



Booking terms & conditions

Canvas Life is a trading name of Canvas Holidays Limited. Before booking with us, please read these Booking Conditions and all the other information relevant to your booking. Please read all the information carefully as it sets out our respective rights and obligations.

In these Booking Conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date). “We”, “us” and “our” means Canvas Life. In these Booking Conditions, unless the context otherwise requires, words in the singular shall include the plural and vice versa.

Canvas Life arranges bookings as an agent for the Owners of the campsites, mobile homes, lodges or cottages advertised (“the Owner(s)”). When you book with us acting as agent for the Owner concerned and/or arrange any other services through us, you enter directly into a contract with the Owner and/or the Service Provider of the service concerned (as applicable). As we act as agents when taking your booking, we accept no liability in relation to any contract you enter into for the accommodation or for any services or arrangements you purchase ('Arrangements') or for the acts or omissions of any Owner or supplier or other person or party connected with any arrangements.

1. Making your booking

The person making the booking (“the party leader”) must be at least 18 and authorised to do so on the basis of these Booking Conditions by all members of his/her party. By making the booking, the party leader confirms that he/she is so authorised and that all other party members agree that the booking is subject to these Booking Conditions. The party leader is responsible for making all payments due to us. Once you have made your booking and we have received all appropriate payments (clause 2 below) we will, subject to availability, confirm your booking by issuing a email confirmation (see below). Your binding contract with the Owner/Service Provider comes into existence when the email confirmation is issued. This confirmation will be sent to the party leader. Please check this confirmation carefully as soon as you receive it. Contact us immediately by email if any information, which appears on the confirmation (or any other document we send you) appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within 14 days of our sending it out (5 days for tickets).

Receipt and banking of any deposit money does not constitute acceptance of a booking. No liability is accepted for technical failures that prevent the sending or receipt of emails. Please note we will provide you with your written confirmation by email. Therefore, all references to “your written confirmation” means confirmations provided by email as applicable. It is your responsibility to check your emails regularly and to notify us immediately of any errors/irregularities.

We, on behalf of the Owner/Service Provider (as applicable) have the right to refuse any booking prior to the issue of your written confirmation. If we do this, we will tell you by email and promptly refund any money you have paid to us. In this case neither we nor the Owner or other Service Provider (if any) shall have any liability towards you.

2. Payment

In order to confirm your chosen Arrangements, your deposit must be paid at the time of booking (see 'Making your booking'). If the booking is within 10 weeks of the start of your trip, the full cost must be paid when you book. If you wish to purchase the insurance policy we offer, all applicable premiums must be paid at the time of booking. We will notify you of the applicable deposit payment at the time of booking. The balance of the booking cost must be received by us at least 10 weeks before the start of your Arrangements. This date will be shown on the confirmation/invoice. If we do not receive all payments by the due date, we on behalf of the Owner/Service Provider have the right to treat your booking as cancelled by you and retain all deposits paid or due. If you pay by credit card we will make a charge of up to 2.5% for each payment made this way to recover the credit card company's charge to us. If your payment is not honoured for any reason whatsoever, we are entitled to make an administration charge of 2.5%. Please note that you may be required to make a payment of a security deposit in cash in local currency on arrival at your accommodation.

3. Pricing

The prices of unsold arrangements may be increased or decreased and corrections made to errors in advertised prices at any time before your arrangements are confirmed. The price of your chosen arrangements will be confirmed at the time of booking. As changes and errors occasionally occur, you must check all details at the time of booking. All prices quoted or otherwise advised to you include all charges and any UK taxes or governmental levies that apply to your holiday at time of booking

4. Insurance

We consider personal travel insurance to be essential for overseas bookings and it is a condition of booking through us that you have adequate travel insurance for your trip. Details of the policy we offer are shown elsewhere on this website. If you decide not to purchase this insurance, you must ensure you have alternative Personal Travel Insurance which provides equivalent or better cover to the policy we offer. You must provide details of the policy (name of insurer and policy number) at the time you make your booking or within 14 days of making it. If you wish to arrange your own travel insurance, but do not have details at time of booking the travel insurance we offer will be added to your booking but will be removed if you email us within 14 days of making your booking with details of your alternative policy. You are strongly advised to take out insurance that will cover any damage which may occur to the property which belongs to other people and may get damaged.

If booking more than 10 weeks before departure, your deposit payment will be deemed to include the applicable premiums for the Personal Travel Insurance we offer for all persons named on the booking unless you give the required details of your alternative acceptable insurance at the time of booking or within 14 days of doing so. For bookings made within 10 weeks of departure the premiums must be paid with the full booking payment as cover will not be effective until we receive all applicable premiums in full. Please read your policy details carefully and take them

with you on your trip. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs and declare all Pre-existing medical conditions.

5. Special requests

As we act as an agent for the Owner/Service Provider, we cannot accept special requests. If you have a special request that is important to you, you must contact the Owner/Supplier directly and follow their directions. In most cases, special requests cannot be guaranteed. Bookings we process on your behalf are not subject to special requests.

6. If you alter your booking

If you wish to change any aspect of your confirmed booking, you must notify us in writing/email as soon as possible. Whilst we will do our best to assist you, we cannot guarantee that the Owner/Service Provider concerned will be able to meet any such request, particularly where made within 4 weeks of the start of your trip or after any tickets have been issued. Where we can make the change an amendment fee will be payable together with any costs or charges incurred or imposed by any Owner/Service Provider to make the change. The amendment fee is payable by credit or debit card. Wherever possible, we will limit the amendment fees to those listed below.

Amendment fees, Number of days before the start of your holiday change is requested	Amendment Fee per change/booking occasion
More than 70 days	£25/€35
Less than 70 days	£40/€50

The following changes will be treated as a cancellation of your booking by you. Your amended Arrangements will then be treated as a new booking and the cancellation charges set out in clause 7 below will be levied on behalf of the Owner/Service provider:

- A change of the start date of your trip by more than two weeks.
- Any change in your trip dates where requested after balance due date.
- A reduction in your trip duration where requested after balance due date.
- Changing campsite after deposit has been paid.

See clause 8 if any member of your party is prevented from travelling.

7. If you cancel your booking

Should you wish to cancel the whole or part of your booking once it has been confirmed, the party leader must notify us by email as soon as possible. The day we receive your email is the date on which your booking is cancelled.

If you cancel, a cancellation charge will be payable, levied by the Owner, as shown in the following table. Where shown as a percentage, cancellation charges are calculated on the basis of the total cost payable by or on behalf of the person(s) cancelling excluding insurance premiums and any amendment fees and charges

which have already been incurred. Insurance premiums and amendment fees/charges are not refundable in the event of the person to whom they apply cancelling.

Cancellation Fees - Number of days prior to the start of your holiday

Number of days before start date of your arrangements that notification of cancellation is received by us	Cancellation Charge (plus all booking fees, insurance premiums, credit card charges or administration fees payable by you)
More than 70 days	Full Deposit (including any Balance of Deposit due)
29 – 70 days	50% of Total Cost or Full Deposit (including any Balance of Deposit due), whichever is the greater
15 – 28 days	75% of Total Cost
14 days or less	90% of Total Cost
On arrival date or later	Total Cost

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. If any member of your party is prevented from travelling, that person may transfer their place to someone else (introduced by you) providing we are notified no less than two weeks before the start of your trip with full details of replacement party member (s). Where a transfer to a person of your choice can be made all costs and charges incurred or imposed by any of our suppliers as a result together with the amendment fee set out above must be paid before the transfer can be made.

8. Cancellations or changes by the Owner/Service Provider(s)

The Owners and Service Providers do not expect to have to make any changes to your booking, but sometimes problems occur and bookings have to be changed or cancelled. The Owner and Service Provider reserve the right to do so. If this does happen, we, on their behalf, will contact the party leader (by email/phone) in the event of a significant change or cancellations as soon as is reasonably practical, explain what has happened and inform you of the cancellation or change.

9. Force Majeure

Except where otherwise expressly stated in these Booking Conditions, we regret that neither us nor the Owner/Service Provider can, either jointly or individually, accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of “force majeure”. In these Booking Conditions, “force majeure” means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

10. Our liability to you

As we act as agent for the Owner/Service Provider we cannot accept any liability for any act or omission on their part or of anyone representing, or employed by them. Further, we cannot accept any liability for any shortcomings or defects with or in any property as all properties are within the sole control of the Owners. Your contract with the Owner is subject to their terms and conditions, which may contain additional limitations to their liability. Our maximum liability to you if we are found to be at fault in relation to any service we provide (as opposed to any service provided by the Owner/Service Provider for whom we are not responsible) is limited to the commission we have earned or are due to earn in relation to the booking in question, plus any unrecoverable expenses directly related to your booking which you incur as a result of that failure. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment, or for our own criminal act.

11. If you have a complaint

Every effort has been made to ensure that you have an enjoyable and memorable trip. If, however, you have any cause for complaint then we, together with the Owner or Supplier are anxious that remedial action is taken as soon as possible. Because your contract is between you and the Owner/Supplier, any queries or concerns should be addressed to them. It is essential that you contact them immediately if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless the Owner/Supplier are promptly notified. Discussion of any criticisms with the Owner or his/her representative whilst you are there will usually enable shortcomings to be rectified straightaway. Our aim is for you to have an enjoyable and trouble free trip. We are unable to accept responsibility for any complaint which can be rectified on site if it is not reported as soon as it arises.

If you are still not satisfied with how the complaint is handled please put your complaint in writing and email to enquiries@canvaslife.co.uk. You must submit your complaint by email within 28 days of your return home. This procedure is designed to ensure the speediest possible investigation and rectification of complaints. As we act only as an agent for the Owner, we cannot accept any liability for your property. Any assistance provided in resolving a complaint in relation to your booking is provided on a goodwill basis and in our capacity as agent only.

12. ABTA Membership

We are a Member of ABTA, membership number V5836. As an ABTA member we are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We are also able to offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA's website www.abta.com Alternatively you may write to ABTA Ltd, 30 Park Street, London SE1 9EQ or telephone: +44 (0)20 3117 0500.

13. Behaviour

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the site owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us

(together with our own and the other party's full legal costs) as a result of your actions. You also accept and agree to be bound by the rules and regulations of the suppliers of the services and facilities which make up your holiday (copies available on request). We cannot accept responsibility for the consequences of any breach(es) of these rules and regulations. We expect all customers to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled on behalf of the Owner, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the site or other service. Neither we nor the Owner will have any further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

14. Conditions of suppliers

The services which make up your holiday are provided by independent Suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the Supplier concerned.

15. Services, facilities and website information

The information contained on our website is correct to the best of our knowledge. The facilities and amenities advertised have been found to be normally available by our representatives. However, whilst we do our best to ensure that campsite facilities are open throughout the season, we cannot guarantee this and will not accept bookings which are conditional on this. Facilities may be withdrawn by the Supplier concerned at any time for reasons such as maintenance, local regulations, bad weather or lack of demand from guests. As camping is an outdoor pursuit, we cannot accept responsibility for any damage or loss which results from weather conditions or wildlife. Due to very dry weather conditions, local authorities sometimes ban the use of barbecues in certain areas. In this event, there will be no choice but to withdraw barbecue facilities until the ban is lifted. Occasionally the design and specification of accommodation or equipment may vary from that specified on the website. We cannot accept responsibility for any inaccurate, incomplete or misleading information about any property or its facilities and services, except where any such information has arisen out of our negligence.

16. Safety

Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK or the country you reside in. As a general rule, these requirements and standards may not be the same as the UK and may sometimes be lower. You should therefore take all reasonable precautions to protect yourself and your party whilst on your trip. In particular you should familiarise yourself with fire procedures, swimming pool areas and any unfamiliar cooking appliances. You should also familiarise yourselves with any safety notices on site and ensure that you comply with all specifications for their use.

17. Disabilities and medical problems

If you or any member of your party has any medical problem or disability that may affect your booking please tell us before you confirm you're booking and give us full details in writing as soon as possible before you travel. If we/Owner/Service Provider (as applicable) reasonably feel(s) unable to properly accommodate the particular needs of the person concerned we reserve the right to decline or cancel the reservation.

18. Your Accommodation

The Owner(s) impose the following conditions in relation to your stay at their accommodation/campsites. You can arrive no earlier at and depart no later from your accommodation than the time stated on your booking confirmation. If your arrival will be delayed beyond the start date of your rental period, you must contact the person whose details are given in the confirmation documents so that alternative arrangements can be made. If you fail to do so, you may not be able to gain access to the accommodation. If you fail to arrive by 12 noon on the day after the start date of your rental period and do not advise the person whose details are given in the confirmation documents of your late arrival, we on behalf of the Owner may treat your booking as having been cancelled by you. No refund of any monies paid by you will be made in this situation.

Some campsites may require you to pay a security deposit on arrival. If this applies to your chosen accommodation you will be advised of the amount at time of confirmation e-mail. The security deposit will be refunded by the campsite at the end of your rental period (less any costs for breakages, damage etc if applicable).

You and all members of your party agree both to keep the accommodation clean and tidy, to leave the property in a similar condition as you found it upon your arrival, and to behave lawfully at all times whilst at the property/on the campsite. You and all members of your party further agree not to use the accommodation for any unlawful or commercial purpose, including without limitation assigning or subletting it or otherwise allowing anyone to occupy it who has not previously been accepted by us on behalf of the Owner. You are responsible to the Owner for the actual costs of any breakage or damage in or to the property - along with any additional costs that may result - which are caused by you and/or any members of your party, and the Owner can require payment from you to cover any such costs.

The Owner is entitled at his/her sole and absolute discretion to refuse to hand over to you, or to repossess, the accommodation (which includes the fixtures, fittings, furnishings and decorations) if the Owner reasonably believes you or any member of your party is behaving unlawfully, or that any damage is likely to be caused, has been caused by the behaviour of you or any members of your party. These circumstances will be treated as a cancellation by you. You also must not allow more people than stated to occupy the accommodation: neither can you significantly change the composition of your party during your occupation of it. If you do any of these things, the Owner can refuse to hand over the accommodation to you, or can repossess it. If the Owner does so, this will be treated as a cancellation by you. In these situations no refund of any monies you have paid in respect of your booking will be made and neither the Owner nor we will have any liability to you as a result of the situation arising (including for example any costs or expenses you incur due to not being able to occupy the accommodation, such as the cost of securing alternative accommodation or the payment of any compensation to you). Neither we nor the Owner will be obliged to find any alternative accommodation for you.

You must allow the Owner and any representative of the Owner (including workmen) access to the accommodation at any reasonable time during your occupation of it (except in cases of emergency or where a problem needs remedying quickly and you cannot be contacted in time – in these situations the Owner is entitled to enter the property at any time without giving you prior notice.

Pets are not allowed unless stated otherwise. If you take a pet with you, it is not allowed on beds or furniture, or in any communal facilities, such as swimming pools or shops. Pets should not be left unattended in the property, and dogs should be kept on a lead within the boundaries of a property including the garden. Customers with allergies should be aware that we cannot guarantee that a registered guide and/or support dog has not stayed in their chosen accommodation nor can we accept any liability for any suffering which may occur as a result of such animals having been present. You should also refer to the information regarding taking pets on holiday included on our website

19. Privacy statement

For the purposes of the Data Protection Act 1998, we (Canvas Life) are a data controller. In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and contact details of party members, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you. We need to pass on your personal details to the companies and organisations who need to know them so that your holiday can be provided (for example your campsite and credit/debit card company or bank). Such companies and organisations may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or to involve suppliers based outside these countries. All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept but we will obviously only use names, contact details and booking preferences for marketing. We may disclose customers' names, contact details and booking preferences to other trading divisions of our group, including our parent company, Wyndham Worldwide, or to any company within the Wyndham Worldwide Corporation, such as Group RCI, The Hoseasons Group Ltd, Canvas Holidays Ltd, etc, or any subsidiaries of such companies who offer goods or services which we feel may be of interest to you. The companies, organisations and third parties to whom we disclose customer details may contact any members of your party by post, e-mail, telephone, including automated dialling equipment, fax, and/or pre-recorded messages for the purposes set out in this clause. If you do not wish to receive any or all of the communications set out in this clause, and then please let us know as soon as possible by letter or email. We are entitled to assume that you do not object to being communicated with unless you have indicated otherwise either at the time you gave your details to us or subsequently. Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information. You are generally entitled to ask us (by letter) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request.

20. Governing law

It is agreed that any dispute, claim or other matter which may arise in relation to your booking will be governed by English Law and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

The prices and booking conditions on this website supersede all those previously published.

Prices and booking conditions may be updated, changed or varied subsequently.

Canvas Holidays Limited

Registered Office: Landmark House, Hammersmith Bridge Road, London, WE6 9EJ

Registered in England and Wales. Company Registration Number: 01400552.

VAT Registration Number: GB 215 66 80 63.

Canvas Holidays Limited is a Wyndham Worldwide Company.