

## Terms & Conditions for Fields End Water's Pods

### Contract

The Contract for a short-term pod holiday shall be made between the Guest and Fields End Water Ltd. It will be entered into when the deposit is taken. By making a reservation you are deemed to have accepted our terms and conditions. The Contract will be subject to the following booking conditions. Fields End Water reserve the right to change or amend these terms and conditions at any time. We also reserve the right to terminate the agreement/booking without refund of money if the behaviour of any guest is considered unacceptable, site rules are broken or if the number of occupants exceeds that stated at the time of booking.

If we don't hear from you within 48 hours, we will deem that you have read and accepted our terms & conditions.

### Booking

The Guest making the booking agrees that they are authorised to make this booking on behalf of all persons who shall be renting the property and agrees to take full responsibility for the property and the payment of any rental fees or damages. £100 pre-authorisation swipe will be taken on a debit/credit card on arrival and will be used for any breakages or excessive cleaning. The party leader must be over 20 and all other occupants above 18 years old, unless special permission from Fields End Water, anyone under the age of 18 will not be permitted to stay and there will be no refund.

### Deposit

To secure the property, a deposit of £50 for rentals up to 4 nights and £100 will be taken for bookings of 5 nights or more, this is payable if the booking is made more than six weeks before the commencement of the rental. If the booking is within 6 weeks of the arrival date, the full balance will be required.

We do ask for a prompt balance payment on or before the due date. If the final balance payment is more than seven days late the lodge will be remarketed, and your deposit lost, we will send you an email reminder, but the onus is on you to pay your balance in time.

### Payment

Deposit and balance payments can be made by debit card or credit cards online, if you wish to book over the phone, we can only take a debit card payment. Six weeks prior to your arrival, Fields End will send you an email reminder, which you will be able to click on the link to a secure payment page. Credit card payments are not accepted onsite or over the phone.

### Booking Changes

Any changes to your booking, including a change of date, will only be accepted subject to availability and payment of a £35 admin fee.

### Cancellations

Any cancellation made by the guests, for whatever reason must be on paper or by email. Once the booking has been confirmed the deposit becomes non-refundable. Cancellations should be notified immediately in writing by email. If full payment has been made and we can re-let the pod, 50% of the balance payment will be carried forward to your next booking within 12 months. If the pod is not re-let, no money can be carried forward. If the guests have to cancel their rental, between deposit payment and balance payment, then we will carry the deposit forward for 12 months, the rental will need to be re-booked and taken within this time frame, in this case there will be a £35 admin fee. Fields End Water strongly recommends that the guest takes out insurance against cancellation.

If we are unable to provide the booked holiday and have to make a cancellation before it is due to start due to circumstances within our control, you will be entitled to a full refund of the money you have paid. Fields End Water will not accept liability for any associated costs or compensation.

Fields End Water are not liable for refunds, or expenses you incur, in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, pandemics, health risks or such similar events ("Force Majeure"). Any cancellations for bookings made after 1<sup>st</sup> April 2020, will not be refunded due to Coronavirus based issues.

We recommend that you ensure you have adequate holiday insurance in place to cover this."

### Check-in & Check-out times

Check-in is between 3pm - 8pm, April – October inclusive and 3pm – 6pm November – March inclusive. We will ask for your rough ETA, at the point of booking, if your arrival times changes considerably, we do ask if you could let Fields End Water know.

**Check-out:** Is strictly by 9am, as we have to turn the pods around for the incoming guests.

### What's included

**INCLUDED:** A toilet, a loo roll, hand basin, showers are in the facility block a few meters away, kitchenette, with fridge washing up bowl, 2 ring electric hob, microwave, kettle, toaster, dustpan and brush, multi-surface cleaner, TV, firepit and outside chairs and table.

**DO NOT INCLUDED:** Any linen, towels or tea towels, hand wash, washing up liquid, condiments etc. crockery, cutlery or saucepans. It is possible to hire crockery, cutlery etc. from Fields End Water.

### Services

Electricity, water and underfloor heating is included within the rental charge.

**Occupants and Visitors**

The pods sleep a maximum of 2 people, there are to be no other overnight guests. No Visitors during Covid 19 restrictions.

**Wi-Fi Access**

We have satellite Wi-Fi here at Fields End Water, you can get an excellent reception from the comfort of your own pod, and there is no restriction on usage. We will give you details of how to purchase the Wi-Fi on arrival.

**Smoking**

Fields End Water operates a no smoking policy inside the pods.

**Group Bookings**

A maximum of 2 pods can be booked as a group. We are not looking for large groups of young noisy people.

**Dog Friendly (max 2 dogs per lodge)**

We are an extremely dog friendly park, with on-site walks around the fishing lakes and the 3 acre wood. We also have miles of public footpaths leading from the park to explore the wild wilderness of The Fens - See reception or your lodge information pack for a colour coded map of the walks. We also have a dog off the lead area and six dog-poo bins on site and a water bowl at our reception. Dogs must be kept on a lead at all times while on site. We ask that you clean up immediately after your dog so we can maintain the high standard of cleanliness of our site grounds, failing to do so will result in you being asked to leave the park with no refund. As we are a quiet and peaceful park, if you are unable to control your dog from continuously barking then Fields End Water is probably not the park for you, and we may have to ask you to leave without refund. Maximum of 2 small dogs per pod or 1 large dog. Dogs are not permitted on the furniture.

**On-site Shop (open between April – October, limited hours and stock between November - March)**

We have an excellent on-site shop that stocks most everyday conveniences such as: milk, bread, bacon, free range eggs, butter, ice creams, newspapers, homemade jams and chutneys, logs and charcoal, caravan supplies and plenty of fishing bait and tackle including maggots.

**Advertised Facilities**

Equipment and facilities advertised may not be available at all times due to breakdown, malfunction, or other reasons. Fields End Water will try to rectify any issues as soon as possible, but no refund or compensation can be offered, sorry.

**Care of the Property**

The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as was found at the beginning.

**Children**

Sorry, we are an adult only site, no one under 18 can stay in the pods and visitors must be 18 or over. Anyone under the age of 18 will not be able to stay and there will be no refund.

**Parking**

Parking of vehicles must be in the designated pod driveway and not on the grassed area. Your vehicles, their accessories and contents are left entirely at your risk. Each pod car park, can accommodate 1 cars, if further spaces are required please inform us on arrival.

**Barbeques/Fire pits**

The fire pit can be used for barbeques too, the fire pit must not be moved from its location, and ash must be disposed of in the designated dustbin in the dustbin area, it must be cold.

**Right of Entry**

We will not normally enter a pod once let without your agreement, however employees of Fields End Water must be allowed the right of entry to a property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**Site Rules**

All occupiers of Fields End Waters pods are expected to abide by the Site Rules, provided in the welcome pack in each pod, and by these terms & conditions.

**Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Fields End Water. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

**Fields End Water Caravan Park, Lodges & Fishery**

**Benwick Road, Doddington, Cambs. PE15 0TY**

**01354 740199**

For directions, please see the "Contact us" page of our website [www.fieldsendwater.co.uk](http://www.fieldsendwater.co.uk)