

Static Caravan – Cleaning & Damages Deposit - £100.

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 in East Devon.

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 require additional kitchen items, please do let a member of staff know as soon as possible and we will rectify the issue immediately.

As advised at the time of your booking, we will require the security of a pre-authorised deposit in the sum of £100 against a valid credit or debit card on the day of your arrival upon check-in. This amount will not be debited to your account but held as a guarantee against any excess cleaning or damages following your departure.

It is reasonable to expect our guests to leave the Static Caravan in a tidy condition on the day of departure (reasonable wear and tear accepted) as we have limited time to get all of our Caravans ready for the next guest on busy changeover days. Excess cleaning incurs additional costs that will need to be recovered.

We do not wish to charge any guests with excess charges for cleaning or damages and respectfully ask that the following items are addressed on the day of departure: -

1. All crockery, glasses, cups, utensils, cutlery, pots, pans, baking trays etc. must be properly washed and dried (no smears) and placed back in the cupboard that you found them. (As you would expect to find them if you were the next guest coming to stay.)
2. Any spills and/or sticky residues on work surfaces, floors, carpets, and furniture must be wiped up immediately to avoid the risk of permanent staining.
3. Any accidental damage or breakages must be reported to reception as soon as possible during office hours. Breakages will be charged at cost.
4. The cooker, fridge and dishwasher (if applicable) must be left empty (including the ice box in the fridge and any spills wiped up).
5. There is a vacuum cleaner and dustpan/brush in the hall cupboard for your use. The carpets and floors should be left reasonably free of particles. Ideally shoes should be taken off when entering the van to avoid excess soiling of the carpets.
6. All caravans are strictly **NO SMOKING ZONES**. If evidence of smoking is present – smell particularly – the full deposit amount of £100 will be charged.

Our cleaners are contracted to attend to the caravan after your stay. It takes 1 ½ hours to properly clean each Static left in a reasonable condition. The cleaners will clean the bathroom and kitchen to remove lime scale and soap deposits. They will check the Static contents for loss or damage. They will also dust, remove cobwebs and flies, replace light bulbs, check light

switches, mirrors, glass, for finger prints and smears and give carpets a final vacuum with our commercial cleaner before leaving.

If our cleaner has to undertake further cleaning beyond their normal duties because items 1-6 have not been adhered 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 £30 per hour (or part thereof). Photographs will be taken and 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 the responsibility of the campsite) breakages by the customer will be chargeable at cost and if possible supported by copy invoices. Breakages/Damages in excess of the pre-authorized deposit will be invoiced directly to the customer for payment.

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

Please sign below to confirm receipt of this guidance and information sheet as this forms part of your contract with us.

Signed:.....

Date:.....

Static Number:.....

Booking Number: