

## HARRIET DAVIS TRUST Conditions of Booking

Thank you for reading and we apologise for what looks like a long list of regulations! These small points have come from years of experience and allows us to provide fair opportunity for everyone to experience a great holiday as well as helping us to keep our charitable expenditure each year on repairs and renewals at a reasonable level.

### Covid19 Restrictions and Bookings

#### Updated July 2021

If your accommodation booking unfortunately coincides with a Covid19 full lockdown restriction (i.e. it is illegal for the Trust to be open and travel restrictions are in place into Wales OR the area in which you live is under Level 4 or 5 restriction) we will initially attempt to reschedule your holiday to another week of your choice. If restrictions are still in place at the time of the alternative date, we will refund your deposit or full payment or find an alternative date whichever you prefer.

If you are telephoned by NHS. Track and Trace and you and your family are legally obliged to self-isolate, please do not visit. Similarly, we would ask you to make arrangements to go home if you are on holiday with us. We will attempt to reschedule your holiday to another time if you are unable to visit where we possibly can. If we are able to find another family to take up your cancelled holiday, we will make a refund of the payment you have made.

If you have to cancel your holiday for any other reason whether Covid19 related or otherwise our normal cancellation policy applies, see point 7 below.

Our Covid19 policies adhere to Welsh Government legal guidance and can differ to other countries of the UK.

### General Conditions

1. The Trust does not allow bookings to be made from year to year but allocates bookings from April to October each year. Attempts are made to meet all the demand, which is sometimes difficult in the school holiday periods. Families who are not tied to these weeks are encouraged to apply for other dates. Also, during the school holidays the Trustees are anxious to ensure that children who need the equipment provided are given priority.
2. Disabled adults (aged over 21) their families and carers can only be accommodated outside of the main holiday periods.
3. Bookings are usually only for one week's duration, but applications for two weeks can sometimes be considered outside of the main holiday periods.
4. Harriet's House and Giltar View are normally available from **2pm** on Saturday until **10am** the following Saturday. The Wheelabout and Caerwen are available from **3pm**. These times must be adhered to strictly to enable the houses to be prepared for the next family. It is not possible to check everything between lettings, so it is very important to report any breakages or faults to the family helper as they occur. Families are asked to advise their approximate time of arrival, as they will be met by the Family Helper who will assist with settling in. Families must appreciate that the Family Helpers are not employed as care assistants as the needs of each child vary

so much. Families should leave the properties in the condition they would wish to find them.

5. There may be a charge for breakages, this is rarely imposed but in order to keep the letting fees down it might be necessary. There will be charge for any necessary replacement mattresses or broken furniture.
6. The Trust cannot be held responsible for any accident, loss or damage which may be sustained by any hirer, member of his her party or their property however caused. Hirers are requested to use the houses and equipment with care as everything has been provided through charitable donations and fund raising.
7. The Trust is unable to arrange Holiday Cancellation insurance. Hirers are therefore requested to contact the Trust as soon as it becomes apparent that a cancellation will be necessary. Hiring fees are kept to an absolute minimum as our organisation is not for profit, but this policy depends, in part, on maximum use of the properties. In the event of unavoidable cancellation, the hiring fee, less the deposit, will be refunded.
8. The houses are available to families with disabled children under 21 years of age during the school holidays.

Maximum number of people staying in each property is:

<b>Harriet's House</b>	<b>7</b>
<b>Giltar View</b>	<b>8</b>
<b>The Wheelabout</b>	<b>10</b>
<b>Caerwen</b>	<b>6</b>

9. Bookings are made on the understanding that the houses will be placed at the disposal of the hirers on the date stated on the Booking Form. If this is not possible through circumstances not under the control of the Trust (e.g. fire, theft, damage etc.) all fees paid will be refunded and hirers will have no claim against the Trust.
10. Complaints not reported to the Trust or its Family Helpers before leaving the premises at the end of the hiring and subsequently confirmed to the Trust in writing cannot be entertained.
11. A non-returnable deposit of 20% of the hiring fee is required on booking and the balance becomes due 14 days prior to the commencement of the holiday.
12. The Wheelabout and Harriet's House are **NOT** on main sewers, please be careful what is flushed as the drains block very easily.
13. Pets are not allowed in any of the Trust's properties.
14. The doors to the swimming pool at The Wheelabout must be kept locked when the pool is not in use. All children using the pool must be supervised at all times and no one may use the pool alone.
15. Smoking is not permitted in any of the Trust's properties.
16. **Towels are not provided at any of the properties.**

17. **We would request that visitors from Care Homes are to bring their own bed linen. We will provide a fully waterproof mattress protector on each bed and a fully waterproof/protected duvet and pillow. Please do not accidentally take the protectors or duvet/pillows home with you.**
18. Due to strict constraints on all refuse in Pembrokeshire, we would ask you to take all leftover food from fridges and freezers home with you and **for all your refuse to be properly recycled in the appropriate bags and containers provided.** All of the refuse has to be paid for by the Trust and we employ a private contractor additionally to take excess refuse away from the houses.
19. Please place all nappies and sanitary/care refuse in individually tied nappy sacs and in the appropriate blue Trade waste bags ready for collection.

The Harriet Davis Seaside Holiday Trust for Disabled Children  
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