

HELE VALLEY HOLIDAY PARK

HOW TO BOOK

We are happy to assist you if you need any help with your choice of accommodation or pitch, and advice on the local area and attractions.

CHECK AVAILABILITY

Call our helpful reservations staff on (01271) 862460
or email holidays@helevalley.co.uk to check availability
on your chosen holiday accommodation / pitch type and dates required.

SECURE YOUR HOLIDAY RESERVATION

We will require a small deposit of 25% (50% for campers) of the total hire charge to enable us to hold accommodation / pitches for you. You may either:

BOOK IMMEDIATELY - we can take your deposit by using your **Credit/Debit** card whilst you are on the telephone and we shall confirm your booking by post the very same day.

OR

PROVISIONALLY HOLD your accommodation for **3 days** awaiting a deposit **cheque** by post. We shall then confirm your booking by post the same day we receive your deposit cheque.

COMPLETE YOUR RESERVATION FORM

In either case we must insist the reservation form below is completed and signed and returned to us at:

**Hele Valley Holiday Park,
Hele Bay, Ilfracombe,
N. Devon, EX34 9RD**

or

Email it to us: holidays@helevalley.co.uk

**Please print out pages 2 to 4 for
[Self Catering Reservation Form](#)
and [Booking Terms and Conditions](#) below**

**Please print out pages 5 to 7 for
[Tents and Motorhomes Reservation form and Booking Conditions](#)**

HELE VALLEY HOLIDAY PARK

BOOKING TERMS AND CONDITIONS

FOR STATIC CARAVANS, LODGES AND HOLIDAY COTTAGES

The conditions set out below apply to all members of the party.

1. BOOKING

Accommodation is offered subject to it being unbooked at the time of receipt of deposit. In the case of a telephone booking the reservation will be held provisionally for three (3) days only awaiting a deposit.

2. PAYMENT

To secure your reservation a **deposit** of 25% of the total hire charge must be received. You can pay over the telephone by credit/debit card where your reservation will be booked immediately. If awaiting a cheque by post your provisional reservation will be held for three (3) working days. A Confirmation of Booking will be sent immediately once a deposit has been received. The **balance** of the hire charge and any extras shown on the Confirmation of Booking must be received four weeks (28 days) before arrival. Receipt of your balance will not be sent unless a Stamped Addressed Envelope is forwarded to us.

3. CANCELLATION CONDITIONS

A reservation constitutes a legal contract. Once the Management has issued a Confirmation of Booking, you are responsible for the **total** cost of the accommodation. **Under NO circumstances can the deposit be returned.** If you cancel your booking you must immediately notify us in writing where we will endeavour to re-let your accommodation for you. If this is not possible the named hirer is responsible for the **total** holiday cost. To avoid risks we **strongly advise** hirers to obtain **Cancellation Insurance**, please call **01404 41234** for a quotation.

If the Management has not had previous notification or received balance of hire charge, or the accommodation has not been claimed by 12 midnight on the day of hire, then the hirer loses all claim on the accommodation and will be **liable for the full balance.**

The company is relieved of responsibility and liability in the event of the accommodation booked not being available owing to sudden storm or fire beyond the control of the Company. In such instance the deposit and any balance of booking monies already paid will be refunded in full.

4. ARRIVAL

Caravans will be available from **3.00pm** on the date of arrival. Cottages and Lodges will be available from **4.00pm** on the date of arrival. Occupation before these times will not be allowed unless prior permission has been given. Please contact the office if you expect to arrive after **6.00pm**.

5. DEPARTURE

All caravans must be vacated by **10.00am** on the day of departure. All cottages and Lodges must be vacated by **11.00am** and left in a satisfactory condition. When you vacate the accommodation it should be left clean and tidy, particularly the cooker and cooking utensils, ready for the next hirer to take over. All breakage's must be replaced or paid for by hirers before departure. If a cleaner has to be employed to clean the accommodation your deposit will be forfeited.

6. CLEANING / DAMAGE DEPOSIT

A deposit of **£40.00** is payable on arrival against cleaning or damage on the accommodation reserved. On informing the reception you are ready to depart a member of staff will call and inspect your accommodation. If satisfactory your deposit will gladly be **refunded** on the day of your departure. Hirers leaving earlier will have their deposit returned in the post providing they apply with the above conditions.

7. PETS

Pets are welcome on the Park provided they are kept under strict control and on a lead at all times. There is a charge for pets which is payable with your balance of hire, please see reservation form. Any mess a pet may make must be cleaned up and disposed of by its owner. Pet owners must not leave their pet(s) on their own in accommodation under any circumstances. Please bring pets' own bedding, as this is not provided. Hele Valley reserves the right to ask the owner of any dog which causes a nuisance or a threat, to remove the dog or leave without entitlement to a refund.

8. ACCOMMODATION LINEN

Hele Valley accommodation is fully provided with all bed linen. Duvets, pillows and blankets are supplied and bedding must **NOT** be used for sleeping without sheets, likewise pillowcases must be used on all pillows. Bedding must not be taken out of the accommodation. Soiled bedding must be charged for. All accommodation is fully equipped to the highest standard and guests only need to provide their own personal bath, hand and tea towels.

9. GENERAL RULES

a) The number of people occupying the accommodation must not exceed the number of fixed berths in the accommodation.

b) Single gender parties are strictly by arrangement only.

c) It is an express condition of the booking that the Management are relieved of liability for any accident, loss or damage which may be sustained by hirers or their property whether such loss or damage be caused by the negligence of the Management, its servants, agents or otherwise.

d) Parents are held responsible for their children's welfare whilst playing on the park. **Young children must be supervised at all times.**

e) Guns, airguns or firearms or metal detectors of any kind are not allowed on the park and if found will be held in the office until departure of the person concerned.

f) The use of high-voltage appliances are strictly prohibited i.e. kettles, fires, etc.

g) The management reserve the right to refuse acceptance or to terminate the visit of any person or persons whose conduct is considered unreasonable, offensive, illegal or detrimental to the Park and its guests, without refund.

h) Only **one vehicle** per unit is permitted. Extra vehicles will not be accommodated on the park unless prior notification is given. Large vans will not be accepted onto the Park.

The information regarding your reservation will be stored in our computer for the purpose of future distribution of our advertising material. For the purpose of the Data Protection Act 1984 the signing of the booking form confirms your agreement, unless you inform us otherwise.

We reserve the right to alter prices at any time without notice due to circumstances beyond our control.

HELE VALLEY HOLIDAY PARK

BOOKING TERMS AND CONDITIONS FOR TENTS AND MOTORHOMES

1. Pitches are offered subject to it being unbooked at the time of receipt of a deposit of no less than 50% of the total charge.
2. To secure your reservation, a **deposit** of 50% of the total charge must be received. You can pay over the telephone immediately by credit/debit card where your reservation will be booked immediately. If awaiting a cheque by post your provisional reservation will be held for three (3) working days. A Confirmation of Booking will be sent immediately once a deposit has been received. The **balance** and any extras shown on the Confirmation of Booking must be received four weeks (28 days) before arrival. Receipt of your balance will not be sent unless a Stamped Addressed Envelope is forwarded to us.
3. Pitches are strictly for **one** Motorhome or Tent. Touring caravans being towed by motor caravans or similar will be charged as a separate unit.
4. Pets are welcome on the Park provided they are kept under strict control and on a lead at all times. There is a charge for pets which is payable with your balance of hire, please see reservation form. Any mess a pet may make must be cleaned up and disposed of by its owner. Pet owners must not leave their pet(s) alone under any circumstances. Hele Valley reserves the right to ask the owner of any dog which causes a nuisance or a threat, to remove the dog or leave without entitlement to a refund.
5. It is an express condition of the booking that the Management is relieved of liability for any accident, loss or damage which may be sustained by hirers, or their property whether such loss or damage be caused by the negligence of the Management, it's servants, agents or otherwise.
6. Parents are held responsible for their children's welfare at all times whilst playing on the Park. **Young children must be supervised at all times.**
7. Guns, airguns or firearms and metal detectors of any kind are not allowed on the Park and, if found, will be held in the office until departure of the person concerned.
8. Single gender parties and groups cannot be accommodated without prior arrangement.
9. NO REFUNDS will be given for pre-booked pitches, please see cancellation conditions.
10. Pitches are available to occupy from **11.30 am** on the day of arrival and to leave the pitch by **11.00 am** on the day of departure unless prior permission has been arranged. Pitches occupied after their departure time will be charged at the nightly rate.
11. The management reserve the right to refuse acceptance or to terminate the visit of any person or persons whose conduct is considered unreasonable, offensive, illegal or detrimental to the Park and its guests, without refund.
12. Only **one vehicle** per pitch is permitted. Extra vehicles will not be accommodated on the park unless prior notification is given. Large vans will not be accepted onto the Park.
13. The information regarding your reservation will be stored in our computer for the purpose of future distribution of Hele Valley advertising material. For the purpose of the Data Protection Act 1984 the signing of the booking form confirms your agreement, unless you inform us otherwise.
14. We reserve the right to alter prices at any time without notice due to circumstances beyond our control.

CANCELLATION CONDITIONS

1. A reservation constitutes a legal contract. Once the Management has issued a Confirmation of Booking, you are responsible for the **total** cost of the booking. **Under NO circumstances can the deposit be returned.**
2. If you decide to cancel your booking you must immediately notify us in writing where we will endeavour to re-let your pitch for you. If this is not possible the named hirer is responsible for the **total** holiday cost. To avoid risks we **strongly advise** hirers to obtain **Cancellation Insurance**, please call **01404 41234** for a quotation.
3. In the event of a booking being cancelled, the balance of monies will **only be refunded** if a given notice of fourteen (14) days is received and due to the following of jury service, accident, injury, illness or death of any member of the party stated on the booking form. Written proof of the cause of cancellation must be accompanied with a letter.
4. If the Management has not had previous notification, balance of hire charge not received or reservation not claimed by midnight on the day of commencement of the booking then the person concerned loses all claim on the pitch and **will still be liable for the balance.**

5. The company is relieved of responsibility and liability in the event of the pitch booked not being available owing to sudden storm or fire beyond the control of the Company. In such instance the deposit and any balance of booking monies already paid will be refunded in full.