

Terms and Conditions

Bookings and Charges

- 1) Caravans will be allocated on a first come, first served basis. You may need to phone to check availability. Payment in full will guarantee your booking.
- 2) Bookings are from 12.00pm on the day before the start of the show until 4.00pm on the last day of the show unless otherwise agreed.
- 3) A standard show stay is 3 nights charged at £300. Longer stays will be charged at an extra £100 per night.
- 4) A bond of £100 is to be paid along with the booking fee. This will be refunded after the stay providing there are no damages or cleaning costs. This bond should be paid on a separate cheque.
- 5) Full bedding is available at a charge of £24 or individually for £4 a single set and £8 a double set. Bedding can be reserved at the time of booking and paid for alongside the booking fee.

Payments

- 1) Provisional bookings may be made by calling 01291 420778 (option 3 for Cricklands shows, option 2 for Wales and West Shows). Full payment by cheque must be received within 72 hours of the booking date. If the balance of monies has not been received we will be entitled to re-let the accommodation without notice.
- 2) Bookings require the appropriate bond to be made at the time of booking.
- 3) The bond will be returned provided the management have no cause for complaint and acceptable behaviour has been maintained at all times.
- 4) Accommodation must be left in a clean tidy condition with no damages. Please allow 7 - 14 days for the return of the bond paid by cheque.
- 5) Customers are responsible for cleaning their own unit before their departure. Alternatively a cleaning service is offered at £25.00 per booking.
- 6) All monies paid are non-refundable regardless of any reason for cancellations.
- 7) Should cheques be returned to us by the bank as "unpaid" we will charge £10.00 to cover costs incurred.
- 8) All cheque payments must be made payable to **'Cricklands Ltd'**.

On Site

- 1) The company reserve the right to delay check-in times in order for all housekeeping and maintenance duties to be carried out.
- 2) Arrivals may obtain their key from the new Key Safe Code System located in the caravan porch, key codes will be issued on full payment being received. Keys must be returned on departure to the Key Safe in the porch.
- 3) The layout and décor of the caravans may differ from those advertised when we expand the number of caravans on site.
- 4) The company shall not be liable in the event that accommodation or advertised facilities and amenities are not available due to circumstances beyond our control.
- 5) Please keep the accommodation locked when they are not occupied.
- 6) You use the Showground at your own risk and the Company cannot accept liability for loss or damage in respect of your vehicle, equipment, personal valuables or property.

House Rules

- 1) Behaviour:** The behaviour of any group member will be the responsibility of the entire group. In the event of any such group member misbehaving the Company reserves the right to terminate the accommodation of all members. There will be no refund of any part of the payment for the booking.
- 2)** Anyone repeatedly behaving in a drunk and disorderly manner may be asked to vacate the accommodation
- 3) No Guests:** Occupancy of the accommodation is restricted to those named on the booking form unless otherwise notified in advance of arrival.
- 4) No Dogs:** For the consideration of other guests and caravan furnishings, no dogs or pets will be allowed in the caravans.
- 5) No Smoking:** Since the 1st July 2007, it has been against the law to smoke in enclosed places. To abide by this law and for health and safety and benefit of other guests, smoking is not permitted inside the caravans.
- 6)** We kindly ask that you inform us of any problems during your stay. We welcome your feedback in order to improve our service.

Contacts:

- **Show Office: 8am – 5pm (Crickands and Wales and West Shows only)**
- **Stable Manager and Shavings Shed: 5pm – 7pm (Crickands and Wales and West Shows only)**
- **In Emergencies please call: 01291 420778 (option 9)**