



Welcome2Warren (Leona Bull)

Email: [info@welcome2warren.co.uk](mailto:info@welcome2warren.co.uk)

Telephone: 07757 482474

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## Booking agreement

<b>1. Lead guest name:</b>	
<b>Residential address:</b>	
<b>Telephone number (mobile):</b>	
<b>Email address:</b>	
<b>Names of other guests staying with you</b>	<b>Age if less than 18</b>
2.	
3.	
4.	
5.	
6.	
7.	
8.	

If you wish to hire our travel cot during your stay, please email to make a reservation (at no hire charge to you).

**I have read, and agree to all the terms/ conditions of this booking agreement as set out on pages 2-7.**

**Lead Guest Signature:**

**Date:**

**Hire dates:** \_\_\_\_\_

## **Booking terms and conditions**

Reference to 'we', 'our', 'us' or 'I' in this agreement refers to any staff/ representative acting on behalf of the holiday home hire business trading as 'Welcome2Warren'. Our accommodation is located on the Welcome family holiday park, Dawlish Warren EX7 0PH. In the agreement that follows, 'Site' refers to the Welcome family holiday park (Swan Holidays Ltd). 'Villa' refers to our accommodation. The 'lead guest' is the person signing this agreement to hire our holiday accommodation, and representing all other occupants named overleaf. The property manager is Leona Bull, acting for 'Welcome2Warren'. The business is registered to Montrose, 10 Lower Drive, Dawlish EX7 0AT, and Rosemont, Dawlish Warren EX7 0PQ.

Upon signing this agreement, the lead guest accepts that they shall take legal responsibility for all occupants named overleaf, and agrees with our terms and conditions as set out below. The terms and conditions may be supplemented by further particulars if you (or another person) made a reservation through a third party website online. No one may occupy, or stay in the accommodation, who is not listed in this agreement. The lead guest must be over the age of 18, and must be staying in the accommodation during the dates stated overleaf.

### **1. Our booking procedure**

- (i) All bookings are accepted at the discretion of the property manager acting for 'Welcome2Warren'.
- (ii) Please note that CCTV may record guests in the public areas of the Welcome family holiday park at any time. This equipment belongs to Swan Holidays Ltd (park owner), and forms part of their security system.
- (iii) Your booking agreement is confidential, but you agree that the property manager may share details of occupancy with site staff, the police or another emergency service in urgent circumstances, or where required to do so by law. You also agree for the property manager to contact you before, during or after your holiday by telephone, text messaging or email in relation to your holiday reservation if necessary.
- (iv) We are only able to accept a reservation from a lead guest if they stay in the accommodation during the dates listed overleaf.
- (v) The accommodation is inspected, and the inventory is checked after every changeover by the property manager. Please note that you, as lead guest, shall take legal responsibility for the conduct of all other occupants during their stay. This includes behaviour and property damage/ inventory loss. The property manager shall reserve the right to seek payment from the lead guest in relation to any loss, or damage to the property or inventory that occurred during the hire dates set out in this agreement. This includes excessive cleaning charges.
- (vi) Guests should refer to the villa handbook upon arrival. This will provide information on the accommodation, the site and the area. Please contact the property manager if you have any questions.
- (vii) No keys will be released to the lead guest without a signed booking agreement and photo ID being provided to the property manager. Please bring a driving licence or passport with you. You consent to a copy of your ID being taken for insurance/ security purposes.
- (viii) On the last day of your holiday, please lock the door and ground floor windows. Please switch off any wall heaters, the immersion water tank and cooking appliances before you leave. You agree to leave the keys in the lock box outside the front door. The pin-code is in the villa handbook.
- (i) You agree to contact us in writing if there is any variation in the booking arrangements. This includes cancellation, or variation, in the day of arrival.

- (ii) The property manager and representatives of 'Welcome2Warren' are not responsible for lost or damaged property, damage to vehicles, or any financial losses arising from holiday cancellation or other unforeseen events that may affect your holiday arrangements before, during or after your holiday. Please ensure you have appropriate travel insurance for all guests, and their personal property.
- (iii) The full price of the holiday is agreed between parties. The price of the holiday maybe advertised elsewhere for different prices.
- (i) Sub-letting and long term stays in the accommodation over 28 days are not permitted. You are not permitted to sell or gift your holiday to other persons not named in this booking agreement without the written consent of the property manager. If you wish to make changes to your booking (including proposed occupants), please contact us as soon as possible.

## **2. Eligibility**

- (i) The accommodation is based on a holiday park aimed at couples, and family groups. We are only allowed to accept bookings for the purpose of holidays only, and only from person(s) who agree to abide by the site rules as set out in this booking agreement.
- (ii) A booking reservation can only be accepted where the lead guest is 18 years old or above. Please note that site rules prevent any reservations being accepted from stag, hen, college leaver or similar social groups.
- (i) If you bring a trade vehicle or van with you on holiday, you may be asked by site management to park it off site. If this happens, please telephone the property manager for further assistance with parking locations. You are allowed to bring more than one vehicle if you wish. The car park bays are on a first-come, first-serve basis.
- (ii) The property manager shall permit up to two dogs to come on holiday with you. This is at no additional cost to you. We do not accept dogs listed in the Dangerous Dogs Act 1991, or subsequently added. There are designated bins for dog waste on site. No dog can be left unattended in our accommodation at any time, or left outside unsupervised, as this is contrary to site rules. You will asked to leave by us, or site security staff, if your dog is barking excessively, or otherwise causing a nuisance to other guests on the park. No cats or other large pet are allowed, due to site rules.
- (iii) It is for the lead guest and other occupants to decide if the villa layout and location is suitable for their needs. A floor plan is provided with this booking form outlining the sleeping arrangements and facilities provided. It is the opinion of the property manager that the accommodation is not suitable for guests with significant mobility difficulties. This is due to the stairs, and the fact that bathroom facilities are upstairs. Under no circumstances can more than eight persons occupy the accommodation.

## **3. Allocation and behaviour code**

- (i) The property manager shall endeavour to provide you, as the lead guest, with the allocated villa for the duration of the holiday dates stated in this agreement. However, the property manager reserves the right to cancel or amend your booking reservation at any time, and this includes during your occupation. This would be in exceptional circumstances, such as serious prior guest incidents preventing a scheduled occupation upon arrival, property damages, breach of this booking agreement by you or another occupant named overleaf, or due to site staff asking you to leave for anti-social, offensive or illegal behaviour.

- (i) The property manager reserves the right to transfer your booking reservation to an alternative villa (where available), on your day of arrival. We shall not provide compensation for any change in the booking, including cancellation at any time. We will only refund up to the full price of the holiday if we cancel the booking for the reason that the accommodation is unavailable, and there is no alternative to offer you.
- (i) The property manager will not refund any money if you, or another occupant, are asked to leave the accommodation or any part of the site for reasons of anti-social behaviour, or for breach of site/ villa rules by the police, local authority officers, site managers, security officers, park staff, an official body or by us.
- (ii) It is hoped that you have a peaceful and relaxing stay in Dawlish Warren. It is a site rule that guests must be quiet between the hours of 11pm to 8am in respect of others staying on site. If you experience any anti-social behaviour from other guests staying on the park, please report this to security staff on site. Please telephone the property manager if this is an on- going issue.
- (iii) Smoking and vaping are not permitted inside our villa accommodation. It may set the alarm off from our wired fire detection system, and cause noise nuisance to other guests in the area. There are no removable parts in the wired fire alarms. Instructions on how to stop a false alarm are provided in the villa handbook.
- (iv) The villa accommodation is fitted with a thumb-turn locking device on the front door. This is to comply with fire safety law. If you are locked out or lose the keys, please telephone the property manager to obtain a replacement key (at no cost to you). If the windows or doors of the villa are damaged through forcing entry, climbing through windows or pushing luggage out, the locksmith and glazier costs will be invoiced and recovered from you, as the lead guest.
- (v) We have a zero tolerance policy for anti-social behaviour, harassment or abuse towards the property manager, contractors and suppliers, site staff, the police, officials or other guests on the park. In such an event, you will be asked to leave immediately and your payment(s) to us would be forfeit as it would represent a breach of this agreement.
- (vi) WIFI is provided as a free, complimentary service to our guests. It does not form part of the holiday hire agreement and we cannot guarantee it will be available for use on your devices. Guests agree not to share any network passwords with others staying on the holiday park. This is for security and internet performance reasons. Instructions on how to use the WIFI are provided in the villa handbook.
- (vii) The property manager will supply free, complimentary bedding hire based upon the number of occupants stated in this booking agreement. Guests are advised to bring their own linen if they have a particular preference. Please note that the zipped encasement must remain on our beds at all times. This is for hygiene reasons.
- (viii) Our guests may use the site facilities during all open times. This is available at the discretion of site management. There is a charge payable for admission to the site club during the evening, and the pool at all times. Optional passes are available for purchase from the site office every day. The advertised price of admission to site facilities for the current year are stated on the last page of this document, but site management reserve the right to vary prices at their discretion. Please be advised that the maximum passes issued by site staff is six per day per villa. The site pool Tropicana complex closes down from the end of October until Spring.
- (ix) Our guests may use Paddy's bar on Hazelwood park directly across the road if they wish. Admission to Paddy's bar is free to guests every day during the open season. Please note that the Hazelwood park pool and fishing lake are solely for their own guests.
- (x) You agree to refrain from pouring fats or solvents down the sink or drain, or flushing any baby wipes, nappies or sanitary products in the toilet. There are bags and bins provided in the property, and any waste materials can be disposed of in the site bins. Please do not leave your bags outside the property as seagulls may drag it across the gardens.
- (xi) You agree to refrain from adjusting the immersion tank thermostat controller. It is set to just above 60C for health and safety reasons.
- (xii) You agree to not leave occupants under 18, or vulnerable adults, unsupervised in the accommodation during your stay. You also agree to supervise these occupants using the bathroom, toilet, stairs and the

doors/ windows and appliances within the property.

- (xiii) The bath is fitted with a shower curtain. Please ensure all guests tuck this inside the bath before operating the shower. This prevents water spilling onto the bathroom floor and potentially flooding the ground floor. If this happens, we may have to cancel your holiday while repairs/ inspections are undertaken, and no refund would be due as a result of our damages policy.
- (ii) Charging of electric vehicles is banned on site. Please refer to the villa handbook for advice on where to take your car for this service, if required.
- (iii) If there is a maintenance issue in the villa during your stay, please contact the property manager for assistance immediately. The stop tap for the water supply, and the consumer unit for electric supply are in the kitchen corner cupboard. To obtain hot water in the taps, please switch on the immersion heater in the bathroom for about one hour per day.
- (xiv) In the event of an emergency, please contact site security service using the telephone number displayed on the reception office window. Security staff are also available at the clubhouse reception during opening hours. If there is an on-going issue, please contact the emergency services and the property manager.

#### **4. Availability of service(s)**

- (iv) The assigned villa will be made available to occupants named on this booking form at 4pm on the start date of your holiday. Guests agree to vacate by 10am on the last day of their holiday. Please note that the property manager reserves the right to cancel or change your accommodation reservation at any time if there is an unforeseen issue, such as a complex maintenance issue preventing occupation. This course of action would not be taken unless absolutely necessary. The property manager would refund any payments made for the accommodation calculated on the daily rate for hire, if no alternative villa is available. No further compensation would be due.
- (v) The property manager and representatives of 'Welcome2Warren' reserve the right to enter the villa at any time, including during your occupation. We would refrain from doing so unless there was an urgent, or mutually agreed reason, to take this course of action. We would try to contact you beforehand to give you notice of our intention. However, in the event of an emergency, security issue or urgent maintenance need then it is necessary for the property manager and her representatives to reserve the right to enter the accommodation at any time.

## FLOOR PLAN OF THE ACCOMMODATION



Please note these are approximate measurements. There is an 11 step stair case between floors, and the bathroom and WC are on the first floor. The bathroom has a full size tub with an electric shower, and immersion water tank unit. Hot water is on demand from the shower, or the immersion tank needs to be switched on for one hour per day for the taps. The immersion tank is a full size unit, and will take between 40 minutes and 1 hour to heat up.

The sleeping arrangements are as follows:

### First floor

Small double bedroom, including standard size double bed.

Family bedroom including a triple bunk bed, comprising of a single and double mattress underneath. There is a separate single bed (a 2ft 6 narrow type).

There is space for our travel cot in the family room. We also have z-beds available that are suitable for younger children. If you wish to hire either from us, please email in advance of your stay as these items are not routinely stored in our accommodation. Please note there is no charge for hiring from us, but we have a limited supply. This equipment is provided subject to availability.

### Ground floor

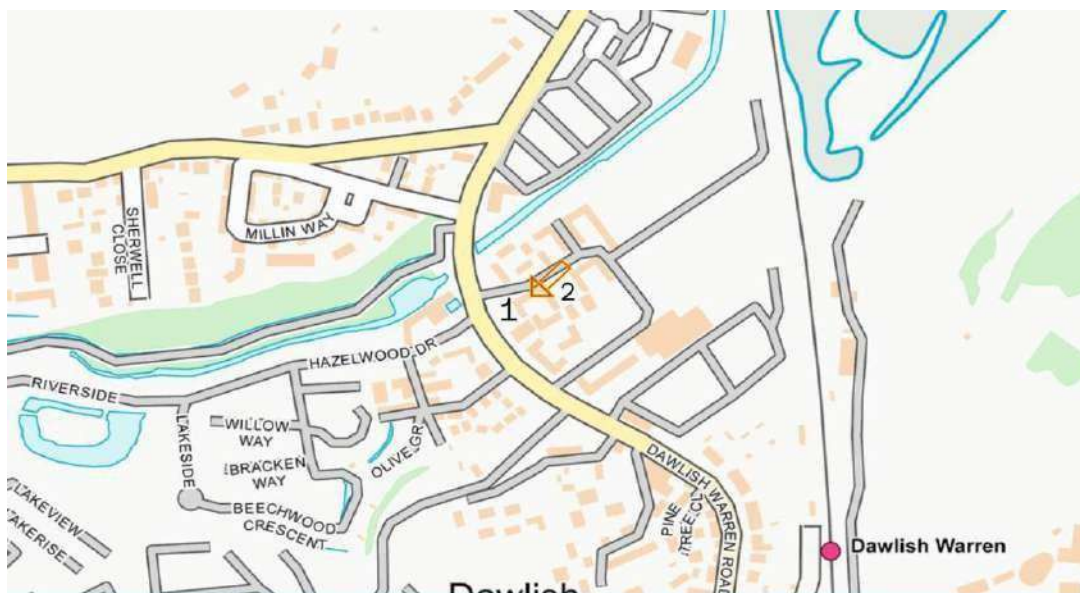
There is a pull out guest bed in the stairwell. The sofa also pulls out into a guest bed. There is no full size stand-alone cooker provided in our properties. Instead, we supply a 60L oven unit, 2-pan hob unit, microwave, multi-functional air fryer, kettle, coffee maker and toaster. There is a fridge freezer, comprising of a full sized fridge and half-sized freezer compartment. There is an iron and ironing board provided, as well as a hair dryer and clothing hanger. A front door gate is available so that you can keep the door open on warm weather days, but prevent small children or pets leaving the property unintentionally.

## Arriving for your holiday

The accommodation is located on the Welcome family holiday park, Warren Road, Dawlish Warren EX7 0PH. You will see the signs for the park as you drive along Warren Road. Please stop at car park 1 or 2 marked on the map below. Car park 1 is next to the main road, and the Welcome park office reception building would be in view. You will be in the right place if you can see our accommodation which is in the top block by the main road. Below is a picture of the view from this location (car park 1). This car park tends to be very busy on park changeover days so please go to car park 2 if you cannot find a bay here. You can park anywhere on site.



The Welcome park office do not hold keys for us, and cannot assist with your booking. Therefore, please telephone me on 07757 482474 when you arrive in Dawlish Warren. I will meet you on site, as I live locally. Check in is available daily between 4pm and midnight. There is a shop and café directly opposite the accommodation on Hazelwood park. Gerald's supermarket and Ryder's bakery are just up the road for shopping as well. Please note that Dawlish Warren Road and Warren Road are used interchangeably on Google maps and other Satnav systems to refer to the same location.



You may purchase club and/or pool passes from the site office, if required. You will need passes to enter the clubhouse during the evening, and the pool at all times. A letter confirming your booking will be left in the villa to show site staff. The price of pool and club tickets at the time of writing is £6 per adult, £4 per child (5 to 17 years) and infants up to 5 years go free. These prices are per facility per day, and site management reserve the right to vary prices, or facility opening hours. The pool is open between 9am and 7pm (closed mid-day for one hour of cleaning). The Tropicana Welcome pool closes at the end of October each year, and reopens in the Spring. Paddy's bar on Hazelwood park across the road is open daily during the season, and offers free entry to adults and children. Some activities in Paddy's bar, such as their art/ crafts workshops, may incur a small fee and require booking in advance. Warren Bridge Inn, near the beach, also offers live entertainment and has a play area for children.