



# Sunray Holidays

## Terms and Conditions

Please read these conditions carefully. In making a booking you warrant that you are 18 years of age or over and have the authority to accept and do accept on behalf of your party the terms and conditions set out below.

### 1.0 The Holiday Contract

Sunray holidays is a trading name only of a partnership between Craig Oliff and Hayley Finch (us) any reference to this is purely trading name and the terms set out are between you and us.  
**Making a Booking – Conditions of Booking**  
 These terms and conditions bind you and all the members of your party.  
 It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking.  
 Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.  
 We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behavior interferes or may interfere with the general comfort of other guests. In this event no refunds will be made.  
 If you have any friends who wish to visit you while you are staying with us, please let us know prior to your holiday.

### 1.1 Number in Your Party

The total number in your party must not exceed the capacity of the accommodation as advertised by us.  
 Only those people listed on the booking can occupy your accommodation and use the facilities on the holiday village. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made.

### 1.2 Quotations

While our Reservations Team will always try to give accurate information and price quotations to telephone enquiries, we cannot accept responsibility for such information unless it is confirmed by us via email and electronically signed by a duly authorized member of staff.

### 1.3 Arrival/Departure

The usual check-in time is 4pm for your Holiday Homes (subject to unavoidable delays).  
 We operate a self check in and the key to your mobile home will be in the emplacement area.  
 Guests arriving early are welcome to enjoy the facilities until their accommodation is ready.  
 If you expect to arrive after 6.00pm please let Amelle know prior to your arrival.  
 We ask that you vacate your accommodation by 10.00am on your day of departure - if you require a late check out this can be agreed at a cost of £85 this will allow you to stay in the holiday home until 1400hrs

### 2.0 Cancellation/Transferring Booking

#### 2.1 Cancellation by Us

Very occasionally, in circumstances of 'force majeure' we may have to cancel your booking. We will tell you as soon as possible and offer you an alternative or a full refund. We regret that we cannot pay compensation or any reimbursement of any costs or expenses which you may incur as a result of any such cancellation or change.

#### 2.2 Cancellation by you

If You Cancel Your Holiday You, or any member of your party, may cancel your travel arrangements at any time.  
 Written notification from the person who made the booking or your travel agent on your behalf must be received in by email to bookings@sunrayholidays.co.uk  
 As we incur costs in canceling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.  
 Period of % of total notification holiday cost from departure.  
 Within 31 days 40%  
 Within 28 days 70%  
 Within 14 days 100%  
 Out side 33 = days loss of deposit  
 If the reason for your cancellation is covered under terms of your insurance policy, you may be able to reclaim these charges

### 2.3 Transferring your booking

If for some reason you are unable to take your holiday but have friends or family who wish to go instead, we will be happy to alter the names on the reservation for a fee of £85

### 3.0 Brochure and Website Accuracy

We have taken care to ensure the accuracy at the time of publication of our brochure and continuously with the website, however information and prices may have changed by the time you book.  
 There may be small differences between the actual accommodation and the facilities and their description, as we are always looking for ways to make improvements. Whilst every care is taken to ensure that the details shown in the brochure and on the website are correct we cannot accept responsibility for errors contained therein or the results thereof.

### 4.0 Linen and Towels

(In our accommodation) Except for cots, bed linen is provided. This is duvets, blankets and sheets. Towels are also provided in your Holiday Home for the number of guests booked.  
 Linen and towels MUST NOT be taken to the beach

### 5.0 Unreasonable Behavior

Unreasonable behaviour will not be tolerated, and we reserve the right to terminate a holiday if unreasonable behavior of anyone in your party is in our opinion likely to impair the enjoyment, comfort, or health of other guests or members of staff. No refund will be provided.  
 Anyone causing a nuisance, damage, using foul language or offensive behavior will be required to leave the village - no refund will be given.

### 6.0 Damage

#### 6.1 To the Accommodation

Sunray Holidays retain the right to enter the accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise, for example if repairs need to be carried out.  
 All guests are expected to treat our holiday accommodation and holiday village facilities with care so that others may continue to enjoy them.  
 Any accidental damage must be reported to Amelle immediately, so that we can make the necessary repair or replacement.  
 You are obliged to leave everything in a clean and tidy condition and you are responsible for any damage done or loss sustained during your stay. (Cleaning products and cloths are provided)  
 Accommodation will be inspected at the end of a stay prior top refunding the damage waiver  
 You are liable for any damage caused in the accommodation during the period of hire and may be charged for it.

#### 6.2 To the Holiday Village

Any damage done to the park intentionally may result in you and your family being ejected from the holiday village  
 All damage MUST be reported immediately

### 7.0 Cots and High Chairs

These are available, on request at the time of booking, or prior to your holiday for a small supplement. Please note that you will need to bring your own cot linen.

### 8.0 Smoking

Smoking is not permitted in your Holiday Home - this includes E-Cigarettes.  
 Anyone found to have smoked in their holiday home will result in loss of the damage waiver deposit for deep cleaning

### 9.0 Vehicles

Your vehicles, and their accessories and contents are left entirely at your own risk.  
 Sunray Holidays cannot accept responsibility for any loss or damage from or to any vehicle from any cause.  
 Speed limits in force on the holiday village, and must be followed for the safety of all other holiday makers.  
 A 10 Euro charge per day for more than 1 car, this can be obtained from reception on arrival  
 5 mph speed limit is in place for Vehicles and bicycles

### 10.0 Conditions of booking

No booking can be accepted from single sex groups.  
 Confirmation of your booking will issued by Sunray Holidays  
 The total cost of your holiday must be paid in full four weeks before arrival.  
 A deposit is required within 5 days of booking or you holiday reservation will be released  
 Prices are correct at time of going to press in January 2018.  
 We reserve the right to review prices from time to time.

### 11.0 Park rules

#### 11.1 NOISE

Please respect other occupants and keep noise levels to a minimum, unacceptable noise will not be tolerated especially after 10pm.

#### 11.2 CHILDREN

Parents or guardians are responsible for the supervision of children in their care, very young children must be supervised at all times in the junior play area.  
 Persons under 15 years of age must be accompanied by an adult after 10pm.

#### 11.3 ALCOHOL & SMOKING

Alcohol may only be consumed within your holiday home area.  
 No one under the age of 18 is allowed to consume alcohol on the holiday village.  
 Identification is required for the purchase of cigarettes and alcohol by young people

#### 12.0 RUBBISH

All rubbish must be taken to the recycling bins around the site on a regular basis, and must not be left around the holiday home.  
 The area around the mobile must be kept clean and tidy at all times

### 13.0 Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates.  
 We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

All bookings are subject to our Terms and Conditions and availability.