

30 day money back guarantee

Satisfaction Guaranteed!

We are committed to selling every customer the holiday home and location that is right for them. If for whatever reason, this should not be the case and you fail to fall in love with your new lifestyle, we now offer a 30 day money back guarantee.



Terms and Conditions: The 30 day money back guarantee is available to all new customers who purchase a new or used holiday home. If the Customer cancels the purchase of a holiday home within 30 days of the date of handover, the park owner will refund to the customer all monies paid by the customer to the park owner less any amounts for damages or breakages to either the holiday home or the park. Requests for cancellation must be made in writing and addressed to the General Manager of the park where the holiday home is sited. The date of cancellation shall be the date the written request is received by the General Manager. Where the request is posted by Royal Mail 1st class guaranteed delivery, the cancellation date shall be deemed to be the first working day following the date of posting. The park owner accepts no liability for any losses incurred by the customer where the park owner fails to receive the written request for cancellation, for whatever reason, after the 30 day limit. The terms of the 30 day money back guarantee do not affect your statutory rights. For more information, please contact a local authority Trading Standards department or Citizens Advice Bureau. Subject to status and deposit criteria. Park cannot be used as a permanent residence. Bourne Leisure is registered in England and Wales, no 04011660. Registered office 1 Park Lane, Hemel Hempstead, Hertfordshire, HP2 4YL.

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