

## TFPG Hire Fleet – Booking & Payment Policy

We're delighted you're considering a holiday with The Family Parks Group! Please find below our simple booking and payment guidelines to help you plan your stay with confidence.

### Booking Deposits

- **Standard Bookings:** A **25% deposit** of the total holiday cost is required at the time of booking.  
*Please note: this deposit is non-refundable.*
- **Last-Minute Bookings (within 14 days of arrival):** Full payment is required at the time of booking.

### Paying Your Balance

The remaining balance will be due **28 days before your arrival**. You'll receive a reminder in advance to help you stay on track.

### Changing or Cancelling Your Booking

We understand plans can change. Here's what happens if you need to cancel:

- **28+ Days Before Arrival:** Your deposit can be transferred to a new booking or forfeited.
- **Within 28 Days of Arrival:** The full payment may be moved to a new date or forfeited, depending on circumstances.

### No-Show Policy

If we don't hear from you and you don't arrive as scheduled, unfortunately the full payment will be forfeited.

## Payment Methods

- **Online Payments:** Our automated system is the easiest and most secure way to pay, and is our preferred method.
- **In-Person or Phone Payments:** These can be arranged if needed – just give us a call and we'll be happy to help in line with the policy above.

If you have any questions or need help with your booking, our friendly team is here to assist. We look forward to welcoming you soon!