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A131 Willow Grove Booking Terms & Conditions

Strictly NO SMOKING – NO PETS (bond will be kept if the rule is broken and you will be kicked off the park immediately by security)

Unlimited Park Access Passes are NOT included in the price of the hire, Passes will need to be purchased by you direct from flamingo land on arrival at the park.

CANCELLATIONS / CHANGE OF DATES

Payment in full for your holiday home must be received to us no later than 6 weeks prior to the commencement date of your holiday. Failure to comply with the conditions will result in a loss of your deposit and cancellation of your holiday. A reminder will not be sent.

Cancellations or change of dates must be notified at least 6 weeks before arrival by email. Any holiday cancelled with less than 6 weeks before arrival will result in all money paid being forfeited.

The deposit is a booking fee, which will be forfeited if a booking is cancelled or dates changed. Under no circumstances will the deposit be refunded or transferred on to another holiday date. If the holiday has been paid in full the balance can be transferred to another holiday date at our discretion minus the deposit. A refund will not be given. By paying "US" your deposit "YOU" are confirming that you accept all our terms and conditions. The Lead name is responsible for the whole party

Flamingo Land Terms and Conditions

All Caravans on Flamingo Land are subject to a sublet licence and strictly permit a maximum of 6 people per caravan. Anyone found breaking this rule will vacated from the site by security. A 7th person is allowed at the owners discretion but they have to be 2 yrs or under.

Only the applicants listed on the booking form shall be entitled to occupy 131 Willow Grove.

Due to the nature to the park we only accept family based parties (parents and children) We do not accept youth groups or same-sex parties, and the lead name of the booking must be aged 25 and over, if your under 25 you must be booking with children or family to be accepted.

you must vacate at 11am on departure day

No BBQ`s on the decking it is plastic and will melt.

Anti-social behaviour

Any anti-social behaviour will not be accepted, and guests will be asked to leave premises by security without a refund. Any theft or substantial damage to the caravan and its

furnishings will result in the police being informed. All breakages MUST be reported before departure so we can replace it for the next guest.

Please dispose of all rubbish in skips provided.
In wet weather, please DO NOT park your car on the grass.

No ball games allowed around the caravan please use the fields provided.
Anyone found breaking the above terms and conditions will be asked to vacate the caravan immediately without a refund.

We recommend our guests take out their own travel insurance as we cannot be held liable for any mishaps on guests' behalf.

Security bonds

By paying us a bond you are accepting our terms and conditions. Security bonds are refundable within 7 days of departure after inspection of the caravan, providing there is no damage, nothing broken, missing, no smoking or no pets and the caravan is left clean and tidy as you received it, if we discover any of the above you will lose your bond. If anything fails/breaks during your stay please inform us as soon as possible so we can organize a repair or replacement, we do not give compensation or refunds for anything that stops working.

Flamingo Land Caravan Hire reserves the right to alter these terms and conditions without prior notice.