**Static Caravan - Cleaning & Damages Deposit**

Thank you very much for booking your holiday with us at Wheal Rose Camping & Caravan Park.

Each Static Caravan will have been cleaned and prepared for you before your arrival. During the coronavirus pandemic we also sanitise all surfaces and mattress protectors using ULV fogging machine.

You should find everything in order but if upon arrival you find that something is not to your complete satisfaction, or you find kitchen items missing or damaged, please do let a member of staff know as soon as possible and we will rectify it immediately.

As advised at the time of your booking, you have been charged a deposit of £50.00 as a cleaning and damages deposit. It is reasonable to expect our guests to leave the Static Caravan in a tidy condition on their day of departure as we have limited time to have the caravan cleaned in readiness for the next guest.

We want to return your deposit to you in full after your stay. In order to receive a refund of your deposit we respectfully ask that the following items are attended to: -

1. All personal items including toiletries, any cups, glasses or Tupperware and all food and drink should have been removed from the caravan
2. All rubbish taken and disposed of in the refuse bins at the top of the park
3. All crockery, glasses, cups, utensils, cutlery, pots and pans and baking trays must be properly washed and dried (no smears) and replaced back in the same cupboard that you found them. (As you would expect to find them if you were the next guest coming to stay here).
4. All spills and/or sticky residues on work-surfaces, floors, carpets and furniture must be wiped up immediately to avoid the risk of permanent staining.
5. Any accidental damage or breakages are to be reported to reception as soon as practically possible.
6. The cooker and fridge must be left empty (including the ice box in the fridge) and any spills wiped up.
7. The area outside of the caravan should be tidy and free from any dog mess. Any personal chairs, windbreakers or BBQs should be removed.

Our cleaners are contracted to attend to the Caravan after your stay. It takes 1 ½ hours to properly clean a caravan left in a reasonable condition. They will check the inventory items for loss or damage.

If our cleaner has to undertake further cleaning beyond their normal duties because items 1 – 6 have not been attended 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 £25 per half hour or part thereof). Photographs will be taken and will be made available for the customer’s inspection if required.

All damages caused must be reported to reception as soon as practically possible. Inventory breakages caused by the occupiers will be chargeable and damages not listed will be charged at cost and supported by copy invoices. Breakages/Damages in excess of the deposit amount held will be invoiced accordingly.

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

To prevent rain damage to furniture and mattresses we ask that customers close all windows when leaving the van unoccupied.