

Booking Conditions

1. The person signing the booking form must ensure the party is as stated and must inform Rose Holiday Chalets of any changes on or before arrival. The hirer accepts responsibility for the conduct of the party and for any unreasonable damages.
2. On arrival a £30 cash Bond is payable to cover lost keys, unreturned linen, unreasonable damage and unclean chalets. Any faults or shortages to the chalets must be reported immediately. The hirer is responsible for ensuring that the chalet is left clean and tidy as found, and agrees to reimburse the owner for any loss, damage, or unnecessary cleaning at the end of the hire period. The bond will be returned on satisfactory check out on the day of departure. The company reserve the right to charge £5 per half hour for departure after the 10am deadline (other than by prior arrangement).
3. A £60 deposit must be made with the booking. The balance must be paid 6 weeks prior to holiday start date. Cheques & Postal Orders made payable to Lynstead Children's Services and sent to Units 1 & 2, Building 2, Sandwich Industrial Estate, Sandwich, Kent CT13 9LY. Cancellations, in writing, must be received 6 weeks prior to the holiday start date or all fees are payable.
4. Vehicles: the 10mph site speed limit must be observed and vehicles must only be driven by insured licence holders, who will be responsible for any injury or damage to persons and property. Parking must be in designated areas only and not on the grass.
5. We regret that NO PETS are permitted.
6. Specific chalets or facilities cannot be guaranteed but we will endeavour to meet your requirements.
7. Waterproof sheets are available from reception upon request and failure to protect the bedding will render the hirer liable for the replacement cost.
8. The hirer is responsible for reporting any contact with infectious diseases by any member of his/her party prior to or during the holiday dates.
9. Barbecues are allowed in certain areas subject to prior consultation.
10. The Clubhouse is a separate trading entity, not included in the chalet hire fee. Its facilities are free to holidaymakers, who are advised that there may be restricted facilities and entertainment outside of the main holiday periods. The company reserves the right to withdraw any advertised amenity or facility without prior notice.