

Terms & Conditions of Booking

All bookings made are subject to our Terms and Conditions. This applies regardless of whether these Terms and Conditions have been received prior to making the booking. When reserving a stay with us regardless of whether the booking is online or by telephone, we have an obligation to provide the accommodation as specified in our literature. The hirer has an obligation to abide by our Terms and Conditions which are essential to good management and the enjoyment of others on the Park.

1. The holiday caravan assigned to the hirer may be used only for holiday purposes and will not be used for sleeping more persons than the number of berths indicated.
2. The Hirer is responsible for the conduct of their guests and family and shall take steps to ensure that their behaviour does not cause a nuisance, inconvenience or disturbance to other occupiers or cause damage to the holiday home or its possessions.
3. The Hirer agrees to indemnify us in respect of any damage caused to our holiday home or to the property of third parties and against personal injury caused by the Hirer or members of the Hirer's party.
4. We cannot accept liability for any injury, loss of damage suffered by you or any member of your party: Unless there was a wilful default by the owner of the holiday home, Death or personal injury was caused by owners' negligence.
5. All refuse or litter is to be deposited in the refuse bins provided and the area surrounding the holiday home is to be kept in a clean and tidy condition.
6. The Hirer must give notification of any damage to FBHL as soon as possible.
7. Bookings cannot be made by anyone under the age of 21, for single sex parties or for any stag or hen parties.
8. We will endeavour to have your accommodation thoroughly cleaned and ready for your occupation by our cleaning team. This time cannot be guaranteed however, if there are extenuating circumstances beyond our control.
9. Refunds will only be given if the holiday is re-let or unavailable to be hired out on these dates. If the holiday home becomes unavailable to let due to unforeseen circumstances, we will attempt to find alternative accommodation on the site, however, cannot guarantee that alternative accommodation will be available.
10. Our holiday homes are strictly non-smoking. If guests are found to be smoking in the holiday home, the whole party will be asked to leave immediately without any refund.
11. Our holiday homes have a strict no animal or pets rule apart from our pet friendly range which can be found on our website. If guests are found to have animals or pets in non-pet friendly holiday homes, all guests will be asked to leave immediately without any refund.
12. A deposit is required to secure the date. We are unable to secure a date unless payment has been made. Until such payment is made the date will be available for other parties to book. The Hirer agrees when making a booking that the deposit is non-refundable.
13. Final balance must be paid 6 weeks before your stay with us. It is the hirer's responsibility to contact FBHL to make payment arrangements. If payment is not made, we are entitled to re-let the date.
14. If the hirer has paid the balance and cancels within 30 days of the holiday, a refund will not be given apart from our returnable bond.
15. If the hirer fails to show up for their booking, a refund will not be given apart from our returnable bond.
16. A bond is required with all bookings and if the holiday home is found to be in a reasonable condition at the time of your departure and no T&Cs have been broken, the bond will be refunded within 7 working days after your departure.
17. Should any damage or theft take place above the bond's amount the Hirer agrees to cover all costs above the bond's amount. If damage is made to the holiday home and the holiday home is unable to be re-let the Hirer agrees to cover all subsequent losses.
18. In the event of malicious damage being made to the holiday home, the owner retains the right to ask the Hirer to leave. The owner and the site security also reserve the right to contact the Police.
19. Departure time is 10:00am on the departure day for all our holiday homes. Any guests who have not vacated by 10:15am will be faced with a £25 charge and for every 15 minutes after that another £25 charge will be applied.
20. The key should be placed back into the key safe box; any lost keys will need to be replaced at a cost of £25 each.
21. The Hirer's belongings should be removed from the holiday home. We cannot be held responsible for any belongings that are left in our holiday home.
22. The Hirer agrees not to remove any of the owner's possessions.
23. The Hirer agrees to turn off any heating in the holiday home when not in use.

24. Prices are correct at the time of publication; however, some errors may occur. In the event that a wrongly listed price, Filey Bay Holiday Lets reserve the right to cancel the booking and notify the hirer within 48 hours of the booking being made, giving the hirer a full refund.

25. In the likelihood that Haven changes the entertainment programme or cancels any services or facilities, we cannot be held responsible. We also cannot be held responsible for changes in Funworks passes prices as these are set by Haven.

26. Any excessive cleaning needed after a stay will result in an additional charge as we do ask guests to clean up after themselves this does include the hirer ensuring all kitchenware including oven trays have been washed prior to departure

27. Filey Bay Holiday Lets and Haven staff reserves the right to enter the accommodation at any reasonable time for the purpose of checking the condition, repairs, or any emergency. Access cannot be denied without valid reason or this will effect your bond in some cases.

28. No refund will be made to the hirer whose hiring has commenced and who vacates the holiday home for any reason including an emergency at home.

What happens if you cancel?

While we hope you don't cancel your break with us, if unfortunately, you do decide to, here is what happens:

If you decide to cancel before your balance date (this is stated on your booking form) you do unfortunately just lose your deposit paid and any other money paid will be refunded to the lead guest who booked and paid.

If you decide to cancel after your balance date (this is stated on your booking form) but there is more than 30 days till your holiday, you will lose your deposit paid and 50% of the money paid towards the break. The 50% refunded will be sent back to the lead guest who booked and paid.

If you cancel with less than 30 days till your break, unfortunately you do lose all money paid towards the break apart from the returnable bond paid which will be refunded to the lead guest who booked and paid.

We do advise guests to purchase holiday insurance to cover accidents and cancellations etc.

Need to make changes to your booking?

We understand that people sometimes need to make changes to their booking, and we will always try our best to accommodate these changes. For all changes to a booking there is an admin charge of £10 which includes any new paperwork which may need to be sent out.

If you need to change parks or dates for your break we will try our best to accommodate but if we are unable to accommodate a change of parks or dates and you do not wish to keep your original booking, this will be classed as a cancellation.