

TERMS AND CONDITIONS

HOW TO BOOK YOUR HOLIDAY

- Please read all the conditions listed below and then complete your booking request form, you can book on-line at www.trenanceholidaypark.co.uk Please note this is a **request** booking and not confirmed until processed by the Booking Office. We reserve the right to refuse any potential booking.
- For postal bookings please return the completed booking form, enclosing a deposit payment. If the booking starts within 28 days, then full payment should be enclosed.
- Trenance Holiday Park is a family park and caters for families and couples only and **does not accept all male, all female, or uneven numbered mixed parties** unless by prior arrangement. Accordingly we check not only the availability of requested accommodation but also party make-up before confirmation of any booking is made.
- **NO DOGS**. In the interests of all visitors dogs are not permitted in our accommodation or on our pitches.

CHALETS AND CARAVANS

- To secure your reservation a £50.00 deposit is required per week.
- Chalets and Caravans are equipped with duvets & pillows. **VISITORS ARE REQUESTED TO BRING THEIR OWN BED LINEN, TABLE LINEN & TOWELS.**
- The number of persons not to exceed the stated number of berths.
- Bookings are from 3.30pm on the day of arrival to 10.30am on the day of departure.

TOURING, CAMPING AND PODS

- A deposit of £20 per week, plus £1.50 booking fee, a total of £21.50. The £20 will be deducted from your final balance; the £1.50 is to cover the cost of administration.
- During the period 21st July to 11th August advance bookings are only accepted for a minimum stay of 7 days, starting and ending on a Saturday.
- Tents/Caravans & vehicle must be able to fit within a 7m x 7m pitch. Larger units by special arrangement only.
- Pitches are from 2pm on the day of arrival to 12 noon on the day of departure.

PAYMENTS & CANCELLATIONS

- Cheque payments & most major credit cards accepted.
- Please make cheques payable to: **Trenance Holiday Park**.
- The balance amount of your holiday is due **28 days** before the start of your holiday.
- If payment is not received by the due date, the booking will be considered cancelled. The Park will be free to re-let the accommodation/pitch. Deposit monies will **not** be refunded by the Park.
- Cancellation, **no refunds** are given for early termination of your stay. We recommend that visitors take out Cancellation Insurance independently to the Park.
- Caravans/Chalets/Pitches should be occupied within 24 hours of the due arrival date. If the Park has received no notification of a delay in your arrival, the Park will be free to re-let the accommodation/pitch. **No monies will be refunded by the Park.**
- Changes to a booking will incur a charge of £10.
- Cheques returned by the Bank un-cleared, will incur a £10 charge.

GENERAL CONDITIONS

1. It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.
2. The person signing the booking form is deemed to be responsible for ensuring that only those listed on the form occupy the accommodation/pitch.
3. If in the opinion of the Proprietors any party is guilty of excessive noise, unclean behaviour or conduct prejudicial to the well-being of other visitors; the Proprietors may re-take possession of the accommodation or pitch, and refund any monies only at their discretion.
4. Visitors will be held liable for any damage to Park property and may be charged for an extra clean if required.
5. Parents/Guardians are responsible for the conduct of their children whilst on the Park.
6. Some facilities advertised may not be operating early or late in the season.
7. Only one discount or special offer can be applied per booking. Once booked, any offers available subsequently cannot be applied to an existing booking. Likewise you are not permitted to cancel a booking in order to re-book under a new special offer. We reserve the right to alter the tariff at our discretion.
8. Once booked in, parking is allocated by your unit. Prior to check in parking on the Park is not available.
9. For more information please go to F.A.Q. section on our website homepage www.trenanceholidaypark.co.uk.