

Carers Caravan Terms & Conditions 2018

Lakeland Leisure Caravan Park

About our terms and conditions

Please read these terms carefully as they make up your agreement with us, together with your booking confirmation and the information on the Haven website.

Because things like the law and how we work change from time to time, we may need to update our terms and conditions. You can always find the latest version online at www.carerslinklancashire.co.uk. If we make a significant change to our terms after you have booked, we will give you the option of cancelling for a full refund.

If you are not happy with our terms or have any questions about them, please call us on **01254 387444**.

Planning for your holiday

Who's coming?

Only the people on the booking confirmation can use our caravan and the Haven facilities, so please check this as soon as you receive it, and make sure you tell us if any of the details of your booking change after you have booked.

The total number of people coming with you (including children and babies) must not be more than the capacity of our caravan. In this case it is eight people maximum – please check your confirmation carefully, because if you do go over the maximum number, Haven will unfortunately turn away any extra people at check-in.

We want your holiday to be enjoyable, so we may turn down some bookings – for example, from people we think might spoil things for other guests. And if you go to the park and you are unruly or antisocial, Haven will tell you to leave the park immediately without hesitation and with no refund.

Bedding

Bedding is provided as standard, but you can alternatively take your own bedding. If you do take your own, please be aware that within the caravan there is:

- 1 double bed
- 4 single beds
- 1 pull out bed which can be used as a double

Bringing a baby

If you require a cot or highchair, you need to ask when booking. These are provided by Haven, but they cannot guarantee availability, particularly during high season (school holidays). We would recommend you taking your own.

Bringing children

There are plenty of exciting indoor and outdoor activities for children to do at Haven. Their kids' clubs and activities are very popular and fill up quickly, so you will need to book activities the moment you get there. To secure your place on an activity, we recommend booking online at www.haven.com/activitybundle before you go. Carers Link Lancashire accepts no responsibility for this separate booking and cannot do it on your behalf.

Guests with special needs

We sincerely regret that the caravan we run on the Haven site is not wheelchair accessible and understand that this may affect your ability to take advantage of the Carer Caravan. Haven do accept Registered Assistance Dogs in all of their holiday homes and in all areas of their parks.

If you would like more information about holidays provided by Haven that are suitable for those with special needs, then please call Haven directly and ask for their Special Needs Advisors on **0333 202 5260**.

All of their team members are trained in food allergen awareness. If you have a food allergy or special dietary requirement, please talk to one of their team members before ordering any food. All their food is handled and prepared very carefully. They will give you as much information as they can about the ingredients and how the food is prepared so you can make an informed decision about whether or what to order in their venues.

Pets on the park

Whilst pets may be allowed on the holiday park, they are not allowed within our caravan (except for Registered Assistance Dogs), but we must be notified of this prior to arrival.

Bringing a vehicle to Haven

A parking space is available outside the caravan but please be aware that the surface is a little uneven so be careful when using it.

Paying for your holiday

What you'll pay

Carers Link Lancashire supports adult carers within East Lancashire and young carers within the boroughs of Hyndburn, Ribble Valley & Preston. In 2017 the Carers Caravan was opened to unpaid carers across the whole of Lancashire. A carer must be registered with one of the following carers services to benefit from this scheme:

- Blackburn with Darwen Carers Service
- n-compass Carers Service
- Young Carers @ BPRCVS

Carers registered with Carers Link Lancashire will receive a slightly larger discount than those carers registered with other services.

When to make the subsidised contribution

- Upon booking you need to pay **£50** deposit, which is non-refundable
- You must then pay the remainder of the subsidised contribution at least 4 weeks before your holiday date or you will automatically lose your booking. No exceptions will be given
- If your booking is within 4 weeks of the stay, you must pay the full amount immediately

Security Deposit

Following damages to the caravan in 2017 we have introduced a security deposit of **£25** for those carers not registered with Carers Link Lancashire. Once your holiday has finished and the caravan has been checked, we will then determine if your security deposit will be returned. Please note, this can take up to 2 weeks to be refunded.

If we determine that the security deposit may not be refunded, we will contact you to explain why and ask for further information about the specific damages or missing items. A final decision will then be made no more than 1 week later.

How to make the subsidised contribution

- We can accept debit and credit card payment over the phone by calling **01254 387444**
- You can send a cheque made payable to Carers Link Lancashire
- Come into our office in Accrington and pay cash*

*Please note that we will not accept cash payments for the holiday at any of our events or support groups due to the amount.

Cancellations

When you are looking forward to a holiday, it can be disappointing to have to cancel because something has happened – we particularly understand this given your role as a carer.

Number of days before the start of your holiday	Our refund
2 weeks before	No refund
Up to 4 weeks before	25% refund, minus the £50 deposit
Over 4 weeks before	Full refund, minus the £50 deposit

We will return your contribution in the same way you made your original payment. Please be aware that we are a charity and there may be a short delay whilst we have cheques signed and cash made available. If you feel you have extenuating circumstances, please speak to a member of the Senior Management Team at Carers Link Lancashire.

Changing your plans

We know that carers needs change – and we want to give you the best holiday we can. If you decide to change your booking for another date then please let us know at the earliest opportunity and we will do everything we can to ensure you still receive your holiday.

When you are at Haven

Checking times

Check-in time is from 4.00pm and check-out time is 10.00am. Please remember to return your keys and any discount cards provided!

Please do not arrive any earlier than 2.30pm. If you arrive before your check-in time, you can relax and enjoy the facilities until the caravan is ready for you. Most of the facilities will be open but, just to make you aware, Haven do not run as many activities on check-in days. If you are planning to arrive after 5.00pm or are running late, please let Haven know by calling **01253 767544**

Haven will assume you are not coming and will cancel your booking if you haven't arrived by 10.00am the following day. Carers Link Lancashire will not issue a refund.

On arrival please go to the Holiday Sales Reception and ensure you have your copy of the Booking Confirmation. You will be asked to pay a £10 deposit for the bedding, fun passes, privilege card(s) and keys, which is refunded when checking out and everything is returned.

The fun stuff

Your holiday comes with an activity and leisure pass, giving you free use of the swimming pools, kids' clubs and most other leisure and entertainment facilities at the park during your stay. Some activities cost extra or need a deposit, and some may not be suitable for everyone – you can find out more about these at www.haven.com. Outside peak season, Haven won't have quite as much going on at the park.

Privilege Card & Charitable Discounts

On behalf of Carers Link Lancashire you will have access to exclusive shows, entertainment and clubs. It also entitles you to 15% off purchases around the park. Haven have also provided charitable discounts to all our guests of up to 50% off sports, leisure activities and launderette.

Ensure you receive your card(s) when you check in and you must return the, when you check out or you will be charged £10 per card for us to obtain a replacement.

Prepayment Cards

If you would rather not carry cash with you, you can arrange for a prepayment card. You load an amount onto the card and simply present the card when paying for goods or services on-site. Ask at the Owners Reception for more details.

Smoking

There is no smoking of vaporisers, e-cigarettes or tobacco in any public buildings or our caravan – you must stand outside but be mindful of other people. There is a zero tolerance policy for the Carers Caravan and should we believe you have been smoking you will be prevented from using the caravan again and in some circumstances asked to pay an additional cleaning fee.

Cutting your holiday short?

We hope you will have such a great time at Haven that you don't want to leave. But if you leave early, we cannot offer you a refund.

If you leave something behind

Let us know as soon as you realise you have left something behind. We will contact Haven and they will do all they can to find it, although they're not liable if this isn't possible or if it is damaged. When they find it they will return it to you, but you will have to cover the postage costs.

Personal belongings

Haven take all reasonable steps to safeguard premises and hope they will have no cause for concern during your holiday but guests remain responsible for looking after their own belongings. Please remember to secure any vehicles or bicycles and try not to leave any valuable items on display. If you are taking anything valuable on holiday you should check it is adequately covered by your insurance. Haven & Carers Link Lancashire cannot accept any liability for loss or damage to your belongings unless it is due to either organisations negligence.

Keeping you safe and healthy

Haven do everything they can to keep you and your guests safe (and, of course, they have to do what the law, Health and Safety Executive and local authorities say). That could mean offering different activities or even, in the worst-case scenario, closing their facilities at short notice – if they needed to mend a roof urgently, or it was too windy for the outdoor pool.

Either Carers Link Lancashire or Haven always try to tell you as soon as possible. It is important that you always follow advice for staying safe while you are at the holiday park. Haven do not put rules in place just for the sake of it, but they do have a few important ones designed to keep you safe.

And here's one of them: If one of your party is under eight years old (or they can't swim and are under 14) and want to use the swimming pools, they must always be in the water with a responsible adult. One adult can be responsible for up to two children under eight years old and must make sure their non-swimmers or beginners do not go out of their depth. Haven also ask that everyone in and around the water does exactly what the holiday park team ask, because your safety is the number one priority.

Haven will do everything they can you to keep you and any guests safe, but you are ultimately responsible for your own and your guests health & safety. When your children are at the holiday park they are still your responsibility at all times, and you must make sure they do what the Haven team say.

Damages & Theft

We hope you don't have any mishaps while you are on holiday. But if the Carers Caravan is damaged by you or one of your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs. Haven staff may also go into the caravan at a reasonable time during your holiday to check the state of things. And if there's an emergency, Haven staff can come into the caravan without warning.

After each holiday the caravan is cleaned and an inventory is taken of all items including bedding and kitchenware. Should any items be missing this will be investigated and carers may be liable for costs, including the loss of your security deposit. In cases of significant theft or damage, carers and their guests will be prosecuted.

If you need to complain

Even though we will do all we can to give you a fantastic holiday, things do sometimes go wrong. Here's what to do if you need to complain:

1. If there is something wrong with your accommodation or holiday, tell the Reception team at the park straightaway so they can try to put things right. The Haven team will then notify Carers Link Lancashire
2. If your holiday is over and you are still unhappy and you feel that Carers Link Lancashire should know, please contact us immediately. We have a Compliments, Comments & Complaints procedure which is available upon request

Problems whilst on-site

If you have any problems relating to the gas or electricity supply, or the caravan itself, please visit the Owners Reception.

The small print

The holiday agreement

When you make a booking request, you are agreeing to follow our terms and conditions and we do have the right to turn down your booking request.

The agreement between you and Carers Link Lancashire starts when we accept your booking, have received your deposit (or full payment is appropriate) and all required details.

Our contract is with you, as the lead person for the booking. Do not forget that you are making an agreement with us on behalf of everyone coming to Haven with you. It is up to you to make sure that they all know about these terms and accept them. This agreement does not allow either us or

you to transfer or subcontract any of the things in it without getting permission in writing – this means you cannot book the Carers Caravan and then let someone else take the holiday.

And we do not knowingly allow anyone to use or visit the holiday park who is a convicted child sex offender, or is subject to the notification requirements of the Sexual Offences Act 2003, or who is subject to a Risk of Sexual Harm Order or Child Abduction Notice.

When things are our fault

We will do our best to give you a great holiday, and we accept responsibility for things that go wrong that we or Haven should have foreseen or prevented when you booked. Carers Link Lancashire will abide by the rules set down by Haven (Bourne Leisure Limited Agreement). The terms and conditions set by Haven can be obtained by visiting their website at www.haven.com.

Things beyond our control

Unfortunately, neither Haven nor Carers Link Lancashire cannot take responsibility or pay compensation for things beyond our control that destroy or damage the caravan holiday homes or facilities. Some of the things we mean by ‘things beyond our control’ are fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, and epidemics.

Using your personal information

In accordance with the Data Protection Act, the data you have provided will be stored on Carers Link Lancashire’s database. As a carer registered with us we already have your details with your prior consent. We will not use the details you provide us for the other members of your booking party except in emergencies.

All information relevant to booking the Carers Caravan is completely confidential and only Carers Link Lancashire staff have access to it.

We promise to NEVER share your or your guests details with anyone without your prior consent unless an emergency dictates that we must, or ordered to by law.

Should you have any queries regarding this please write to:

The Data Controller, Carers Link Lancashire, 54-56 Blackburn Road, ACCRINGTON, BB5 1LE.

TV filming and photography

Please bear in mind that Haven do not allow guests to film or take photographs in the swimming pool areas. But while you are there, you may spot a TV camera or professional photographer. They could be shooting photos or video for Haven, or filming a TV show. They could be shooting anywhere on the park, but they will try to make sure the filming does not affect your holiday and that you always know what’s going on.

With this agreement, you give Haven the rights (free of charge) to anything containing your image (or the image of the other people with you) that is made while you are staying there. (This does not affect your own photos or videos of course). If you do not wish to be in shot, please try to stay away from the filming area. And if you or someone in your family does stray into a photo or video without meaning to, Haven will do their best to remove the image from their library.



V12 May 2018

Carers Link Lancashire, 54-56 Blackburn Road, Accrington, BB5 1LE

Tel: **01254 387444**

Email: **info@carerslinklancashire.co.uk**

Website: **www.carerslinklancashire.co.uk**

Registered Charity Number: 1156275

Company Limited by Guarantee: 08584591