

TERMS AND CONDITIONS

Please read our Terms and Conditions thoroughly to ensure you understand each point before proceeding onto booking your caravan stay with Ks caravan Hire – Blackpool.

BOOKING

Please be aware you are booking accommodation ONLY. Ks caravan hire is a privately owned caravan and we hire out the caravan on Marton Mere haven resort only. We are not involved with haven or any facilities on camp and not liable for the closure of facilities or the rejection of play passes on arrival.

THE PARK

As stated above we are not liable for anything on the park including facilities, staff or other guests. If any problems were to arise outside of our accommodation this must be escalated with haven direct. If park facilities closes but accommodation stays open, we can not be liable as we sell our holidays as accommodation only. If you are barred from the park due to bad behaviour or a conflict between another guest, we can not be liable.

PAYMENTS

Your must pay your holiday no later then 6 weeks prior to arrival. If you fail to meet the cut of date for payment your bond will be lost along with any other payment made towards your holiday and your holiday date will be resold with no notice. If you wish to keep your holiday you must follow the whole booking process again with full deposit and holiday cost.

BOND

Our Bond Payment is used for 2 things. Deposit to secure the date of your holiday and a security damage bond. If you lose your holiday or cancel your holiday this will be non-refundable as its used as a deposit. If your holiday goes ahead as normal, This bond is returnable only if the following rules is adhered too. no damages has occurred on your stay including stains, breakages, any un necessary mess. Nothing has gone missing including furniture, accessories etc. Rules have been adhered to from our welcome handbook that is issued to you on arrival. Cleaning has been maintained and Health & Safety Has Been Followed. We understand sometimes accidents happen therefore if you message us, we can then review the situation.

CLEANING

We ask you to remove any rubbish, perform a general clean and empty the fridges before you departure. Failure To Do This Will Result In an Extra Cleaning Fee which will be taken from your bond, the fee will be dependent on the mess that is left over. If this were to occur you will receive a cleaners report including a invoice within 48 hours after departure.

CANCELATION

We Always Hope You Don't Need to cancel your holiday but if you do please message us ASAP so that we can offer you alternative options. Please note if you wish to move your holiday date this MUST be in the same calendar Year and will incur a £20 Fee. Please Note if the new holiday date is more additional payment will be required. If the new holiday date is less it will remain the same holiday price as what you have paid.

If you wish to cancel your holiday all together and require a refund, cancelation charges and rules are calculated from the date we receive your verbal instructions.

Every holiday cancelation on your behalf will result in loosing your £100 Bond Deposit.

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If You cancel your holiday 6+ Months prior to your arrival You Will Receive A Full Refund Of What You Have Paid but the £100 Bond Deposit Will Be Lost.

If You cancel your holiday Between 3 to 6 Months prior to your arrival You Will Loose 30% of Your Holiday Cost Plus Your £100 Bond Deposit.

If You Choose to cancel your holiday between 6 weeks & 3 Months of your holiday You Will Loose 50% Of Your Holiday Cost Plus Your £100 Bond Deposit. If You Choose to cancel your holiday 6 weeks or before your arrival date No Refund is issued as we require full payment 6 weeks before your arrive.

If You Wish to Give Your Holiday To Someone Else There Will Be a £30 Name Change Fee If the Holiday is under 8 weeks away.

(your holiday cost is the total cost of your holiday plus your bond - for example if your holiday is £199 plus £100 bond and you fall under our 30% fee plus £100 deposit. it will be £299 - 30% - £100 which would be a total refund of £109.30)

PLEASE NOTE if you urgently cannot go due to injury and have left it late to tell us , as long as your holiday is not within 4 weeks away, we can offer alternative dates although the above admin fee and additional costs will be required. On this note proof will be asked i.e doctors note, letters etc.

If death is the reason for cancelation and its Someone Who Were Booked On To The Holiday, We Require Proof Of The Death Certificate To Fall Under Our Cancelation Death Terms. Failure To provide This Information, Your Holiday Will Fall Under Our Normal Cancelation Policy.

If The Death Is A Relative Who Were Not Originally On The Booking, Unfortunately Your Holiday Will Fall Under Our Normal Cancelation Policy.

Once your certificate is provided you will receive a full refund of your holiday excluding the £100 bond deposit. Your payment will fall in line with all our refunds and will be process either end of the month of on the departure due date of the holiday booking - whichever is soonest.

NATURAL DISTATER

Due to the current pandemic we have had that started march 2020. We are aware that many are worried about their holidays.

please note if for any reason any disasters such as covid, monkey pots or anything else to occur that can affect your holiday and the park closes we will review your holiday and give you alternative options although we can't discuss exactly what the options will be till nearer your holiday due the different situations. (Please note this will only be relevant if we cancel due to the accommodation affected.) If the holiday is cancelled on your behalf unfortunately you will fall under our regular cancelation policy. If your district is blocked from arrivals and departures unfortunate we do not cover this. As clearly stated if accommodation closes that is our cover for you.

REFUNDS

Please note no refunds will be given unless you cancel your holiday 6+ months before your holiday or there is a death in the booking or accommodation is shut down(as stated above). As outlined in our cancelation policy you may be entitled to a part refund depending on the timescale.

please note you will not receive a refund for:

*Leaving your holiday early

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*something happens on the way to your holiday which stops you from arriving

*you are kicked out of the accommodation by ourselves or security due to breaching rules.

OWNERS

As owners we have the right to attend the accommodation if we have received complaints from other guests or staff. We have the ability to kick you from the accommodation if our rules are not adhered to including smoking, unregistered guests, noise nuisance, disrespect to the property and anything else that breaches our rules. (please see these in our welcome book on arrival). We have the right to hold your bond deposit if problems were to occur and rules were to be broken. Owners have the right to swap over the caravans if necessary before booking commences due to the convenience of the guests.

RULES

Upon your arrival of your holiday a welcome book is provided. It outlines the rules of the caravan and they must be adhered to. Unregistered guests, noise nuisance, smoking, bad behaviour, disrespect, health and safety, security, mis use of electric, property damage interior and exterior, check ins and outs. We have the right to take your bond, remove you from the caravan and also invoice you additional fees.

PLEASE VISIT OUR WEBSITE 'HELP AND SUPPORT PAGE' For All Terms and Conditions.