

TERMS & CONDITIONS

How to book

We provide weekly holiday accommodation free of charge to those caring for loved ones. To book your get-away, just follow these simple steps:

Complete the online form – www.carers.gg/respite

Or provide one of our outreach works with a hardcopy form – fiona@carers.gg / debbie@carers.gg

We will then confirm your dates or advise alternate availability.

That's it. You're in, and we hope you have a fantastic stay! The accommodation sleeps up to four so please feel free to bring friends or loved ones if you wish, or just take a little time for yourself. After all, you've earned it.

Here are our Terms and Conditions.

General

This is a legally binding contract between the property owner, the John Ramplin Charitable Trust, Carers Guernsey as administrators of the lettings, and the Client. The property owner is also referred to as "we" and "us".

The client is the person who signs the application form or, in the case of online booking, the lead guest who makes the booking. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The client is also referred to as "you".

The property referred to is number 16.

Clients are welcome to use the accommodation, free of charge, for one week per year on a first come, first served basis.

Clients must be registered users of a Guernsey or Alderney charitable service, acting in a caring capacity to a family member or loved one. If the carer has been referred by another local charity, Carers Guernsey will make basic checks with that charity to ensure the service is used for legitimate purposes.

Bookings

The maximum duration of stays is seven nights.

Each client may book one stay per season of seven nights each.

Changeover day is Saturday.

Only one booking per application is allowed. It is the client's responsibility to send a new application form each time they wish to make a booking.

Travel

All travel must be at the arrangement and expense of the Client. Whilst there is no charge for accommodation, all travel is at the expense of the travelling party. All travel must be organised independently and we regret that we are unable to assist in any way with travel bookings.

As return travel plans can be subject to delays or changes due to weather or other disruptions therefore travel insurance is essential. Neither Carers Guernsey or the Trustees of the John Ramplin Charitable Trust take any responsibility for or are able to assist in the event of any travel disruption.

Cancellation by the Client

If the client is unable to use the agreed respite stay the property owner asks to be notified as soon as possible to allow the property owner to use the dates for another waiting client.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes unavailable and the property owner has to cancel the booking, the property owner will endeavour to find the client suitable alternative dates of stay. No compensation or consequential losses shall be paid.

Insurance

Personal Insurance: These are required as a condition of use of the campsite and must include medical and travel insurance for each camper.

Miscellaneous

Smoking is not permitted within the mobile home and non-smokers will be grateful if smokers move away from mobile home to remove the risk of fire or setting off the smoke detector.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the client and their party to leave the property immediately, should the behaviour of the client and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay at this property is four. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately and will not be allowed any subsequent stay. Sub letting or assignation of the let is prohibited.

Pets

Small, well-behaved dogs are allowed in the property subject to the property owner's agreement. All dogs must have the appropriate paperwork to travel to France and must be house trained, otherwise a breach of contract will be deemed to have taken place. Clients must consult their vet before departing.

Dogs must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The client shall be liable for all damage caused by his/her dog or any dog belonging to the clients' party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay. Dogs must be kept on leads at all times within the campsite and owners responsible for disposal of clearing dog mess in a plastic bag and putting in the bins provided.

Arrival and Departure Time

Every effort will be made to have the property available at the agreed time on the day of arrival. The property must be vacated by the agreed time on the day of departure. The rental period shall officially start at 3pm on the first day and finish at 10 am on the last day. The client will not be entitled to remain in occupation after the finish time stated

Liability

The property owner takes no responsibility for the personal possessions of the client or the clients' party. Vehicles and possessions are left entirely at the risk of the client.

Children must be supervised at all times.

Cleaning

We would like to think the Client and party would treat the property as they would their own home and at the end of the holiday, the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Breakages

The Client should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. To keep the booking process as simple as possible for the client a breakages deposit is not required at the time of booking. However, the property owner retains the right to make an additional charge for damage and breakages, although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the client to make any such problem known to the property owner (or their representative) immediately after it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.