

Carp Heaven Terms and Conditions.

A non-returnable deposit of 30% must be sent with the booking form within 10 days of making the telephone or e-mail reservation.

The completed booking form must be accompanied by your deposit payment.

The deposit is accepted as part payment towards the total cost of the holiday.

On receipt by us of your completed booking form and deposit we will reserve your holiday at Carp Heaven and post a receipt and direction map to Carp Heaven.

The balance of 70% is to be paid 4 weeks before arrival date.

If the booking is made closer than 4 weeks of the arrival date then payment must be made in full.

Weekly bookings run from Saturday to Saturday.

Arrival time is after 12.00 noon and departure time before 10.00am.

Swims are chosen on a first come first choose basis after 12.00 noon or if necessary a draw will take place at 12.00 noon.

The person signing the booking form confirms that he/she has the authority of all other persons included in the holiday to make the booking on their behalf and that he/she has read and accepted these booking terms and conditions.

All bookings and departure dates are confirmed to, and, all correspondence will be with the person signing the booking form.

The person signing the booking form is liable for all costs and charges on behalf of the party.

If payment of the balance is not received by the due date, we reserve the right to cancel your booking.
You will forfeit any deposit made.

When possible, any changes to the booking requested after the written confirmation of booking is sent out to you will be accommodated.

The price of your holiday is guaranteed free of price increases and surcharges.

Force Majeure: We will not be liable for loss or delay occasioned by any of the following: Strikes, Riots, Political Unrest, Hostilities, War or threat of War, Terrorist Activity, Industrial Disputes, Fire, Flood, Technical/Weather problems to transport, Closure of Ports, Weather conditions or any other event(s) beyond our control.

SCI Carp Heaven as the venue owner reserve the right to immediately terminate the services we are contractually obliged to provide to you and ask you to leave the property if we, our employees or agents or any other appropriate person in authority judge your behavior to be likely to cause discomfort or harm to other clients or any other person or property.

Jurisdiction: Signature of the booking form constitutes acceptance of a contract on these terms subject to English Law and the exclusive jurisdiction of the English Courts.

Complaints Procedure: In the unlikely event that you or a member of your party has a complaint about your holiday; whilst at the venue, the complaint must be notified to the local representative in the first instance.

Unresolved complaints must be sent in writing to Carp Heaven within 7 days of arrival back in the UK.

Liability shall be limited to the cost of the holiday as specified on the booking form.

The venue – Carp Heaven is a fishing venue, and is not necessarily suitable for children. Persons taking children are reminded that they do so entirely at their own risk. Adults are responsible for the safety and behavior of their children. Extra care should always be taken near water.

Use of the boat is entirely at the client's own risk and is not covered by our insurance. The life jacket that is supplied must be worn when the boat is being used.