

## Terms & Conditions/Contract.

### Coppice Leisure, Worcestershire.

**Reservations of accommodation/occupancy are accepted for Crackerjacks Children's Trust Respite Home, Coppice Leisure" and are subject to the following Terms and Conditions. Please check our website for any updates.** Please read carefully as the lead person will be required to sign this document in agreement to the Terms and Conditions/contract and Rules and Regulation of Coppice Leisure Respite Home: **PLEASE SIGN AND RETURN WITH YOUR APPLICATION FORM along with your £150 deposit:**

- Contract:** all bookings will form a contract between the occupant (Lead Person) and Crackerjacks Children's Trust. The accommodation is let for respite purposes within the meaning paragraph 9 of the First Schedule to the Housing Act 1988, and there is no right of occupancy beyond the stated and agreed period. All bookings are subject to final confirmation by Crackerjacks Children's Trust.
- Rental:** Bookings for persons or groups under 21 years of age cannot be accepted. STRICTLY No hen or stag parties permitted (this is a condition for booking our Respite Home on the Coppice Leisure site).
- Bookings:** Upon receipt of your fully completed Respite Break Grant Application form along with your supporting letter from a specialist (**Doctor, Social Worker, Clinic or NHS Trust professional**) the Respite Home can be provisionally booked. Your booking will be reserved for a period of 10 working days to allow confirmation of your booking direct with Crackerjacks Children's Trust. Should you not receive confirmation within this period please contact us on 0300 124 0122.
- Security Deposits** – Crackerjacks Children's Trust require a payment of £150.00 of which £80.00 is a contribution towards the running and cleaning costs and a £70.00 refundable providing there is no damage, breakage or any extra cleaning costs. The £150 will be required when booking the Respite Home this payment must be paid directly to Crackerjacks Children's Trust. £70.00 will be refunded by Crackerjacks 10 days after departure.
- Damage/Extra cleaning:** All bookings are accepted on the condition that the Respite Home is left in the same condition as you found it. This also includes the cleanliness both inside and outside as at the start of the Respite, should you not leave the caravan as you found it, such as items missing or any breakages there will be a charge of £70.00. The lead person will be required to agree and sign to pay for any breakages/damage or any extra cleaning over and above the standard cleaning. All breakages must be reported to Crackerjacks and payment will be taken direct from your holding deposit. A full inspection of the caravan will be carried out directly after your visit, and an inventory of all belongings will be checked.
- Sleeping Capacity:** The maximum number of people allowed in the Respite Home is six persons and is clearly stated on the application form. This should consist of no more than **two adults and four**

children. (Adults must be over 21, Children must be under 16 at time of respite break) Extra persons cannot be accommodated under any circumstances. Should it be noted that the Respite home has guest staying/sleeping overnight over the recommended six people or the names listed on the application form, then the respite break will be terminated immediately where you will be asked to leave without a refund of your deposit. Checks are carried out at random and site CCTV is in operation 24 hours.

7. **Availability:** The Contract is made on the understanding that the Respite Home and its facilities as published on our website [www.crackerjacks.org.uk](http://www.crackerjacks.org.uk) will be available for the dates stated. In the unlikely event that the Respite Home is not available through events arising out of the control of Crackerjacks, then the booking may be cancelled. All efforts will be made reschedule your respite break at a later date.
8. **Occupation times:** Tenancies commence after 3pm (unless otherwise agreed in writing), Departure time are at 10.30am, Strictly on the leaving date. This is to ensure that the Caravan can be prepared for subsequent guests. Any late departures will result a non-refund of your deposit.
9. **Access to Caravan:** Crackerjack Children's Trust or its agents shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy, or immediately if any serious suspicion whereby, you have failed to abide to the Terms and Conditions/Rules and Regulations.
10. **Pets: Under no circumstances** are pets allowed to stay at the Respite Home. Unless the dog is registered as a working dog, and you hold the documentation certificate as proof. Crackerjacks will require a copy of this document. This is because some children with disabilities may have allergies that could affect their condition.
11. **Linen: No bed linen is supplied;** this will be clearly stated in the application form for the Respite home when booking, however, Duvets and pillows are provided but must be fitted with your own linen. Any damaged quilts or pillows must be paid for.
12. **Statutory regulations:** Crackerjacks Children's Trust will be responsible for complying with all applicable Statutory Regulations and Discrimination Acts affecting customers, the Respite Home, and its equipment, such as gas, water, electric and electrical appliances.
13. **Smoking/Vaping: Smoking or Vaping is not allowed** inside the Respite Home. If guests wish to smoke/vape in the garden area, please ensure you extinguish your cigarettes correctly and not leave cigarette litter on the premises. Smoking/vaping inside the caravan constitutes a breach of contract/Terms and Conditions (see: paragraph 19).
14. **Special Needs:** If your family or children have any special requests or needs, you will be responsible for advising Crackerjacks Children's Trust at the time of booking, although Crackerjacks cannot guarantee that any requests will be met. Failure to meet special requests will not be a breach of contract on behalf of Crackerjacks Children's Trust. It is your responsibility to satisfy yourself that the Respite Home is completely suitable for your needs. Please note that if a particular requirement is not specified on the Website then it is not provided.
15. **Barbecue:** The use of a barbecue on the wooden decking is **not permitted** at any time, any damage cause to the decking will be charged in full to the lead person. There is a patio area that is suitable for BBQs. Please take care with where you set up your BBQ (i.e. Not close to the caravan or fence) please show the utmost respect for your neighbours.

16. **Cancellation by guests more than 6 weeks before the Respite:** Your deposit of £100 is non-refundable, but can subsequently be used as a deposit for a future Respite at the Home with Crackerjacks Children's Trust and booked within 6 months from the date of cancellation.
17. **Cancellation by guests within 6 weeks of a Respite:** If cancellation occurs for any reason within 6 weeks of the start of the Respite, you will be required to advise Crackerjacks immediately by e-mail or a confirmatory letter.
18. **External factors:** Crackerjacks Children's Trust have no control over, and cannot be held liable for external factors that could possibly affect a Respite such as severe or unexpected weather, local traffic, local events, neighbours, children playing, electricity, gas and water supply and the vagaries of television, broadband and mobile phone reception, or any financial losses incurred as a result of external factors.
19. **Breach of contract:** If there is a material breach of any of these conditions by the occupant (Lead person) or any of their party, Crackerjacks Children's Trust or its agents reserve the right to re-enter the Respite Home, and/or end the letting and require the occupant (lead person) and their party to leave immediately without refund.
20. **Complaints:** Every effort has been made to ensure that occupants have an enjoyable Respite. If, however, the occupant has any cause for complaint, then they must contact Crackerjacks Children's Trust within 10 days of departure in writing so any problems arisen can be speedily resolved. Crackerjacks cannot subsequently consider any complaints or enter into any correspondence about a complaint unless these procedures has been followed.
21. **Data protection and Privacy:** Information provided on Booking Forms will remain confidential and will not be disclosed to a third party or used for any other purpose.
22. **Cleaning and maintenance of the Respite Home:** – Crackerjacks Children's Trust will ensure that the Respite Home is clean, tidy and well maintained at the start of every occupancy. Should you find any fault please report in writing to Crackerjacks Children's Trust within 10 working days of your departure.
23. **Respite Home Rules and Regulation:** It is the occupants (Lead person) responsibility to ensure that the rules and regulation of the Respite Home are adhered to at all times there should be no deviations or exceptions to these regulations any deviation or exceptions will be seen as breach of contract (Please see breach of contract, Paragraph 19). Rules and Regulations are available on our website and at the Respite Home.
24. **Parking:** There is a parking space directly outside the caravan for one vehicle at the Respite Home. Vehicles are left or parked are at the owner's risk. Crackerjacks Children's Trust will not be held responsible for any damage, break-ins or any other vehicle related problems.
25. **Holiday Insurance:** **We strongly recommend** that you take out/apply for Holiday or Travel Insurance to cover and protect you and your party from all unforeseen accidents or fatalities. Crackerjacks Children's Trust will not be held responsible for any unforeseen problems relating to your traveling arrangements, respite break, personal circumstances, the weather or any other circumstance that may occur during your respite stay. For further information, you may wish to contact. [www.direct-travel.co.uk](http://www.direct-travel.co.uk)
26. **Responsibility for your children and guests:** whilst we want you to have an enjoyable respite break with your family, we also require you to respect other holidaymakers using the site. The holiday site security has the power to remove and terminate the respite break with immediate effect in the

event of any disturbance of the peace, not abiding to the rules and regulations at Coppice Leisure, drug-related offences, rowdiness, or any other offence that causes disruption to Coppice Leisure or its holidaymakers.

27. **Noise Control:** Please be aware and respect your neighbours at all times, remember they are on holiday to. Music should be kept to a minimum volume at all times;
28. **Customer Survey:** Crackerjacks request that every family that stays at Meadow View Respite Home completes a customer satisfaction survey so we are able to get feedback on your stay and to make necessary adjustments to improve our facility.
29. **Raising Awareness:** We ask that every family that is granted permission for a respite break at the holiday home to supply Crackerjacks with a family picture of your stay in the home, along with a short story of your experience. This might be published on our website to raise awareness of the holiday home and the good work that Crackerjacks carries out. PLEASE TICK THE BOX in agreeing or disagreeing to this request. I AGREE  I DISAGREE
30. **Charitable Donation:** The cost to grant a respite break to a family of four will cost around £650 for a five-day break. This funding is provided by the kind generosity of the public, businesses and organisation as Crackerjack do not receive any government funding. The charity would be extremely grateful if you were able to donate your £70 refund towards our ongoing costs and upkeep so that we can continue giving families such as yourself a well-deserved respite break. Please tick the box to approve the £70 donation towards our running costs
31. **Caravan Condition:** Our Cleaning team take great pride in preparing the caravan to receive its guests, we take photographic evidence after every clean and the end of every visit. The caravan was registered in 2021 and cost the charity £55,000 to purchase and stock. We have taken care to ensure that your visit to the respite is like home from home, with all the appliances and accessories you should require. Over 200 DVDs are available to keep your children happy, Books and some toys are supplied for the children's use whilst on a respite break. Please take extra care of the respite home and ensure that all children are supervised at all times.
32. **Whilst on your respite break please be aware that the reception on site is only available to the home owner and not its guests. You should only contact them in the event of a real emergency, such as, gas leaks, power cuts and water leaks. Should you need to contact Crackerjacks office for any other emergency, please call 0300 124 0122 Monday to Thursday 09:00 to 16:00**
33. Entry to Meadow View is via the Key safe box on the post by the main gate. You will be issued with a code for the Box before arrival; this is a four-figure number that need to be entered on the dial. On departure please ensure you replace the key back in the box and leave it securely looked. Any keys not returned will result in all caravan locks and keys being changer and a charge for the replacement made to the named lead person.
34. Meadow View does not have internet at present that is available to its guest. Its suggested that you top up your data before your visit. Please no not play or interfere with the router in the home as this controls the heating and security system.

**Note:** These Terms and Conditions are correct as at 11<sup>th</sup> December 2024 any amendments would automatically be published to our website, please check [www.crackerjacks.org.uk/downloads](http://www.crackerjacks.org.uk/downloads).

**Acknowledgment of these Terms and Conditions, Rules and Regulations to  
Coppice Leisure Worcestershire, Respite Home:**

I, Name: .....(LEAD PERSON)

of, Address: .....

Address: .....

Address: .....

Post Code: .....

Telephone No:.....

I Confirm that I have read and understand these Terms and Condition of this contract, and agree to abide by them at all times whilst occupying Coppice Leisure Respite Home. The property remains the ownership of, Crackerjacks Children’s Trust.

I also agree to abide by the Rules and Regulations of the Respite Home which I have been supplied to me (a copy can also be found at the Respite Home).

I acknowledge as lead person that all children and adults remain my responsibility whilst staying/occupying Coppice Leisure Respite (Meadow View) Home during the respite break period.

I Acknowledge and agree that any damage, extra cleaning or items missing will be taken from my deposit, and that any costs above the £80 holding deposit shall be my responsibility to pay upon receiving detailed extra charges invoice from Crackerjacks Children’s Trust.

**Signature:** ..... **Date:** .....

**PLEASE SIGN AND RETURN WITH YOUR APPLICATION FORM ALONG  
WITH YOUR £150 CHEQUE AND SPECIALIST RECOMMENDATION AS  
PER SECTION THREE.**