DEBRA UK Holiday Home Bookings Policy

Summary

Terms & Conditions of Booking a DEBRA UK Holiday Home. This policy and guidelines are relevant to all users of the DEBRA holiday homes.

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Terms & Conditions of Booking a DEBRA UK Holiday Home

POLICY STATEMENT

DEBRA is committed to providing a fair and accessible provision of respite and booking procedure for the allocation of DEBRA UK holiday homes to all DEBRA members.

Bookings for the UK holiday home are subject to DEBRA's booking terms & conditions which must be read and understood before a booking is made.

PURPOSE OF THIS POLICY

To provide a transparent outline of the terms, conditions, and procedure for booking a stay in a DEBRA holiday home whilst promoting high standards and adhering to regulations including health, safety and holiday park rules which will ultimately ensure the best experience is offered to our members.
To ensure fair and appropriate expenditure of DEBRA funds; the holiday homes are heavily subsidised for members.

SCOPE

This policy applies to all DEBRA members and any other authorised users of DEBRA holiday homes. Information within this document will act as guidance to all members wishing to book a holiday home.

OBJECTIVE

DEBRA aims to provide respite in the DEBRA holiday homes to enrich the lives of members living with EB through a fair, clear, timely and consistent approach.

POLICY DETAILS

1. Who can use the holiday homes?

1.1 The DEBRA holiday homes are primarily for the use of individuals and families living directly with EB and who are current members of DEBRA. However, the holiday homes can also be used during low season

by those DEBRA members not living with EB. Booking details for members not living with EB can be found in section 15 below.

1.2 DEBRA reserves the right to refuse any booking that, in the charity's opinion, may be unsuitable, before or after booking conformation has been received, either by reasons of numbers, composition, false declaration or the omission of a declaration of information that the charity deems makes the booking to be unsuitable. Any refund will be at DEBRA's discretion.

2. Booking terms

2.1 Each DEBRA holiday home Booking Form must name all persons who will be present throughout the duration of the holiday (including children).

2.2 During high season (see DEBRA website for dates), bookings must include at least one person who has EB and who is a current member of DEBRA (exceptions may be made for bereaved family members). The name of the person with EB must be stated on the booking form and they must be present throughout the holiday dates booked.

2.3 One week's holiday per year is allowed per DEBRA member living with EB. DEBRA may in its absolute discretion consider applications for a booking of a further second separate week for dates in low (off peak) season, subject to availability.

2.4 Family members living at the same address who wish to stay in a DEBRA holiday home, regardless of who makes the booking within that family, must adhere to the relevant priority booking date.

2.5 Only those named on the DEBRA holiday home Booking Form or subsequent documentation may occupy the holiday home**.** DEBRA must be advised of any name changes prior to the start date.

2.6 Under no circumstances may persons other than the persons named in the booking form or notified to DEBRA (as detailed above) occupy the holiday home. DEBRA and the Holiday Park staff (all of whom are authorised by DEBRA in this regard) may refuse entry to both the Holiday Park and to the holiday home by any unauthorised personnel.

2.7 The benefit of the booking cannot be transferred to any other group, party or individual without the written approval of DEBRA.

2.8 The holiday home is located on a site not owned by DEBRA. The site has its own Rules and Regulations governing use by guests and visitors, which you must observe. It is therefore important that you, as hirer, make sure that you and all other users of the holiday home find out immediately on arrival what these Rules and Regulations are and ensure that they are observed. It is a condition of the acceptance of your booking that this will happen. If you wish to see the current version of these Rules and Regulations before you book a copy will be supplied on request but the contents of these Rules and Regulations are outside DEBRA's control and may be changed from time to time without our knowledge.

3. How to become a DEBRA member

3.1 If you have EB or are a family member or carer of someone who has EB and you are not a DEBRA member, you can learn more about the benefits membership has to offer and download a membership registration form by visiting our website at Become a member | DEBRA UK - The butterfly skin charity Membership is free.

3.2 Alternatively you can telephone the Membership Team on 01344 771961 option 1 or email membership@debra.org.uk to request a membership form to be posted to you.

4. When to book

4.1 Due to the popularity and high demand of the DEBRA holiday homes, and to ensure fairness amongst those eligible to use those holiday homes and to ensure as many people affected by EB as possible have the opportunity to use the holiday homes, the following dates are considered to be Priority Booking Opening Date for the purpose of submitting booking applications:

1st September – First time bookings/attendees

Open to DEBRA Members wishing to book a DEBRA holiday home in the next calendar year who has not stayed at a DEBRA holiday home in the two years prior.

1st October – Open to all members living with EB

Open to all Members wishing to apply to stay in a DEBRA holiday home

Trial periods may be implemented to test and improve the booking process. As a result, booking opening dates may vary. Any changes will be clearly communicated to DEBRA Members in advance.

4.2 Booking requests received before the relevant priority booking commencement date/time will not be accepted. All booking requests will be acknowledged within 14 days.

4.3 If a Priority Booking Period commencement date falls on a bank or public holiday, or a Saturday or Sunday, the next working day will be the date of commencement of the period.

5. High season

5.1 There are periods each year that have proven to be particularly busy and in high demand. Where reference is made in this policy to high season, the dates for these can be found on the DEBRA website at the following address:
Planning your stay | DEBRA UK - The butterfly skin charity

6. How to book

Visit our website at Planning your stay | DEBRA UK - The butterfly skin charity
and check the availability calendars. The availability calendars are kept up to date but may not show provisional booking dates.

Email holidayhomes@debra.org.uk or telephone 01344 771961 option 1 then option 3 for holiday homes for any enquiries relating to availability, price, and can provisionally book a holiday home for you.

When your provisional holiday dates have been confirmed you will be required to complete and return a booking form, which will be sent via email. Also, you will be required to make relevant deposit payment within 14 days of your provisional booking being taken. Once DEBRA receives your completed booking form and payment, an email will be sent to you to confirm the booking details.

7. Provisional bookings

7.1 Dates booked will be provisionally held for 14 days. If the full deposit and correctly completed booking form are received within that period, the booking will be treated as confirmed. If the booking form or relevant payment has not been received within 14 days of the date of the booking you will be advised that the provisional booking will be deemed to be cancelled, and the dates will become available for other applicants.

7.2 In order to confirm your booking, DEBRA must receive the following within 14 days of the date of its provisional booking confirmation letter:

- Duly completed booking form
- Applicable non-refundable booking deposit for booking received 'more' than eight weeks prior to the arrival date, or
- Full payment for bookings received a minimum of 'less' than eight weeks prior to the arrival date.

7.3 Payment of the non-refundable deposit can be made either by BACS or taken over the telephone using a credit/debit card. Provisional bookings will be held for 14 days. Should DEBRA not receive payment within this period you will be advised that the dates will automatically be released for availability for other applicants.

8. Confirmation of booking

8.1 Your booking will be confirmed to you in writing/via email on receipt of cleared funds for the relevant payment and the duly completed booking form. If a deposit has already been paid then a reminder will be sent to you eight weeks prior to your arrival date stating the outstanding payment required and the payment due date. It is the hirer's responsibility to ensure payment is received by DEBRA on or before by the payment due date and no further reminders will be sent.

9. Final payment

9.1 Payment for the outstanding balance of the holiday home booking must be received a clear eight weeks prior before the arrival date in the form of BACS payment (preferred) or payment can be made over the

telephone using a credit/debit card. If DEBRA does not receive the balance by the date specified, DEBRA is entitled to cancel the booking, and the non-refundable booking deposit will be retained by DEBRA to cover administration costs.

9.2 If your booking is made eight weeks or less before the arrival date, the booking will be held provisionally for 14 days. Once full payment is received the booking will be confirmed. If DEBRA does not receive full payment within this period, the provisional booking will be deemed to be cancelled, and the dates of the provisional booking will become available for other applicants.

9.3 Under no circumstances will DEBRA accept a booking for an arrival date that falls within 14 days of the date of booking without payment in full being made at the time of booking.

10. Prices

10.1 Prices will be reviewed annually, any changes will be communicated via members e-newsletter. Current prices are found on the DEBRA website, this price includes VAT.

10.2 The most up-to-date prices for the required booking period will be quoted when you make a booking. The agreed price will be shown on the booking form and stated in the booking confirmation letter and will not change for the booking made.

10.2 Brynteg Norfolk and Weymouth White - off peak £300 in peak £605 Including VAT
Weymouth red, Newquay, Windermere and Devon- off peak £360 in peak £660 Including VAT

11. Should you need to change or amend your booking

11.1 DEBRA must be notified of any changes in the identity of, or changes to, the number of people stated in the booking form. Changes are accepted during office hours up to 48 hours prior to the arrival date. Should you wish to make a change to the dates of your booking once it is confirmed we will try as a matter of goodwill only but without any obligation on DEBRA's part to meet your request dependent on holiday home availability at the time. Any consideration of a request will, under no circumstances, be

treated as a variation of the contract terms. All changes/amendments agreed will be confirmed via email.

12. If you cancel your booking

12.1 If a booking cancellation is received by DEBRA more than eight weeks before the arrival date shown on the booking form, then the deposit only is non-refundable. If a booking cancellation is received less than eight clear weeks before the arrival date the full holiday home booking charge will be payable unless otherwise agreed by DEBRA in its absolute discretion.

12.2 Following a holiday booking cancellation, an email will be sent to the named party leader on the booking form confirming cancellation of the holiday home.

12.3 It is advisable that insurance against cancellation whether by the hirer (member) or DEBRA is taken out well in advance, the cost of which is not included and can be sought from external companies.

13. Alterations and cancellations by DEBRA

13.1 In the unlikely event that a holiday home becomes unavailable due to circumstances beyond DEBRA's control, the hirer will, if an alternative holiday home is available, be offered such an alternative or a refund of monies including the deposit previously paid to DEBRA.

13.2 In the event of such cancellation DEBRA's liability shall not exceed the refund of the amounts paid. DEBRA is not liable for any other expenses or liabilities incurred by the hirer or for any distress inconvenience or disappointment suffered or alleged to have been suffered by those named in the booking documentation.

14. What is and what is not included

14.1 The following lists set out items that are provided in the holiday homes at the start of the season but there may always be breakages that are not made good, or items may go missing and are not replaced during the season which DEBRA is not aware of. The information supplied prior to or at the time of booking is provided by DEBRA in good faith but such of the items as may be in the holiday home at the

arrival date are provided by DEBRA as a matter of goodwill and the availability of all items mentioned in any such description or in the list below is not part of the contract between DEBRA and the hirer.

14.2 All holiday homes include:

Included: Basic kitchen equipment (i.e. cutlery, pans, utensils, crockery), cold air fan, vacuum, mop, smart TV, a portable AC unit, a travel cot and blender.

Not included: Bed linen: duvet covers, pillowcases, bed sheets for all beds including the sofa bed. We also do not supply, hair dryers, towels, tea towels, toilet paper, shower mat, kitchen supplies, e.g. washing up cloth, washing up liquid and cleaning products.

15. Members not living with EB

15.1 The DEBRA holiday homes may also be used by DEBRA members not directly living with EB, including staff, some volunteers, healthcare professionals working directly with EB, paid carers working with DEBRA member living with EB and bereaved families outside of peak times or last-minute stays (restrictions apply, please contact the Holiday Homes team for details). All terms and conditions of booking a holiday home apply on condition of the following:

Bookings will only be accepted a maximum of 4 weeks in advance (6 weeks out of peak season) dependent on the time of year and demand from EB members.

The full cost is payable at the time of booking – additional charges will apply.

If a member of staff, volunteer or healthcare professional stays in a holiday home all costs incurred must be covered and will be subject to VAT being added at the prevalent rate. For holidays of less than one week a minimum cost of £140.00 + VAT will be charged.

We will not accept bookings by members registered as “have an interest in EB”, an unpaid carer or any ex-DERBA trustee or committee members without a family member living with EB.

16. Bereaved Families

16.1 DEBRA members who have experienced the loss of a close/immediate family member (because of EB), will be permitted to book a DEBRA holiday home outside of peak times or last-minute stays as per section 16 “Members not living with EB”.

17. Accuracy of information and advertising

17.1 DEBRA will advertise the holiday homes on the DEBRA website, through the InTouch magazine, e-news, Facebook and other social media platforms and DEBRA/Member events.

17.2 We always take a great deal of care to ensure that the information and photography used for our holiday homes to the best of our knowledge is correct and all statements made by DEBRA are given in good faith based upon information available at the time. However, from time to time we may make changes to details like decoration, furniture, and fittings. Whilst all reasonable measures have been taken to ensure accuracy, DEBRA and their representatives are not liable for any variation however caused.

18. Safety standards

18.1 The holiday homes will be maintained by DEBRA on an annual basis. This includes ensuring the appropriate insurances; utility safety certificates and equipment meet the required standards.

18.2 DEBRA representatives will visit each site every year to ensure the holiday homes are in good order throughout – including external decking areas and ramp.

19. Health and safety

19.1 Child supervision. It is the hirer’s sole responsibility to supervise babies, children and young people at all times whilst staying in the holiday home and on/around the holiday park.

19.2 No smoking. Smoking of any kind (including vapes) is strictly forbidden in and around the premises of the holiday home, including the decking areas.

19.3 BBQ's: The use of BBQs (including portable BBQ's) is not permitted on the premises of the holiday home, including the decking areas.

19.4 Candles. The use of candles is not permitted on the premises to avoid burns and possible fire.

19.5 Windows. Parents and carers on arrival at the holiday home should make themselves aware of the height of the windows adjacent to beds being used by children and vulnerable adults and how wide the windows can be opened. **It is the responsibility of parents and carers to supervise young children to prevent any accidents happening.** The windows must remain easy to open/not blocked as it may need to be used for escape during a fire.

19.6 Rubbish. All rubbish and household waste should be placed in the communal bins daily, thus avoiding unwanted smells, insects, and animals. No household waste should be left outside the holiday home at any time

19.7 Sharps and clinical waste disposal: It is the sole responsibility of the hirer/party leader made the holiday home booking to ensure that sharps and clinical waste are disposed of in a safe and appropriate manner i.e., sharps boxes.

19.8 Slippery floors. Certain floor surfaces in and around the holiday home may become slippery when wet. To avoid accidents, running is not permitted, nor is running or walking with wet and/or bare feet.

19.9 Holidays homes may be located in a forest or other locations where the ground is uneven, and where street lighting is not permitted. Please ensure your safety by wearing appropriate footwear, carrying a torch at night, and being cautious of your surroundings.

20.9.1 Wildlife Awareness. Please acknowledge and accept the presence of wildlife, including adders and bees and agree to exercise caution accordingly.

19.9.2 Stick to marked trails and pathways. Avoid walking through dense undergrowth.

19.9.3 By bringing pet as per section 29 to any holiday home you agree to keep them safe by supervising them at all times and ensuring they do not disturb wildlife.

20. Reporting maintenance, cleaning issues or missing/damaged items

20.1 Any issues that arise from alleged non-availability or malfunction or cleanliness or state or condition of such items should be reported to the Park's reception staff within 24 hours of your arrival, and to DEBRA on the next available working day. After this time, it will be assumed that everything is in order. If any damage or loss occurs during your stay and is not reported accordingly, you may be charged for the repair or replacement costs.

20.2 Every effort is made to ensure all items and equipment described and supplied are in good working order but availability or function or state or condition of any such item thereafter cannot be guaranteed as they may be damaged or missing through no fault on the part of DEBRA. All instances should be reported to DEBRA.

20.3 Whilst the Holiday Park and/or DEBRA will but without any obligation to do so endeavour to organise repairs or replacements as quickly as possible, delays may occur particularly during the high season.

20.4 DEBRA encourages guests to report any issues or problems to the Holiday Park reception and DEBRA Holiday Home Manager as soon as they are found; so, the DEBRA Holiday Home Team are given the opportunity to correct the problem for your own comfort and for the comfort and convenience of guests using the holiday home after you.

21. Changeover dates/rental weeks

21.1 The changeover dates/start of rental weeks for the holiday homes are as follows:
Brynteg, Windermere, Newquay and Devon: Friday – Friday
Weymouth Red & White and Kelling Heath: Saturday – Saturday

22.2 The arrival and departure dates and number of nights' stay can be flexible within a one rental week period. A booking of one week or less should not span two rental weeks unless otherwise agreed by DEBRA for holidays taken in low season only.

22. Holiday home arrival and departure times

22.1 The holiday homes are available for occupation from 4.00pm onwards on the arrival date and must be vacated on the departure date, unless otherwise agreed in writing, by 10am. If you're attending Weymouth Red with a dog, it will be 9:30am as stated on the parks key release forms and conformation email.

23. Keys, directions, and arrival details

23.1 Detailed instructions for key collection, key box codes, directions and any other arrival details will be sent via email (or by post if specifically requested by DEBRA member) within six weeks of your arrival date.

24. Liability for damage to a DEBRA holiday home or its contents

24.1 Except in the case of normal wear and tear, the hirer will be responsible for any costs incurred by DEBRA for additional cleaning, unnecessary callouts of Holiday Park staff, external contractors for the replacement of damaged or broken contents and making good any damage to the holiday home which has occurred due to accidental damage, wilful damage, or irresponsible behaviour on the part of any of those occupying the holiday home or their guests. Such damage must be immediately reported to the Holiday Park's reception staff, and as soon as possible to DEBRA, so it can be rectified for the comfort and convenience of future guests.

24.2 If the hirer for any reason whatsoever does not settle the payment requested by DEBRA, then their membership may be cancelled and neither the hirer or their family will be allowed to occupy a DEBRA holiday home in the future.

25. Rights of access

25.1 DEBRA, the Holiday Park staff, or their sub-contractors have the right of access to the holiday homes at any time with due regard to the convenience of the hirer for the purpose of inspection of the same and

the furniture, equipment, utensils, and other contents and to carry out any urgent/essential or routine repair or maintenance work. With approval from DEBRA.

26. Behaviour

26.1 As provided in these Terms and Conditions the hirer is solely responsible for taking all reasonable care of the Holiday Home and its contents during their stay. The hirer shall also ensure that no member of the party engages in any activity in or around the holiday home and Holiday Park which may cause excessive noise, any disturbance or damage, our cause offence to the neighbours or other families staying on the park or otherwise unacceptable anti-social behaviour. In such circumstances Holiday Park staff may involve the police and/or require that you and/or any members of your party leave the Holiday Park immediately. No refunds will be given in these circumstances, and we reserve the right to cancel DEBRA membership and neither the hirer nor their family will be allowed to occupy a DEBRA holiday home in the future.

26.2 You are reminded that the holiday home is located on a site not owned by DEBRA. The site has its own Rules and Regulations which may change from time to time during the season governing use by visitors which you must observe. It is therefore important that you as hirer make sure that you and all other users of the holiday home find out immediately on arrival what these Rules are and ensure that they are observed. It is a condition of the acceptance of your booking that this will happen.

27. Day of departure

27.1 The holiday home should be left in the same clean, tidy, and undamaged state as it was found on arrival. The hirer shall ensure that crockery and cutlery is washed and put away in the appropriate cupboards. The cooker, oven, fridge, and microwave must be clean, and all rubbish must be removed and placed in the communal dustbins. The dishwasher should be emptied and all items put away.

27.2 Should it be necessary for the housekeeping/cleaning staff to carry out any additional cleaning after the hirer has vacated this will, as stated in a previous section of these Terms and Conditions, incur an additional charge, for which the hirer will be responsible.

27.3 Windows should be shut, fans, heating and cooker/oven should be turned off and the door locked behind you for security. All keys should be returned to location as specified on the confirmation email.

28. Wheelchair and disability friendly facilities

28.1 All DEBRA Holiday Homes have ramp access, parking for one vehicle adjacent to holiday home and access throughout majority of main complex facilities on park.

28.2 Brynteg: Shower over bath facilities.

Weymouth
Red 36: Shower cubicle main bathroom, shower over bath en suite. The park has ramp access to all facilities, a lift to gym facilities and a hoist for the swimming pool.

Weymouth
White 39: Wide WC / wet room with handrails, wider corridor and door entrances, raised toilet seat. King size bed is raised (comprised of two single divans), low level kitchen sink unit. The park has ramp access to all facilities, a lift to gym facilities and a hoist for the swimming pool facilities.

Kelling Heath: Shower seat in en-suite bathroom, shower over bath in main bathroom.

Newquay: Shower over bath in main bathroom, shower cubicle in en suite. Outside pool only, with step access.

Windermere: Corner shower cubicle in en-suite, shower over bath in main bathroom. Swimming pool hoist available.

Devon: Shower cubicle in both the en suite and main bathroom. Swimming pool hoist available.

29. Pets and assistance dogs

29.1 Other than Assistance dogs, DEBRA does not allow animals to stay at any of the holiday homes. However, exceptionally, one medium or two small, well-trained dogs may be permitted at the Weymouth Red 36 or Brynteg holiday home. Dogs are not allowed on the beds or furniture and any mess must be cleaned up immediately from inside and outside the holiday home and around the Holiday Park generally.

29.2 You must indicate on the DEBRA booking form that you would like to take a dog with you if you are staying at Weymouth Red or Brynteg, as this will incur an **additional charge of £60** for a deep clean to carpets and upholstery. This is to help protect future guests who may suffer from pet allergies. This additional charge will form part of the total holiday booking cost. Check-out time is 9.30am to allow for the extra deep clean to take place.

30. No smoking

30.1 All DEBRA holiday homes **including the external decking areas** are non-smoking zones (including vapes) and any additional cleaning or fumigation required because of a breach of this term will give rise to an additional charge to cover the costs incurred and may also result in Membership benefits being withdrawn

31. Complaints

31.1 In the unlikely event that you have a complaint about the holiday home or its contents whilst on holiday, it must be reported immediately to the DEBRA Holiday Homes Team.

31.2 Neither DEBRA nor the Holiday Park shall have any liability for any complaint submitted after the completion of the hire period. Subjective opinions are not considered as a complaint, for example complaining that the beds are not comfortable or not liking the décor, as these may be one person's opinion but not the opinion of someone else.

32. Private insurance

32.1 The holiday home rental cost does not include any personal insurance cover of any kind. Your home insurance may or may not cover you and your belongings whilst you are on holiday, but it is unlikely to

cover accidents, medical expenses, or losses due to cancellation. It is the hirers responsibility to ensure they have appropriate insurance cover.

33. Liability

33.1 DEBRA does not accept liability for any act neglect or default on the part of themselves or their representatives or any other person not within their employ or otherwise under their control nor for any accident loss costs expenses injury expense or any other inconvenience or claim for compensation whatsoever, whether to person or property and whether caused by DEBRA, their employees or agents or otherwise, which the hirer or any other person named in the Booking Form or their guests or any other person may suffer or incur arising out of, or in any way connected with this hiring. In addition, DEBRA and their representatives accept no liability whatsoever for any loss of or damage to any personal possessions in the holiday home or any other part of the Holiday Park.

33.2 Nothing in these conditions excludes or limits the liability of DEBRA or their representatives for any loss damage injury nuisance or inconvenience in relation to which the law prevents DEBRA excluding liability.

33.3 In all cases, except as above-mentioned, our liability for the total of all claims arising out of the hiring is limited to the Hire Charge.

34. Communicating with you

34.1 We respect your privacy and will not pass any unnecessary details on to any third party, **and will only share necessary information with third parties. This includes providing your** name and contact details and the ages of any children under the age of 18. **Where required by the holiday park, we may also need to share additional details such as** address and vehicle registration.

Full details of DEBRA's Privacy Policy can be found at www.debra.org.uk/privacy.

Sign-off

Name	Date	Signature
SLT	28th May 2026	

See meeting minutes