

Static Caravan - Cleaning & Damages Deposit

Thank you very much for booking your holiday with us at Salcombe Regis Camping & Caravan Park. It is our intention and desire for you to have a most enjoyable holiday here at Salcombe Regis.

Each Static Caravan will have been cleaned and prepared for you to a high standard. You should find everything in order but if upon arrival you find that something is not to your complete satisfaction, or you find kitchen items missing or damaged, please do let a member of staff know as soon as possible and we will rectify it immediately.

As advised at the time of your booking, you have been charged a deposit of £50.00 as a cleaning and damages deposit. It is reasonable to expect our guests to leave the Static Caravan in a tidy condition on their day of departure (reasonable wear and tear accepted) as we have limited time to have the caravan cleaned in readiness for the next guest.

We want to return your deposit to you in full after your stay. In order to receive a refund of your deposit we respectfully ask that the following items are attended to: -

1. All beds stripped and the linen folded and left at the bottom of the beds.
2. All crockery, glasses, cups, utensils, cutlery, pots and pans and baking trays must be properly washed and dried (no smears) and replaced back in the same cupboard that you found them. (As you would expect to find them if you were the next guest coming to stay here).
3. All spills and/or sticky residues on work-surfaces, floors, carpets and furniture must be wiped up immediately to avoid the risk of permanent staining.
4. Any accidental damage or breakages are to be reported to reception as soon as practically possible. Breakages will be charged as per the inventory & price list that can be found in the information folder in the caravan.
5. The cooker and fridge must be left empty (including the ice box in the fridge) and any spills wiped up.
6. There is a vacuum cleaner and dustpan/brush in the hall cupboard for your use. The carpets and floors should be left reasonable free of particles. Ideally shoes should be taken off when entering the caravan to avoid excess soiling of the carpets.

Our cleaners are contracted to attend to the Caravan after your stay. It takes 1 ½ hours to properly clean a caravan left in a reasonable condition. They will make up the beds with fresh linen, clean the bathroom and kitchen to remove lime scale and soap deposits. They will check the inventory items for loss or damage. They will also dust, remove cobwebs and flies, check light switches, glass and mirrors for finger prints and smears, and give the carpets a final vacuum before leaving.

If our cleaner has to undertake further cleaning beyond their normal duties because items 1 – 6 have not been attended to, the customer will be notified of the forfeiture of their full or partial deposit (depending upon the extent of the additional cleaning required and charged at the rate of £25 per half hour or part thereof). Photographs will be taken and will be made available for the

customer's inspection if required. We would rather not take this course of action but additional cleaning costs will have to be met.

All damages howsoever caused must be reported to reception as soon as practically possible. With the exception of wear and tear items (that are clearly the responsibility of the campsite), inventory breakages caused by the occupiers will be chargeable as per the price list in the caravan and damages not listed will be charged at cost and supported by copy invoices. Breakages/Damages in excess of the deposit amount held will be invoiced accordingly.

(Damages can be but not exclusively breakage and/or damage to: - work surfaces, fixed glass, mirrors, tables, chairs, walls, curtains, carpets, doors, upholstery, crockery, glasses, utensils, cookware, oven & hob, fridge, television/remote and pen/crayon marks. Any missing items not reported to reception on the day of arrival will have to be paid for.)

You will be asked to sign a copy of the cleaning and damages deposit information sheet upon check-in on your date of arrival.

Signed:.....

Customer

Date:.....

Static No:.....

Signed:.....

Salcombe Regis Park Ltd

Date:.....