



## DreamMaker Caravans

## TERMS & CONDITIONS

- 1) Arrival time 15.00hrs (3pm) at the commencement of your holiday. With a departure time of 10.00 am. Please return the keys to owner services next to reception at the end of your holiday.
- 2) No more than the maximum sleeping capacity of the caravan (6) is allowed at any time. This is to comply with the fire and safety regulations. More people in the caravan than the number of berth can also make for an uncomfortably time for all. Any infringement of this rule will result in the immediate loss of your holiday.
- 3) We understand that accidents do occur and we try to cover as much as possible. If any of your party does have an accident please could you replace the item if it's something small? If it's a large item and this is not possible, please inform DreamMaker Foundation before the end of your stay they will arrange replacement.
- 4) Our aim is to keep our caravan to a very high standard that are cleaned to a very high standard; we believe that all families have the right to expect such a service. To help us achieve such a very high standard, all our guests agree to take care of the caravan, which they are visiting, and will leave the caravan in a clean and tidy condition at the end of their holiday.
- 5) There is a huge element of trust by Les Hoey MBE DreamMaker Foundation but If the caravan is left in an untidy and dirty condition at the end of your stay you will forfeit this agreement and be asked to cover any additional administration and cleaning cost. To prove that caravans are left in an unsatisfactory condition, photographs will be taken before the caravan is cleaned and used as evidence.
- 6) We love pets and understand that a pet is part of the family. But due to the nature of some of the children's illness we are unable to have them in our caravan. If you are found to have any animal in the van. You will automatically forfeit your holiday and any future holidays. **So please leave them at home.**
- 7) Smoking is **NOT** allowed in any of our caravans. If you do smoke please do so **outside** using the ashtrays provided, Do not leave cigarette ends on the grass

Return Forms to:

Block 2 Unit 2 Clamp Road, Etna Industrial Estate, Wishaw, ML2 7XQ

Tel 01698 651789

around the vans. Please be careful with Cigarettes at all times. The caravans are fully checked each week ANY DAMAGE CAUSED BY SMOKING AND CIGARETTES YOU AGREE TO PAY FOR AT FULL COST.

8) Booking will only be accepted by Family's that are registered with DreamMaker Foundation. This is at the discretion of the trustees.

9) Only those named on the completed booking form are entitled to occupy the accommodation you booked. You and the members of your party must observe the park rules at all times.

10) DreamMaker Foundation cannot accept liability for any injury, loss of damage suffered by you or any member of your party whilst staying in our caravans

11) Please note the sites on which caravans are sited cannot be held responsible for any defects, all complaints/ injuries must be reported at once to us.

**WHEN A BOOKING IS MADE** Once your booking form has been signed and returned an agreement has been made with you and DreamMaker, (must be within 1 week) although we understand that sometimes due to situations dates need to be changed or cut short can you please give us as much notice as possible so another family can make use of the caravan.

**I have read and agree with the Terms conditions of hire**

: \_\_\_\_\_ (Signature)

: \_\_\_\_\_ (Date)