

Hele Valley Holiday Park

Holiday Cancellation Plan

Your booking is a legally binding contract and like all contracts you should protect yourself in case things go wrong

Great value for peace of mind

For peace of mind we offer an optional **Holiday Cancellation Plan** to protect you against losing the money you have paid to Hele Valley in the event you have to cancel your holiday up to one day prior to your arrival day. Make a one-off payment at the time of booking or within 4 days after booking to ensure that you do not lose the cost of your booking in the event of the unforeseen circumstances for any one of our Qualifying Reasons. With this Cancellation Plan we are also able to allow you to make changes to your booking for a small charge.

The cost of the cancellation plan for a party up to 6 people in one unit or for each camping pitch:

£35 for 8 nights or more

£25 for 7 nights

£10 for holidays of up to 4 nights or less

The Cancellation Plan will cover the following:

If you cancel your holiday for any reason **more than 42 days** (6 weeks) before your arrival date, **regardless of the reason** of cancellation we will refund any monies you have paid less the Holiday Cancellation Plan cost and a £25 administration charge.

If you cancel **less than 42 days** (6 weeks) before your arrival date, we will refund you all the money paid less the Holiday Cancellation Plan cost and less the 25% / 50% non refundable deposit providing you cancel under a **Qualifying Reason**.

You can change your holiday arrangements up to 42 days (6 weeks) before your arrival date of type of accommodation, number of people and dates within the same year. With each change will be a £10 administration charge payable.

Qualifying Reasons

The following are '**Qualifying Reasons**' for this Holiday Cancellation Plan:

- Death, serious injury, illness, maternity or admission to hospital of any member of your party
- Your redundancy or that of your spouse
- Jury service or witness service in a court of law by you or any member of your party.

Provided that these circumstances arose after the date you made your booking and affect your ability to take your holiday and you can supply official documentary evidence to our reasonable satisfaction of their occurrence and the date they occurred.

The Holiday Cancellation Plan will not cover you in the event that you need to cancel for reasons other than one of the qualifying reason shown above. For cancellation in such event you should refer to clause 3 in the Booking Terms and Conditions. Credit card charges are non refundable.

Please note that our Cancellation Plan will not cover you for losses incurred other than those sums paid to Hele Valley Holiday Park. Our Cancellation Plan is not a policy of insurance, nor does it replicate all of the features of a typical holiday insurance policy.

How to cancel

If you need to cancel your holiday with us you must advise us by telephone immediately and then send written confirmation by post, fax or email quoting your booking reference number.

Your cancellation will be effective from the date that we receive your written confirmation of cancellation and to ensure delivery we recommend that letters of cancellation are sent to us by recorded delivery.

If you are cancelling for medical reasons we will need to see medical certificate(s) or written confirmation from your doctor. If other documentary evidence is required we ask for these to be provided before making any refund of money.

Further information

Should you require further help and information of this plan please telephone Hele Valley Holiday Park on **01271 862460**