

Booking Policy & Terms & Conditions of Hire for Beach Huts, The Valley, Promenade Park, Maldon.

Owned by Maldon District Council & operated by **J & C's Party Pets** trading as **Maldon Promenade Zoo**.

1. Beach huts will only be hired to adults via the online booking system. This booking is not transferable to any other person. Full payment must be made at the time of booking by credit or debit card.
2. Hire begins at 10.00 and terminates at 18.00, unless otherwise agreed, and must not be used for overnight accommodation.
3. There is a maximum number of 6 people including babies and children allowed in our huts at any time either inside or outside. Larger groups of people should book the appropriate number of beach huts for the party. This is monitored throughout the day and anyone not abiding by this rule may be requested to vacate the hut. This may mean forfeiting the remainder of the rental period and no future bookings will be accepted for the hirer.
4. By booking online you accept that your name, email address and contact number will be passed to Maldon District Council and J & C's Party Pets **ONLY**. We do not pass contact details onto third parties.
5. Entry to the beach huts will be via a key collected from Maldon Promenade Zoo. Please ensure the hut is locked upon departure and that you return the key to the Zoo. A charge of £50 will be incurred if keys are not returned or are lost.
6. If there is damage to the beach hut or contents, as a result of the hire, the hirer will bear the cost of the repairs.
7. Valuables should not be stored in the beach hut. Maldon District Council or J & C's Party Pets cannot be held responsible for any loss or damage to the hirer's property.
8. All litter and personal belongings must be removed from the beach hut upon departure and the hut left clean, tidy and secure.
9. Any items left behind after hire will be kept for 14 days before being disposed of. In the event that you do leave something behind please complete form here: www.visitmaldondistrict.co.uk/lostproperty and we will do our best to reunite you with your property.
10. The beach huts are inspected at the end of each hire and records made of any loss or damage incurred.
11. No pets or other animals (except assistance dogs) are permitted within the fenced 'Valley' play area (i.e. inside the yellow entrance gates)

12. The beach huts are to be used only as shelter and for storage of personal items for day visitors to Promenade Park and for no other purpose whatsoever, unless permission is granted in writing by Maldon District Council.

13. Be considerate of neighbouring beach hut hirers and other park users. Persons engaged in inappropriate or anti-social behaviour may be asked to leave and no refunds will be offered.

14. Smoking or other naked flames are not permitted within the beach huts, or surrounding area. No barbecues or fires are permitted within Promenade Park and this includes the fenced 'Valley' play area.

15. Maldon District Council reserves the right to cancel bookings at short notice should there be circumstances outside of their control, for example, damage to the beach hut the previous day, overnight storm damage. Should this occur, every effort will be made to accommodate the booking or a full refund will be issued to the hirer.

16. Once a booking is confirmed, we are unable to transfer bookings due to unfavourable weather conditions unless a met office **amber or red weather warning** has been issued. In this case your booking will be moved to a more favourable date, with your agreement. Bookings are non-refundable and are non-transferrable unless in exceptional circumstances, and this is at the discretion of J & C's Party Pets.

17. The beach huts are located within an area at risk of coastal flooding. Please check the weather forecast on the day of hire and read the Flood Risk Assessment sign posted within the beach hut.

Feedback regarding your visit to Promenade Park is encouraged and we would appreciate your honest review via any of the sites such as Trip Advisor, Google reviews or Facebook.

If you should wish to make a complaint, please email tourism@maldon.gov.uk