

HARRIET DAVIS SEASIDE HOLIDAY 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 May 2022

If you are suffering from Covid19 symptoms and/or have been asked 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 you have to cancel your holiday for any other reason whether Covid19 related or otherwise our normal cancellation policy applies, see below.

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

Cancellation Policy

The Trust is unable to arrange Holiday Cancellation insurance on your behalf. Hirers are therefore requested to contact the Trust as soon as it becomes apparent that a cancellation will be necessary, we would request this only via email to harrietdavistrust@gmail.com. Hiring fees are kept to an absolute minimum as our organisation is not for profit, but this policy depends, in part, on the maximum use of the properties.

In the event of unavoidable cancellation, the deposit paid will be non-refundable. If the cancellation is within 30 days of your holiday and final payment has been made, the holiday is non-refundable unless we can secure another booking when the hiring fee less the deposit will be refunded. This will be at the discretion of the Trust.

We would strongly recommend you take out UK travel insurance to cover your holiday. We cannot make arrangements or recommendations for you but insurance cover for a small charge can be found to cover your trip on the following websites:

www.staysure.co.uk/uk-travel-insurance/

www.comparethemarket.com/travel-insurance/single-trip/

www.moneysupermarket.com/travel-insurance/enquiry/

General Conditions

1. The Trust does not allow bookings to be made from year to year but allocates bookings as fairly as possible to allow as many families the opportunity for a holiday. Attempts are made to meet all the demand, which is 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 specialist equipment provided are given first priority.

2. A non-returnable deposit of 20% of the hiring fee is required on booking and the balance becomes due 30 days prior to the commencement of the holiday. Short breaks of three or four nights require non-refundable full payment on booking.
3. The houses are only available to families with disabled children under 21 years of age during the school holidays. Disabled adults over the age of 21 are welcome with their families, friends and carers at all other times
4. Bookings are usually only for one week's duration, but applications for two weeks can sometimes be considered outside of the main holiday periods.
5. Harriet's House and Giltar View are normally available from **3pm** on Saturday until **10am** the following Saturday. The Wheelabout and Caerwen are available from **4pm. Departure from Caerwen is at 9.30am to allow for the cleaning of all the play equipment.** These times must be adhered to strictly to enable the houses to be prepared for the next family.
6. **Families should leave the properties in the condition they would wish to find them.** 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. Please replace any breakages like for like or make a donation to help us make the replacement. We rely on our families to do this so as not to charge you a breakage deposit, which would be normal practice.
7. There will be a charge made for any necessary replacement mattresses, duvets, pillows or broken furniture.
8. Families must appreciate that the Family Helpers are not employed as care assistants.
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9. 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.
10. 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.
11. 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.
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 unless they are fully qualified service or assistance dogs with the legal access rights of their owner.
14. The doors to the swimming pool at The Wheelabout must be kept locked when the pool is not in use and the cover must be replaced on the pool after each use. All children using the pool must be supervised at all times and no one may use the pool alone. Jumping or diving in the pool is strictly prohibited. This is very dangerous but

can also limit the amount of water in the pool which will burn out the pump and cause a large call out fee or pump replacement.

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 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 as we will have to make a charge under those circumstances.
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 collection 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/hygiene refuse in individually tied nappy sacs and in the appropriate yellow tiger waste bags and yellow bins ready for collection.

The Harriet Davis Seaside Holiday Trust for Disabled Children
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