

Terms and Conditions

Who we are: "We,"us" and"our" in our Agreement means Waldens of Seasalter, which is a trading name of John Hague & Sons Limited. Registered Office: 23 Hockerill Court, London Road, Bishop's Stortford, Herts. CM23 5SB
Reg No 00518786

Our Agreement with You: Our Agreement with you is designed to protect your interests; it means you will always get a fair deal when you book your holiday with Waldens.

Your holiday booking: Reservations are only accepted when a deposit of £50.00 or £100.00 per Chalet are received, along with the completed booking form. This deposit is in **addition** to the weekly booking fee shown overleaf . Next we will send you a Confirmation Invoice to check the details of your holiday booking. If any details on the Holiday Invoice are incorrect, tell us immediately. **No teenage group bookings will be accepted.**

Your deposit: The £50.00 or £100.00 deposit made at the time of booking is held against loss or damage and will be refunded by post after inspection of the chalet. If the chalet is left in an unacceptable condition there will be an extra cleaning charge made. If the damage is greater than the deposit the tenant agrees to pay the total replacement cost. If you deposit is paid by credit card, please note there is a 2% charge.

Paying for your holiday: All balances are due on arrival. When paying by cheque, please make cheques payable to **John Hague & Sons Ltd**. If you choose to settle your account with a credit card, please note there is a 2% charge in addition to the balance outstanding.

If you cancel your holiday: If you want to cancel your booking, please write to us at the address shown. The letter must be signed by the person who made the booking. To cover the cost of processing and to compensate us for the risk that we may not be able to resell the holiday, we make a cancellation charge on the scale shown below. The person who made the booking is responsible for paying this charge. The size of the charge depends on when we receive your letter - the more notice you give, the less we charge. If you have taken out holiday insurance, please check your policy.

Holiday participation: We reserve the right to refuse to accept you as a customer or continue dealing with you if your behaviour is disruptive or affects other holidaymakers or is threatening or abusive towards our staff on the telephone, in writing or in person whilst on our Holiday Park. In such circumstances no refunds or compensation will be paid to you.

Your accommodation: The accommodation we arrange for you must only be used by those people named on your booking form, we cannot accomodate more than the stated amount of persons per chalet, so check our/your details carefully as we would not like to disappoint. You are not allowed to share the accommodation or let anyone else stay there without prior permission of the management. Your accommodation will be available from 2pm on the day of arrival and must be vacated by 10am on the day of your departure.

Personal injury: The Company shall not be liable to any persons for personal injury, loss or damage to property including motor vehicles, however caused even if caused by negligence of management, employees, agents, guests or tenants.

Vehicles: No commercial vehicles over 7cwt carrying capacity are allowed on the Park.

Age: Teenage group bookings will not be accepted.

Cancellation charges: These charges are based on how many days before your booked arrival we receive your cancellation. These charges are a percentage of the total cost of your holiday, not including your deposit.

Number of days	Amount you must pay
35 - 29 days	Your deposit
28 - 22 days	50% of holiday cost or deposit if greater
21 - 15 days	70% of holiday cost or deposit if greater
14 - 8 days	90% of holiday cost
7 days or less	The total cost of your holiday

We operate a NO SMOKING policy in all our chalets