



Leona Bull (Property Manager)
Welcome2Warren
Rosemont
Warren Road
Dawlish Warren
EX7 0PQ
Telephone: 07757 482474/ 07922 228950
Email: info@welcome2warren.co.uk

Booking agreement

Start date of holiday (Arrival from 4pm):

End date of holiday (Departure by 10am):

Full price of holiday:

1. Lead guest name:	
Residential address:	
Telephone number (mobile): Email address:	
Names of other guests staying with you	Age if less than 18
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Have you stayed with us before, or JMBHolidays?

Are you bringing a dog/ dogs on holiday with you?

Do you need a travel cot during your stay?

I have read, and agree to all the terms/ conditions of this booking agreement as set out on pages 2-5

Lead Guest Signed _____

Leona Bull t/a "Welcome2Warren"

Name of lead guest:

Signed:

Dated:

Dated:

Booking terms and conditions

Reference to 'we', 'our' or 'I' in this agreement refers to any staff/ representative acting on behalf of the holiday rental business trading as 'Welcome2Warren'. Our accommodation is located on the Welcome family holiday park, Dawlish Warren EX7 0PH. In the agreement that follows, 'Site' refers to the Welcome family holiday park (Swan Holidays Ltd). 'Villa' refers to our accommodation. 'Lead Guest' is the person signing this agreement to hire a holiday accommodation. The property manager is Leona Bull, acting for 'Welcome2Warren'.

Upon signing this agreement, the lead guest accepts that they shall take legal responsibility for all occupants named overleaf, and agrees with our terms and conditions as set out below. The terms and conditions may be supplemented by further particulars if you have made a reservation through a third party website online. No one may occupy, or stay in the accommodation who is not listed in this agreement. This is for security, health & safety and insurance reasons. The lead guest must be over the age of 18, and must be staying in the accommodation during the dates stated overleaf. If you have a query about this booking agreement, please telephone Leona Bull.

Please note that the key to the allocated accommodation will be given to the lead guest only. This is conditional upon having received a signed booking agreement from you. We will take a copy of your ID prior to releasing keys to our accommodation (passport or drivers licence), so please bring one of these on holiday with you.

Our payment procedures will vary depending on how you have booked your holiday. If you have made a reservation through an online third party website, payment terms will be stated in the advert. If you have booked directly with the property manager, the payment arrangement is as follows. A reservation is secured with a 10% deposit, and the remainder payable anytime up until one month before the holiday start date. Deposit payments are not refundable.

1. Our booking procedure

- (i) All bookings are accepted at the discretion of the property manager acting for 'Welcome2Warren'. This is subject to guests being eligible to stay in our accommodation. Eligibility is described below. The property manager will process your data according to GDPR/ Data Protection law.
- (ii) Please note that CCTV may record guests in the public areas of the Welcome family holiday park at any time. This equipment belongs to Swan Holidays Ltd (owners of the park), and forms part of their security system.
- (iii) Your booking agreement is confidential, but you agree that the property manager may share details of occupancy with site staff, the police or another emergency service in urgent circumstances, or where required to do so by law. You also agree for the property manager to contact you before, during or after your holiday by telephone, text messaging or email in relation to your holiday reservation if necessary. There will be no unsolicited marketing messages.
- (iv) We are only able to accept a reservation from a lead guest if they stay in the accommodation during the dates listed overleaf. If you wish to make a booking on behalf of a third party, please contact us.
- (v) The accommodation is inspected, and the inventory is checked after every changeover by the property manager. Please note that the lead guest shall take legal responsibility for the conduct of all other occupants during their stay. This includes behaviour and property damage/ inventory loss. The property manager shall reserve the right to seek payment from you in relation to any loss, or damage to the property or inventory that occurred during your hire dates.
- (vi) The lead guest should refer to the villa handbook upon arrival (located in the kitchen area). This will provide information on the accommodation, the site and the area. Please telephone the property manager if you have a query before or during your stay.
- (vii) The lead guest accepts that no keys will be released without a signed agreement and ID being provided to the property manager. You consent to a copy of your ID being taken for insurance/ security purposes. If the reservation is last minute, the agreement can be signed on the start date of your holiday prior to occupation.
- (i) The lead guest agrees to contact us in writing if there is any variation in the booking arrangements. This includes cancellation, or day of arrival.

- (ii) The property manager and representatives of 'Welcome2Warren' are not responsible for lost or damaged property, damage to vehicles, or any financial losses arising from holiday cancellation or other unforeseen events that may affect your holiday arrangements before, during or after your holiday. Please ensure you have appropriate travel insurance.
- (iii) The full price of the holiday is agreed between parties. The price of the holiday maybe advertised elsewhere for different prices. The full price of your holiday is as agreed at the time of making a reservation with the property manager.
- (i) Sub-letting and long term stays in the accommodation over 28 days are not permitted. You are not permitted to sell or gift your holiday to other persons not named on this booking agreement without the written consent of the property manager. If you wish to make changes to your booking (including proposed occupants), please contact us as soon as possible. The property manager reserves the right to refuse changes in the booking arrangements, but will endeavour to accommodate any variation where possible.

2. Eligibility

- (i) The accommodation is based on a holiday park aimed at couples, and family groups. We are only allowed to accept bookings for the purpose of holidays only, and only from person(s) who agree to abide by the site rules.
- (ii) Booking reservations can only be accepted where the lead guest is 18 years old or above. Please note that site rules prevent any bookings being accepted from stag, hen, college leaver or similar social groups. Groups of friends are permitted to reserve a holiday with us, but the property manager is unable to accept a reservation where there is an organised party planned or similar intention.
- (iii) If you bring a trade vehicle or van with you on holiday, you maybe asked by site management to park it off site. If this happens, please telephone the property manager for further assistance with parking locations. You are allowed to bring two cars and park in one of the bays around the accommodation block. The car parks are on a first-come first-serve basis. If you bring more cars, please use the overflow car parks on site.
- (i) The property manager shall permit up to two well behaved dogs to come on holiday with you. This is at no additional cost to you, and it is subject to the following occupancy rules. We do not accept dogs listed in the Dangerous Dogs Act 1991, and reactive dogs must be muzzled while on site in outside spaces. The property manager will not accept any other large pets, such as cats or rabbits. If you bring a dog, you agree to keep your pet on the ground floor of the villa, and never leave them unattended in the accommodation at any time. Security on site may ask you to leave if your dog(s) causes a nuisance to other guests from barking, or aggression. It is a site rule that dogs should be walked on leads, and not left tied up or caged outside any accommodation premises. Dog waste can be disposed of in designated bins around the site.
- (ii) It is for the lead guest and other occupants to decide if the villa layout and location is suitable for their needs. A floor plan is provided with this booking form. It is the opinion of the property manager that the accommodation is not suitable for guests with significant mobility difficulties. This is due to the stairs, and the fact that bathroom facilities are upstairs. It is the opinion of the property manager that the accommodation would be too small to comfortably accommodate more than six guests. However, the accommodation lease allows for eight occupants, and there are sleeping facilities for eight people. It is for the lead guest to determine if the accommodation is suitable or not for their personal circumstances. The site office may not issue club or pool tickets for more than six persons per villa.

3. Allocation and behaviour code

- (i) The property manager shall endeavour to provide you with the allocated villa for the duration of your holiday. This will be made known to you ahead of your start date of your holiday. However, the property manager reserves the right to cancel or amend your booking reservation at any time, and this includes during your occupation. This would be in exceptional circumstances, such as serious prior guest incidents preventing a scheduled occupation upon arrival, property damages, breach of this booking agreement by you or another occupant named overleaf, or due to site staff asking you to leave for anti-social, offensive or illegal behaviour.

- (i) The property manager reserves the right to transfer your booking reservation to an alternative villa (where available), on your day of arrival. The accommodation would be the same size and specification. We shall not provide compensation for any change in the booking, including cancellation at any time. We will only refund up to the full price of the holiday if we cancel the booking for the reason that the accommodation is unavailable, and there is no alternative to offer you.
- (i) The property manager will not refund any money if you or another occupant are asked to leave the accommodation or any part of the site for reasons of anti-social behaviour, or for breach of site/ villa rules by the police, local authority officers, site managers, security, park staff, an official body or by us.
- (ii) Our damages policy refers to your responsibilities during your stay in the accommodation, and liability in respect of all other occupants during your holiday dates. The property manager shall reserve the right to recover the cost of loss, damage or extra cleaning from the lead guest. The lead guest must lock the door of the villa on the last day of the holiday, and give it back to the property manager using the instructions located in the villa.
- (ii) It is hoped that you have a peaceful and relaxing stay in Dawlish Warren. It is a site rule that guests must be quiet between the hours of 11pm to 8am in respect of others staying in the area. If you experience any anti-social behaviour from other guests staying on the park, please report this to security staff in the park clubhouse. Please telephone or email the property manager if this is an on-going issue.
- (iii) Smoking and vaping are not permitted inside our villa accommodation. Smoking or vaping inside the villa may set the alarm off from our wired fire detection system, and cause noise nuisance to other guests in the area.
- (iv) The villa accommodation are fitted with a thumb-turn locking device on the front door. They cannot be key-locked from the inside, and this is to comply with fire safety law. If you lose your key or get locked out, please call us immediately and the property manager will issue a key at no cost to you. If you do not have a telephone on you, come to Rosemont to collect a key from the property manager. If the windows or doors of the villa are damaged through forcing entry, climbing through windows or pushing luggage out, the locksmith and glazier costs will be invoiced and recovered from the lead guest.
- (v) We have a zero tolerance policy for anti-social behaviour, harassment or abuse towards the property manager, contractors and suppliers, site staff, the police, officials or other guests on the park. In such an event, you would be asked to leave immediately and your payment(s) to us would be forfeit as it would represent a breach of this agreement.
- (vi) Our villa properties have a private WIFI network service relayed to an access point in the lounge. This is a free, complimentary service to our guests. It does not form part of the hire price, which only represents the charge for using our accommodation for the dates stated in this agreement. We cannot guarantee that WIFI will be available to your device(s). The password shall be issued to you upon arrival in the kitchen manual, and it is for use by our guests only. The lead guest and other occupants agree to only use the WIFI service for lawful purposes, and not to give the password to anyone not staying in our accommodation. Unauthorised users will slow down the WIFI speed for our guests, and poses a security risk to the network.
- (vii) The property manager will supply free, complimentary bedding hire based upon the number of occupants stated in this booking agreement. If you have particular preference as to which beds are made up, please let the property manager know in advance of your arrival by adding comments below. If you have sensitive skin, you may prefer to bring your own bedding. Please note that the mattress encasement protection must remain on the beds at all times in the interests of hygiene.
- (viii) If you wish to buy pool or club tickets during your stay, please go to the Welcome park office to make a payment during their open hours. You will need to take proof of your booking with you, and a letter of confirmation shall be left on the kitchen table when you arrive for this purpose. Welcome site staff will issue up to 6 tickets per villa upon receipt of payment. Site facilities do not represent a part of this hire agreement, and are provided at the discretion of site staff.
- (ix) You agree to refrain from pouring fats or solvents down the sink or drain, or flushing any baby wipes, nappies or sanitary products in the toilet. There are bags provided in the property, and any waste materials can be placed in the bins in the car parks. Please do not leave bags of waste outside the villa door as seagulls may open your litter.
- (x) You agree to not leave occupants under 18, or vulnerable adults, unsupervised in the accommodation during your stay. You also agree to supervise these occupants using the bathroom, toilet, stairs and the

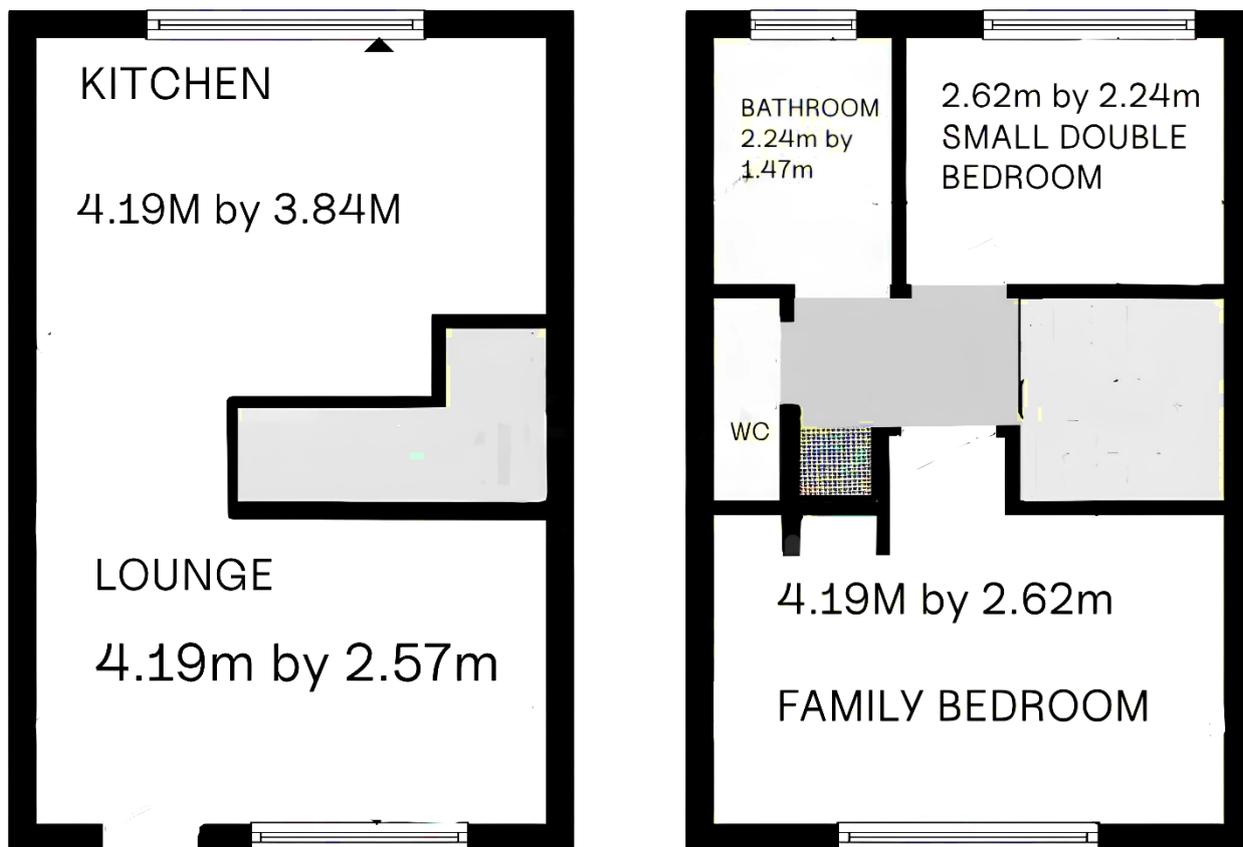
doors/ windows and appliances within the property. Young children may require a demonstration of how the latches on the toilet and bathroom doors work.

- (xi) The bath is fitted with a shower curtain. Please ensure all occupants tuck this inside the bath before operating the shower. This prevents water spilling onto the bathroom floor and potentially flooding the ground floor. If this happens, we may have to cancel your holiday while repairs/ inspections are undertaken, and no refund would be due as a result of our damages policy.
- (iii) Electric vehicle chargers or leisure equipment chargers, such as electric bike batteries, are banned from the park for health and safety reasons. The nearest electric vehicle charging point is stated in the kitchen manual. If observed using such equipment in the accommodation, you would be asked to leave and would be in breach of this agreement. It is a site rule that no electric leisure equipment, such as hover boards or scooters, can be used on site.
- (xii) You can call the property manager 24 hours per day for very urgent emergencies such as fire, flood, police attendance or being locked out. This would be on the emergency number on the front of the accommodation, and this is the personal telephone number of the property manager. Our office hours are 9am-9pm for non-urgent matters (seven days per week).

4. Availability of service(s)

- (iv) The assigned villa will be made available to occupants named on this booking form at 4pm on the start date of your holiday. Guests agree to vacate by 10am on the last day of their holiday. Please note that the property manager reserves the right to cancel or change your accommodation reservation at any time if there is an unforeseen issue, such as a complex maintenance issue preventing occupation. This course of action would not be taken unless absolutely necessary. The property manager would refund any payments made for the accommodation if no alternative villa is available. No further compensation would be due.
- (v) The property manager and representatives of ‘Welcome2Warren’ reserve the right to enter the villa at any time, including during your occupation. We would refrain from doing so unless there was an urgent, or mutually agreed reason, to take this course of action. We would try to contact you beforehand to give you notice of our intention. However, in the event of an emergency, security issue or urgent maintenance need then it is necessary for the property manager and her representatives to reserve the right to enter the accommodation at any time.

FLOOR PLAN OF THE ACCOMMODATION



Please note these are approximate measurements. There is an 11 step stair case between floors, and the bathroom and WC are on the first floor. The bathroom has a full size tub with an electric shower, and immersion water tank unit. Hot water is on demand from the shower, or the immersion tank needs to be switched on for one hour per day for the taps.

The sleeping arrangements are as follows:

First floor

Small double bedroom, including standard size double bed.

Family bedroom including a triple bunk bed, comprising of a single and double mattress. There is a separate single bed (which maybe a 2ft 6 narrow type in some villa properties).

There is room for our travel cot in the family room. It could also be placed in the double bedroom if furniture is moved. We will leave the travel cot in the family room if ordered by you. If you are bringing your own cot, please note that it may not fit in the double bedroom if it is a full size unit.

Ground floor

There is a pull out double bed in the stairwell. This can be placed in the kitchen or lounge when in use.

Arriving for your holiday

The accommodation is located on the Welcome family holiday park, Warren Road, Dawlish Warren EX7 0PH. You will see the signs for the park as you drive along Warren Road, and Hazelwood Holiday Park is directly opposite. If you are arriving by train, get off at Dawlish Warren station. Walk up to Warren Road where you will see the Warren Bridge Inn. Do not go up the hill. Instead, walk to your right up the long road passing the pub, a row of shops including a chemist and takeaway, and a bit further down you will reach Gerald's supermarket. The Welcome park is just beyond Gerald's on the opposite side of the road. You should arrive at the holiday park within 7-10 minutes.

Please stop at car park 1 or 2 marked on the map. Car park 1 is next to the main road, and the Welcome park office reception building would be in view. You will be in the right place if you can see our accommodation which is in the top block by the main road. Below is a picture of the view from this location (car park 1). This car park tends to get busy on park changeover days so please head down to car park 2 if you cannot find a bay here.



The Welcome park office do not hold keys for us. They will be unable to deal with your check-in arrangements, and will send you away to call me. Therefore, please telephone me on 07757 482474. I will come to the park to open the door for you. Don't worry if you get stuck in traffic or find yourself delayed. Check in is available daily between 4 and 11pm, and I am always in the local area on check-in day. If you want to buy a takeaway or food/ drink upon arrival, there is a shop and café directly opposite the accommodation on Hazelwood drive. Gerald's supermarket is just up the road for shopping, and open until 10pm in summer season. Some Satnav maps have the main road described as Dawlish Warren Road, while others call it Warren Road.

