsibility and we accept no liability for this.

6. Cancellations or changes by the owner

Willow Tree Holidays and the service providers do not expect to have to make any changes to your booking. However sometimes bookings may have to be changed or mistakes have to be corrected which is outside of our control, and we reserve the right to do so. If this occurs, we will contact you (by phone if reasonably possible in the case of a significant change or by email in the case of a minor change) as soon as is reasonably practical, outlining the details of any potential issue which has caused the need to change, we will explain what has happened, let you know about the change and discuss the outcome required. Following this, we have no further liability to you in respect of issues outside of our control.

7. Cancellations by us, the owner or service providers

If Willow Tree Holidays have to cancel your booking due to unforeseen circumstances, or we are prevented from providing the accommodation you have booked for whatever reason, we will provide a refund of the amount already paid by you for the booking. Following this, we will have no further liability to you.