



Aiming High Holidays

Terms And Conditions.

Reservations and Payments

1. **Booking deposit:** this is a reservation fee to be paid within 7 days of your confirmed booking. The deposit is £100.00 per booking. **This deposit is a booking fee and non-refundable in all cases.**
2. **The balance** is payable at least 28 days before your holiday begins. A receipt will be sent to acknowledge your deposit - this will show the balance to be paid 28 days before your holiday.
3. **Payments** can be made by cash or cheque. Cash payments should be made in person to the administrator at Millstead School. Cheques should be made payable to Liverpool Aiming High Holidays. Whenever you make a payment to us we will send you a receipt. You can make a payment at any time as long as the full balance is paid 28 days before your holiday.
4. There is a surcharge of £50.00 included in the total cost of the holiday. This covers you for any damages, breakages or missing items (including keys and passes); this will be returned once the caravan has been inspected after your departure. To prove that caravans are left in an unsatisfactory condition, photographs will be taken before the caravans are cleaned and used as evidence.
5. Your holiday cost includes the use of the majority of the main park venues, facilities and activities. Certain facilities and activities are subject to an additional cost or refundable booking deposit. Some facilities may be restricted off-peak.
6. **Cancellations:** should you need to cancel your holiday in exceptional circumstances (which must be verified), monies (apart from booking deposit) may be refunded.
7. Cancellations made more than 28 days before the holiday will be subject to a refund, minus the BOOKING FEE OF £100.00.
8. Cancellations made less than 28 days before the holiday MAY be refunded provided the booking can be transferred to another family.
9. If you cut your holiday short, we are not obliged to offer a refund.



Arrivals and Departures

1. Accommodation will be available from 4pm. Keys and Leisure Passes can be collected from Reception.
2. We ask that you vacate the caravan by 11am on the day of your departure. Keys and passes must be handed back into Reception by this time to avoid paying the surcharge.
3. Early arrivals: guests arriving early are welcome to check in and enjoy park facilities until their accommodation is ready.
4. Late arrivals after 6pm: if you expect to arrive after 6pm, please let the park know to arrange key collection. (Telephone Number- 01745-856471)

Caravan Use

1. Our caravans are for family use only. The caravans cannot be let to persons under the age of 21 or to large groups of youths. Only those people listed on the booking form can occupy the caravan and use the facilities of the park. If this legal requirement is not met, further usage of the caravan will be denied.
2. No more than the maximum sleeping capacity is allowed at any time. Our caravans sleep 6. This is to comply with the fire and safety regulations. Any infringement of this rule will deny you further use of the caravans.
3. We cannot accept responsibility for injury, loss or damage suffered by you or any member of your party. We recommend that holiday makers take out their own personal insurance.
4. Car parking at the accommodation is at the owner's risk. If you have more than 1 car or a large van, please make arrangements with the Park Management.
5. Unacceptable behaviour: anti-social or unreasonable behaviour which affects other guests will result in Park Management terminating the holiday without compensation and will result in no further bookings.

Care Of The Caravan

The Caravans are maintained by families like yourselves. Please treat the caravan with respect and care so that other holiday makers can also continue to enjoy it. For some children this may be the only holiday they have. We offer all our holiday makers our caravans at a discounted price. In return, we expect our holiday makers to leave our caravans clean and tidy.



1. Cleanliness: the caravan must be left clean and tidy and any items not belonging to us must be removed from the caravan on the day of your departure (this includes soaps and rubbish in bins) ready for the next holiday maker to enjoy the caravan.
2. NO SMOKING: smokers must smoke outside the caravan. If the caravan has been smoked in you will be charged £50 for steam cleaning.
3. Pets: we CANNOT accept pets due to the high grade of the caravan and the complex health needs of future guests.
4. Central heating: during the warm weather please turn off the central heating due to extremely high running costs and waste.
5. Pillows, duvets & bed linen: we supply fresh linen for each new occupant. It would greatly help us if, on the day of departure, you place the quilt covers and pillow slips folded up in the shower cubicle.

Damage, repairs and missing items

1. Any damages, repairs or missing items in the caravans must be reported to the reception.
2. If you damage or break any crockery items, these items are available to purchase from reception.
3. In the event of an emergency that occurs outside of reception hours please contact 07714 836 993 or 01745 855 116.

All you need to bring

All cooking items, crockery, cutlery and bed linen are provided.

A high chair and travel cot are available for use and are stored in the lockable container immediately outside the caravan.

A hoist and shower chair is available inside the caravan. Please bring your own hoist sling.

Bring washing up items, towels, bin bags, toilet roll, toiletries, items for intimate care and personal holiday belongings.

Bring your Blue Badge as Disabled Parking is available adjacent to the caravan.

Lost Property

If you leave property in your accommodation after leaving, whilst we will endeavour to do everything in our remit to return the item, we cannot be held responsible for any loss or damage.

