



Booking Terms & Conditions V1

Our Happy Place, Summerfields Holiday Park, Scratby, Norfolk

These Terms & Conditions apply to all direct bookings made for Our Happy Place. By making a booking, the lead guest confirms that they have read, understood and accepted these terms on behalf of everyone included in the booking.

1. The Booking

The person making the booking must be aged **18 or over** and will be considered the lead guest.

The lead guest is responsible for ensuring that everyone staying at or visiting the caravan complies with these Terms & Conditions and the rules of Summerfields Holiday Park.

Bookings are not confirmed until we have accepted the booking and any payment required to secure the stay has been received.

We reserve the right to refuse a booking at our discretion.

2. Occupancy

Our Happy Place accommodates a maximum of **5 guests**.

Only the guests included on the booking may stay overnight at the caravan unless agreed with us in advance.

The caravan must not be sublet or transferred to another person without our prior agreement.

3. Prices & Payment

The price confirmed at the time your booking is accepted is the price you will pay, provided no changes are subsequently made to the booking.

A **£50 Booking & Damage Deposit** is required to secure your chosen dates. This must be paid at the time of booking or within **7 days of receiving your booking confirmation**. If the deposit is not received within 7 days, we reserve the right to release the dates and make them available to other guests.

The **full holiday balance must be paid no later than 6 months before check-in**.

For bookings made within 6 months of check-in, the full holiday balance and £50 Booking & Damage Deposit must be paid at the time of booking.

If the full balance is not received by the due date, we reserve the right to treat the booking as cancelled by the guest. Any refund due will be calculated in accordance with our Cancellation & Refunds policy.



4. Booking & Damage Deposit

The £50 Booking & Damage Deposit is **separate from the cost of your stay**.

If you cancel your booking, the £50 deposit is **non-refundable**.

If your stay goes ahead, the £50 deposit becomes your **refundable damage deposit** from check-in.

The deposit will normally be returned **within 5 days of check-out**, once the caravan has been checked, provided there are no deductions required.

We reserve the right to deduct reasonable costs resulting from:

- Damage to the caravan, decking, furnishings or equipment.
- Missing items.
- Excessive cleaning required beyond normal use.
- Smoking or vaping inside the caravan.
- Damage or additional costs caused by a breach of these Terms & Conditions.

If the cost of damage or loss exceeds £50, the lead guest remains responsible for the additional reasonable costs.

We will contact you if we believe a deduction is necessary and explain the amount and reason for the deduction.

Bookings made through third-party booking platforms, including Airbnb, are subject to that platform's own damage and reimbursement arrangements and a separate deposit may therefore not apply.

5. Cancellations & Refunds

If you need to cancel your stay, please let us know as soon as possible.

15 days or more before check-in:

You will receive a **full refund of any holiday balance paid**.

7–14 days before check-in:

You will receive a **50% refund of the holiday balance paid**.

Less than 7 days before check-in:

The holiday balance is **non-refundable**.

The £50 Booking & Damage Deposit is separate from the holiday balance and is non-refundable if you cancel your booking.

We recommend that guests take out appropriate UK travel insurance to provide cover should they need to cancel due to illness, emergencies or other unexpected circumstances.



6. If We Have to Cancel

Very occasionally, circumstances outside our reasonable control may mean that the caravan cannot be provided.

If we have to cancel your stay because the caravan is unavailable, you will receive a **full refund of all money paid to us for the booking.**

We will not be responsible for additional travel, accommodation or other consequential costs incurred.

7. Arrival & Departure

Check-in: from 3:00pm

Check-out: by 11:00am

Earlier arrival or later departure may sometimes be possible but must be agreed with us in advance.

Please do not arrive early or remain after check-out without prior agreement, as time is needed to prepare the caravan for incoming guests.

Key collection/access details will be provided before your stay.

8. Park Passes & Facilities

Our Happy Place is a **privately owned caravan** situated at Summerfields Holiday Park.

Park entertainment and facility passes are **not included in the accommodation price.**

Passes may be available to purchase separately from the holiday park. Prices, opening times, entertainment, activities and access to facilities are controlled by the holiday park and may change.

We cannot guarantee the availability or operation of any park facility, entertainment or activity and are not responsible for closures, changes or restrictions imposed by the park.

9. Smoking & Vaping

Smoking and vaping are strictly prohibited inside the caravan.

Guests may smoke or vape outside but must dispose of cigarettes and other waste safely and responsibly.

Evidence of smoking or vaping inside may result in deductions from the damage deposit and, where necessary, additional cleaning costs.

10. Pets

Pets are not permitted at Our Happy Place.

Guests must not bring animals into the caravan unless required by law and agreed with us where appropriate.



11. Children

Children remain the responsibility of their parent, guardian or supervising adult at all times.

Particular care should be taken around the decking, steps, roads, play areas and other areas of the holiday park.

12. Caravan, Equipment & Contents

Please treat Our Happy Place and its contents with care.

Guests should report any damage, breakages, faults or problems as soon as reasonably possible so that we have an opportunity to help.

Please do not remove caravan equipment, furnishings, bedding or other property from the accommodation, other than items intended for normal outdoor use.

13. Linen & Towels

Bed linen and towels are provided for your stay.

Please do not use the towels provided as beach towels or for removing makeup, fake tan, hair dye or cleaning.

14. Internet Access

Complimentary mobile internet is provided for guests where available.

As this relies on a mobile network, **speed, signal and availability cannot be guaranteed.**

Temporary loss or reduced performance of the internet service will not constitute grounds for a refund.

15. Utilities & Essential Services

Electricity, water and gas required for normal holiday use are included unless stated otherwise.

Occasionally, utility supplies or other services may be interrupted by the holiday park, utility providers, maintenance requirements or circumstances outside our control.

We will do what we reasonably can to assist, but cannot guarantee uninterrupted services where an issue is outside our control.



16. Behaviour & Park Rules

Guests must behave responsibly and respect neighbouring holidaymakers, caravan owners, park staff and the local community.

Summerfields Holiday Park rules must be followed throughout your stay.

Illegal activity, dangerous behaviour, excessive noise, antisocial behaviour or serious/repeated breaches of park or caravan rules may result in guests being required to leave.

No refund will be provided where a stay is terminated because of serious guest misconduct.

17. Parties & Events

Our Happy Place is intended for holidays and short breaks.

Parties, events and large gatherings are not permitted without our prior written agreement.

The maximum occupancy of five guests must not be exceeded.

18. BBQs, Candles & Fire Safety

For everyone's safety, candles, open flames and similar items must not be used inside the caravan.

Any BBQ permitted by the holiday park must be used outside, safely away from the caravan and decking and in accordance with park rules.

Never leave cooking or a BBQ unattended.

Guests must not interfere with smoke alarms, carbon monoxide alarms, fire equipment or other safety equipment.

19. Accessibility

Our Happy Place is a static caravan and is accessed via **steps onto the decking**.

Guests with accessibility or mobility requirements are encouraged to contact us before booking if they would like further information about whether the accommodation is suitable for their needs.

20. Personal Belongings & Vehicles

Guests are responsible for their own belongings, vehicles and possessions during their stay.

We are not responsible for loss, theft or damage except where liability cannot legally be excluded.



Please ensure the caravan is locked and windows secured whenever it is left unattended.

21. Cleaning & Leaving the Caravan

We don't expect you to spend your holiday cleaning!

However, we ask that you leave Our Happy Place in a reasonable and tidy condition.

Before checking out, please:

- Wash and put away any used dishes and kitchenware.
- Dispose of rubbish appropriately.
- Place all used towels in the bottom of the shower.
- Leave any beds that have been slept in unmade. This helps us easily identify which beds have been used and ensures all used bedding is changed ready for our next guests.
- Please leave unused beds made.
- Remove all personal belongings.
- Leave furnishings and equipment where you found them.
- Report any breakages, damage or problems to us.

There's no need to strip the beds — simply leaving the used ones unmade is perfect.

Excessive cleaning beyond normal changeover requirements may be charged against the damage deposit.

22. Lost Property

Please contact us as soon as possible if you believe you have left something behind.

Where possible, we will arrange for items to be returned, but postage and packaging costs will be the responsibility of the guest.

Items not claimed within a reasonable period may be disposed of or donated.

23. Problems During Your Stay

If something isn't right, **please tell us as soon as possible during your stay.**

We would much rather have the opportunity to help while you're there than discover afterwards that something affected your holiday.

Where reasonably possible, we will try to resolve reported problems promptly.

24. Circumstances Outside Our Control

We cannot accept responsibility for disruption caused by circumstances outside our reasonable control, including severe weather, utility failures, park closures or restrictions, government action or other exceptional events.



Nothing within these Terms & Conditions affects any statutory rights that cannot legally be excluded or restricted.

25. Privacy

Personal information provided in connection with a booking will only be used for administering your booking, communicating with you and meeting any legal or legitimate administrative requirements.

Further information is available in our [Privacy Policy](#).

26. Agreement to These Terms

By submitting a booking request and subsequently confirming your booking, you acknowledge that you have read and agree to these Terms & Conditions.

The lead guest accepts responsibility for ensuring all members of their party are aware of and comply with them.