



Rental Terms and Conditions

1. Booking Monies

When booking a deposit of 25% of the rental cost should be paid.

The full balance should be paid one month prior to your stay.

Please note: Fire Fighters Trading Ltd reserves the right to refuse any bookings.

2. Booking Confirmation

A completed booking shall constitute an offer by the client and a contract shall then come into existence. When the Fire Fighters Trading Ltd has confirmed the booking, the date is then not normally transferable.

3. Cancellations

You may cancel your reservation at any time via email, telephone or in writing.

For cancellations by letter the date of the postmark is the date upon which the cancellation becomes effective. You will be required to pay the applicable cancellation charges detailed below.

Period before departure cancellation is received	Charge (as a percentage of the full holiday cost)
More than 28 days	25%
14 – 28 days	50%
0 – 13 days	100%

4. Refunds

Refunds will not be issued for inclement weather or early departures

5. Pets

Family Pets are not permitted on site, with the exception of registered assistance dogs.

6. Behaviour

The Fire Fighters Charity reserves the right to refuse entry to any person who, in our reasonable opinion, is not suitable. In such cases all booking monies will be refunded in full and the agreement ended. By entering into this agreement you are undertaking for yourself and other members of your party to behave in a courteous and considerate manner towards other occupiers of the centre and grounds, and to supervise children properly so that they are not a nuisance or danger to themselves or others. If, in our opinion, you, or your party, are deemed to be behaving unreasonably, causing damage to property or annoyance to others, you will be asked to leave. A proportionate refund of the booking monies will be made and the agreement will be ended. We reserve the right to claim compensation for any damage done. In order to protect other guests, The Fire Fighters Charity reserves the right to enter your accommodation at any time.

7. Vehicles and Contents

Your vehicle, accessories and contents are left at your own risk. The Fire Fighters Charity will not be held responsible for loss or damage thereto from any cause whatsoever except through the negligence of its employees, volunteers and/or agents. The Fire Fighters Charity does not accept responsibility for any goods left unattended at the centre, whether overnight or otherwise. These goods are left entirely at the owners risk.

8. Swimming Pools

Lone swimming is not permitted. Non-swimmers and children under the age of 15 must be accompanied throughout their visit to the swimming pool by 2 responsible adults over 18 years of age, one of whom can swim. Children not accompanied will be asked to leave for safety reasons. The pool is used at your own risk. The Fire Fighters Charity will not accept responsibility for any accidents or injuries.

9. Bicycles and scooters

Due to the nature of the centre, we are **unable** to accommodate the use of bicycles or scooters, roller blades or skate-boards on site.

10. Any Shortcomings

You are asked to notify reception immediately of any shortcomings in your accommodation or complaints so that these can be rectified for you. No subsequent claim can be considered for shortcomings or complaints not so notified.

11. Changes Made by Us

Whilst every effort is made to ensure the accuracy of your booking, amendments will sometimes be necessary. We reserve the right to make minor changes both before and after your booking has been made. Where major change is necessary, you will be advised immediately and you will have the choice of the following options:

- a) Accepting the altered arrangements
- b) Accepting alternative arrangements with any difference in price, be it higher or lower
- c) Cancelling your arrangements with us without charge

12. Term

Your accommodation is available from the check in time detailed on your booking confirmation. You must vacate by 10.00am on your day of departure. You are obliged to leave the accommodation in a clean and tidy condition.

You will be held responsible for any breakages or damage sustained during your stay.

13. Number in your Party

The number in your party must not exceed the capacity for the accommodation, as advised by our team. Please notify us on booking of any disabled member of your party or special requirements so we can ensure the accommodation is suitable.

14. Linen

Bedding is provided in all accommodation. Guests must provide their own towels in self catering facilities or for use in the pool.

Keep in touch

Keep up to date with the Charity's latest news and events in a way that best suits you. Prefer email, post or phone? Let us know by visiting www.firefighterscharity.org.uk/keep-in-touch

Follow us on social media:



The Fire Fighters Charity



@firefighters999



thefirefighterscharity

Registered office: The Fire Fighters Charity, Level 6, Belvedere, Basing View, Basingstoke, Hampshire, RG21 4HG
Charity registered in England and Wales (1093387) and Scotland (SC040096)

Royal Patron: Her Majesty The Queen