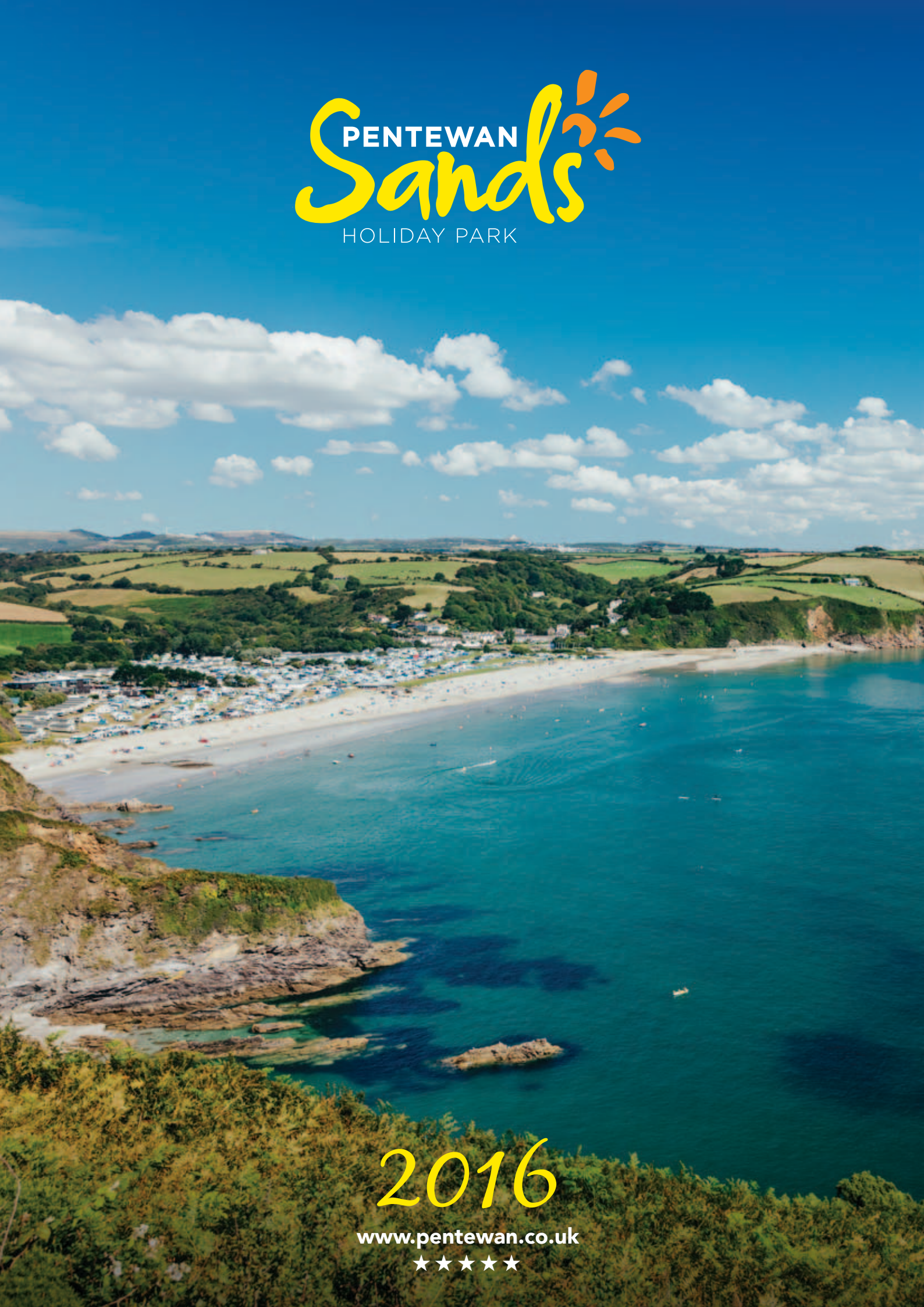

PENTEWAN
Sands
HOLIDAY PARK
2016
www.pentewan.co.uk
★★★★★

There's nothing quite like a Pentewan Sands holiday.

Wake up to the sound of the sea. Walk, play or picnic at the water's edge. Swim and sail in gentle waters. Or simply contemplate the huge skies and endless horizon. One day at Pentewan Sands is enough to relax and refresh you, leaving you wanting to come back for more.

Few holiday parks can promise a better location than Pentewan Sands. This 5 star award-winning park sits on a half-mile stretch of coast in the sheltered waters of Mevagissey Bay. It's a privately owned and spacious beach that provides the perfect destination for an unforgettable outdoor holiday.

As well as stunning views of the sea and surrounding countryside, there's plenty to do both on site and around the area – from wonderful cliff walks to a range of water sports, a selection of children's activities to great entertainment and dining. Or, if all you want to do is relax, you could simply chill out on the beach and do nothing but soak up the beauty of the place.

A Holiday Park as individual as you...

Holidays are a chance to escape the everyday routine and spend quality time with your friends and family. Pentewan Sands Holiday Park prides itself on offering a warm welcome to everyone and with 70 years' experience providing a holiday destination for everyone, you can trust Pentewan Sands to deliver your holiday, no matter what you are looking for.

Whether you are looking for a fun-packed family holiday, a few nights away or a romantic break, you'll find it at Pentewan Sands! During the peak school holidays and other selected dates, there's a regular entertainment programme aimed at children and families every night of the week. Out of season, the pace slows down a little, leaving you with plenty of space and time to relax and enjoy the beautiful surroundings (please visit our website for details).

During 2016 we have an exciting line-up of seasonal events and activities which guests can enjoy whilst unwinding in our tranquil surroundings.

Every May bank holiday, we celebrate all that is great and good about the British Scuba scene. Scubafest is an action-packed weekend with free try-dives for those new to the activity, beach-combing expeditions for the kids, underwater photography competitions and the chance to trial equipment from major manufacturers, all wrapped up around a full programme of evening entertainment!

For the most up-to-date information on events including Easter Breaks, Couples Getaways and Half Term Holidays, please visit our website www.pentewan.co.uk or call us on 01726 843485.

There's no need to compromise on a Pentewan holiday - choose the holiday type that's right for you!

Every comfort of home...

The beauty of staying in one of our holiday homes is that you can enjoy the best of both worlds: Living out in the fresh air, while enjoying every comfort of home.

Our spacious two and three bedroom holiday homes provide you with everything you need for cooking, eating, showering, relaxing and enjoying a good night's sleep – even the bed linen is included. These lovely holiday homes are laid out in various different areas of the park to give a choice of settings. Some have spectacular sea views, whilst others enjoy the peace of our secluded Willows area, surrounded by trees and flowers.

To make the most of their beautiful surroundings, many of our holiday homes have full-length French windows opening directly onto generous sun-decks or even covered balconies – the perfect place to sip a sundowner and watch the world go by.

As usual, we have added a number of new holiday homes, giving a fantastic feeling of space and comfort. Most are in our Diamond, Platinum and Gold Plus ranges, and for 2016, we have also introduced three new Beachcomber models, complete with decking and a unique coastal style of their own.

For the ultimate in luxury, you may choose to stay in one of our two flagship homes, The Retreat or The Lookout. Visit our Tariff pages for more information.

Sleep under the stars...

If you're bringing your own tent, touring caravan or motorhome, we can provide you with the best possible location for outdoor living! Our beautifully kept pitches, mostly electric, and no more than a 3-minute walk from the beach, are generous in size and offer ample space to spread out and enjoy sleeping under the stars.

All benefit from our immaculate amenity blocks where there's unlimited hot water to shower any time and you can also book individual bathrooms or a baby bath at reception. We even have some pitches literally a few feet from the beach!

Plus, if you want to take the hassle out of towing your touring caravan, we do offer secure storage facilities complete with tow-on, tow-off service. Vacancies are strictly limited – contact us early to check availability and terms.

Taken at Pentewan Sands by DHW Photography

As much (or as little) as you like...

If you can prise the kids away from playing in the waves, building sandcastles or flying kites on the beach, there are plenty of other ways to amuse yourselves, both on site and off.

In The Seahorse there are two indoor pools which are included in the holiday price: a fun pool with water flume for the kids and a lap pool for more serious swimmers. There's also a two-storey indoor play zone and a modern, bright amusement arcade.

For those who want a little more outdoor action, we have two tennis courts, (one full-sized and one junior-sized) plus equipment hire, a fantastic water sports centre right on the beach and daily or weekly cycle hire from Pentewan Valley Cycle Hire giving direct access to the National Cycle Trails.

As our beach is set between two headlands, it's sheltered and perfect for swimming and water sports: try out paddle boarding, windsurfing or kayaking for the first time under the tuition of our resident water sports expert or, if you're already experienced, just hire the equipment and set off to explore…

If you have your own sailing or motorboat, use our professional launching services available from 14 May to the end of September from the beach hut, where Banana Boat rides are also on offer.

Tickle your tastebuds...

After a day of activity, sit back and enjoy a drink and a meal in the family friendly Seahorse, or eat al fresco on the beautiful decked area overlooking the bay. Then put your hands together for an evening's entertainment*.

For those who just want to enjoy the beach, why not eat at the water's edge in The Hubbox at The Driftwood. Enjoy award-winning burgers and authentic hot dogs made from local, fresh ingredients and served with premium lagers, beers and specially selected wines.

Visit Pentewan Plaice and take away the freshest, locally-sourced fish and chips or other scrumptious snacks to your holiday home, touring pitch, or on to the beach.

New in 2015, the Jolly Roger is our characteristic Cornish pub. Featuring traditional and reclaimed fixtures and fittings, there's even a Cornish dictionary to help you get to grips with the local dialect! With a more grown-up appeal, the Jolly Roger serves a good selection of local ales from St Austell Brewery - including our special 'Jolly Roger' ale on tap. Plus, with Sky TV showing all the latest sports, you'll never miss a game!

For your convenience, we have an excellent and well stocked supermarket, with its own fresh bakery. For those who like to keep in touch, free WiFi is available in The Seahorse, Jolly Roger and Hubbox. We also offer a paid-for WiFi service throughout the park, please see the Tariff pages for more information.

Please note, seasonal variations apply to all of our food and beverage outlets and *entertainment showings. To avoid disappointment, please check with Reception for opening times and dates before booking.

HUBBOX

YOU'VE EARN

THE BAKERY

Mevagissey picture credit: Adam Gibbard, Visit Cornwall

In the area

Located on the picturesque south coast of Cornwall, Pentewan Sands is perfectly located for exploring the coastline by bike, foot or car. We have the Coast and Clay Cycle trail right on our door step, with cycle hire available on a daily and weekly basis.

The South West Coastal path runs through the park and offers miles and miles of opportunity to explore our amazing Cornish coastline and countryside. The five star multi-award winning visitor attraction The Lost Gardens of Heligan is close by, as well as the world famous ecological Eden Project just a 15 minute drive away.

The picturesque Cornish harbour and fishing port of Mevagissey is just down the road so, if you don't feel like walking, you can take the car, or even the bus from just outside the Park. Another beautiful harbour, Charlestown (as featured in Poldark), is also close by.

The vibrant city of Truro is well worth a visit with its excellent shops, funky bars, laid-back restaurants and specialist food shops.

Any one of our Reservations Team will be happy to advise you on places to visit during your stay and can provide you with plenty of information on other fantastic things to entertain people of all ages. Plus they are always happy to answer any questions you may have about the park's facilities.

Camping and Touring Tariff

Sleep under the stars with an assortment of quality pitches, all just minutes from the beach…

What's included?

Camping and Touring prices include:

- Pick your own pitch free of charge (subject to availability)
- Two persons and one car – please see tariff for additional people and items.
- Space for an awning
- Use of the park's facilities (mostly free of charge)
- Check-in from midday
- Flat, level pitches minutes from the beach

Facilities include:

- Free heated showers and wash basins
- Toilet facilities
- Dishwashing areas
- Waste disposal points
- Coin operated Laundrette
- Water points at regular intervals

Optional Extras

- WiFi on your pitch (free WiFi is available in The Seahorse, Jolly Roger and Hubbox at The Driftwood). Please see website for details.

Touring Bargain Fortnights – Save 15%

Book any fortnight between **18 Mar - 16 Jul** *(excluding Easter and Whitsun)* and **3 Sep to 31 Oct 2016**
and enjoy 15% off the published price for the two weeks!
Premium, Premium Plus and Beach Front pitches excluded. Offer applies to basic pitch fee only.
Offer is only available by calling our reservations team – not available online, T&Cs apply.

Book online at www.pentewan.co.uk or call 01726 843 485.

2016 Camping and Touring Tariff

Open 18 March – 31 October

Arriving	Departing	Pitch Prices based on two persons, plus tent, car/ touring caravan and car/ motorhome.		Pitch Extras Per Night			Additional Extras Per Night		
		Non Electric	Standard	Premium	Premium Plus	Beach Front	Adults Per Night	Child Per Night 3-15yrs	Boat/PWC or Extra Car or Tent
Fri 18 Mar	Fri 25 Mar	14.05	19.75	2.20	closed	closed	4.15	1.80	2.60
Fri 25 Mar	Sat 9 Apr	16.20	21.95	2.20	closed	closed	4.15	1.80	2.60
Sat 9 Apr	Sat 30 Apr	14.05	19.75	2.20	closed	closed	4.15	1.80	2.60
Sat 30 Apr	Sat 14 May	16.20	21.95	2.20	closed	closed	4.15	1.80	2.60
Sat 14 May	Sat 28 May	16.20	21.95	2.20	4.40	6.60	4.15	1.80	2.60
Sat 28 May	Sat 4 Jun	19.20	24.90	2.50	4.95	7.50	4.70	2.60	3.40
Sat 4 Jun	Sat 18 Jun	16.50	22.35	2.30	4.50	6.70	4.20	1.85	2.65
Sat 18 Jun	Sat 2 Jul	21.60	27.30	2.75	5.45	8.20	6.25	3.65	4.40
Sat 2 Jul	Sat 9 Jul	24.80	30.50	3.05	6.10	9.15	6.25	3.65	4.40
Sat 9 Jul	Sat 16 Jul	26.95	32.65	3.25	6.50	9.80	6.25	3.65	4.40
Sat 16 Jul	Sat 23 Jul	30.15	35.90	3.60	7.20	10.75	6.50	3.65	4.40
Sat 23 Jul	Sat 27 Aug	34.50	39.95	4.00	8.05	12.05	7.50	4.70	5.45
Sat 27 Aug	Sat 3 Sep	24.80	30.50	3.05	6.10	9.15	6.25	3.65	4.40
Sat 3 Sep	Sat 24 Sep	14.05	19.75	2.00	3.95	5.95	4.15	1.80	2.60
Sat 24 Sep	Sat 1 Oct	14.05	19.75	2.00	closed	closed	4.15	1.80	2.60
Sat 1 Oct	Sat 22 Oct	10.00	15.00	2.00	closed	closed	4.15	1.80	2.60
Sat 22 Oct	Mon 31 Oct	14.05	19.75	2.00	closed	closed	4.15	1.80	2.60

Scubafest = 29 April - 2 May High season entertainment schedule

Tariff Information

CHARGES

The above tariff applies to a car and caravan, a motorhome or a car with trailer or ordinary tent and two persons. All bookings for 7 nights or more are subject to a £8.50 booking fee. Bookings for a week or more are subject to a compulsory cancellation scheme of £6.75 per week. *See page 21 for terms.*

- Awning or small gazebo: FREE
- Extra tent: ONE additional back-pack tent (4.6 sq.m or less) is permitted on each pitch for which an additional charge is payable (see table above). Subject to pitch space, ONE domed party tent per two pitches may be permitted at the same charge – please telephone or e-mail us with your requirements.
- Extra Car/Boat/Personal Watercraft: One extra car/boat/PWC is allowed to be parked on the pitch – see tariff table.
- Extra Persons: No more than a total of 6 persons per pitch – see tariff table above for charges. Children under 3 yrs - FREE. Children 3-15 yrs – see tariff table above.

ELECTRICITY

240 Volts to all standard pitches. Non-electric pitches are as shown on the site plan. Non-electric Premium, Premium Plus and Beach Front pitches are also available - contact our Reservations Team with your requirements.

VAT

The above prices include VAT at prevailing rates.

BOOKINGS

It is recommended when making a booking to have the site map available in order to let you select the pitch that suits you best. During the period 16 July to 27 August 2016 booking must be for full weeks only (Sat-Sat or Weds-Weds –see site plan). At other times, short breaks are welcomed, subject to availability – please contact us with your requirements. Premium, Premium Plus and Beach Front pitches are bookable ONLY for full weeks from Saturday to Saturday. You may occupy your pitch from 12.00noon. Pitches must be vacated strictly by 10.30am on the day of departure to permit maintenance. Provisional bookings will be held for up to 48 hours pending receipt of your completed booking and deposit. If these are not received in the booking office within that time, your provisional booking will lapse. Balances must be paid in full 42 days before the start of your holiday. The Company reserves the right to re-let your pitch if full payment is not received 42 days prior to your start date. No refunds will be given for late arrival or early departure for whatever reason.

CREDIT CARD

Please note that for Card Payments your credit/debit card will be debited for the balance of your holiday 42 days prior to your arrival.

DOGS

Please note that dogs are not permitted on the Park (except for registered guide/ assistance dogs which must have a lead/ harness on at all times). Dog owners are recommended to try our other stunning Park at Heligan Woods where well behaved pets are welcomed – Tel 01726 842 714.

Holiday Home Tariff

At Pentewan Sands, we are very proud of the high standards we maintain in all of our accommodation. Our Holiday Homes are modern, clean and comfortably furnished with a variety of price bands to choose from.

Holiday Homes include:

- All bed linen • Kitchen utensils
- Fridge / freezer, microwave, kettle and toaster
- Integrated oven, grill and hob
- Digital TV and DVD player • Electric / gas fire
- Fold-out double sofa bed for two extra people
- Use of the park's facilities (mostly free of charge)
- Select your ideal Holiday Home (subject only to availability)
- Majority with central heating, please ask for details.

Optional Extras • WiFi on your pitch (free WiFi is available in The Seahorse, Jolly Roger and Hubbox at The Driftwood). Please see website for details.

Short Break Tariff

During Whitsun week and from 16 July - 27 August Holiday Home bookings must be for multiples of one week, Saturday to Saturday, at all other times short breaks are welcomed.

Online, you can book a weekend break Friday - Monday, or a midweek break Monday – Friday. If you are looking for a longer or a shorter break, or one starting on any other day of the week, then please contact our reservations team on 01726 843 485.

All our short breaks are subject to a minimum of 2 nights (but 3 at Easter). The short break tariff is inclusive of booking fees, a cancellation scheme is available as an optional extra.

2016 Holiday Home Offers

BARGAIN FORTNIGHTS

Book any fortnight starting and ending in the following period and get the cheaper week at HALF PRICE. Dates are 18 Mar to 23 Jul and 27 Aug – 30 Oct 2016.

SPECIAL HOLIDAYS FOR TWO*

For bookings of one week or more for two people only we offer a 10% discount in our 2-bed holiday homes from 18 Mar to 23 Jul (excluding Whitsun week) and 3 Sep to 29 Oct 2016.

SENIOR CITIZENS*

For parties of senior citizens only we offer a 5% discount all year round.

** Note: only one of the asterisked offers can apply to any booking.*

(Offers exclude Platinum, Diamond and Flagship homes) Offers only available by calling us on 01726 843 485 – not available online. Discounts apply to base price only and do not include extras. Terms & conditions apply.

RE-BOOK FOR 2017

Re-book your holiday home for 2017 while you are here and we will hold the price at the 2016 Tariff as shown on Page 19.

Note: Subject to change in caravan types and public holiday dates. In the event the caravan type is changed, customers will be advised and given the option to amend their booking - subject to availability. Please book at reception Sunday – Friday.

2016 Holiday Home Weekly Tariff

Open 18 March – 30 October

		Bronze	Bronze +	Silver	Silver +	Gold	Gold +	Platinum	Diamond	Flagship
	2 bedrooms (sleeps 4 - 6)	F74, F75, F76, F77, F78, F79, F83	F84	A27, A28, A29, A30, A31, A32, A33, A34, A35, E30, E31, E34, E42, E48	E14, E36, E37, E38, E39, E40, E41, E43, E44, E45, E46, E47	E21, E22, E23	A14, W14, W15, W16, W17, W26, W27, W28, W29	W9•		
	3 bedrooms (sleeps 6 - 8)		W1, W2, W20, W21, W22, W23, W24, W25, W30	W7, W31, W32, W33, W34	E15, E50, E52, E53, W10, W11, W12, W13, W18, W19	D27, D28, D30, D31, D32, D33, E17, E25, W35, W36, W37	A17, A18, A26■, D34, D35, E16, E18, E19, E20, E24■, E49■, E51■, W3, W4, W5, W6, W8	A15•, A16•, A19■, A20•, A21•, A22■, A23■, A24■, A25■, D3, D4, D5, D6, D7, D8, D10■, E26■*, E27■*, E28■*	D1•, D2•, D9, D11, D22, D24, D26■, D29	***The Lookout*** - Unique position with stunning views, 3 beds, sleeps 8. ***The Retreat*** - Superb comfort, 4 beds, 2 shower & wc, private garden, sleeps 8.

• = Super wide ■ = New for 2016 * = Beachcomber Models

Fri 18 Mar	Sat 26 Mar	259	287	308	329	371	392	420	483	574
Sat 26 Mar	Sat 9 Apr	357	385	406	420	469	504	560	616	721
Sat 9 Apr	Sat 30 Apr	259	287	308	329	371	392	420	483	574
Sat 30 Apr	Sat 7 May	336	364	385	413	490	532	581	644	742
Sat 7 May	Sat 28 May	308	336	357	371	434	462	511	560	665
Sat 28 May	Sat 4 Jun	497	546	588	609	686	735	812	889	1071
Sat 4 Jun	Sat 11 Jun	413	455	490	518	616	644	672	805	966
Sat 11 Jun	Sat 25 Jun	441	490	525	553	658	714	742	875	1036
Sat 25 Jun	Sat 2 Jul	462	511	553	581	665	728	798	889	1057
Sat 2 Jul	Sat 9 Jul	560	588	609	651	735	805	896	994	1260
Sat 9 Jul	Sat 16 Jul	574	637	693	742	840	910	1008	1099	1344
Sat 16 Jul	Sat 23 Jul	693	742	791	861	931	1001	1113	1218	1491
Sat 23 Jul	Sat 27 Aug	805	875	938	994	1085	1155	1267	1393	1610
Sat 27 Aug	Sat 3 Sep	455	511	546	567	658	693	777	875	1036
Sat 3 Sep	Sat 10 Sep	399	434	462	476	553	602	686	756	952
Sat 10 Sep	Sat 17 Sep	308	336	357	371	434	462	511	560	665
Sat 17 Sep	Sat 22 Oct	259	287	308	329	371	392	420	483	574
Sat 22 Oct	Sun 30 Oct	385	420	448	455	532	581	658	728	917

2016 Holiday Home Short Break Tariff

Arrive	Depart	Bronze		Bronze +		Silver		Silver +		Gold		Gold +	
		F, S, S per night price	M, T, W, Th per night price	F, S, S per night price	M, T, W, Th per night price	F, S, S per night price	M, T, W, Th per night price	F, S, S per night price	M, T, W, Th per night price	F, S, S per night price	M, T, W, Th per night price	F, S, S per night price	M, T, W, Th per night price
Fri 18 Mar	Fri 25 Mar	50	38	55	41	59	44	63	47	71	53	75	56
Fri 25 Mar	Fri 8 Apr	68	51	73	55	77	58	80	60	89	67	96	72
Fri 8 Apr	Fri 29 Apr	50	38	55	41	59	44	63	47	71	53	75	56
Fri 29 Apr	Fri 6 May	64	48	69	52	73	55	79	59	93	70	101	76
Fri 6 May	Sat 28 May	59	44	64	48	68	51	71	53	83	62	88	66
Sat 28 May	Sat 4 Jun	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sat 4 Jun	Fri 10 Jun	79	59	87	65	93	70	99	74	117	88	123	92
Fri 10 Jun	Fri 24 Jun	84	63	93	70	100	75	105	79	125	94	136	102
Fri 24 Jun	Fri 1 Jul	88	66	97	73	105	79	111	83	127	95	139	104
Fri 1 Jul	Fri 8 Jul	107	80	112	84	116	87	124	93	140	105	153	115
Fri 8 Jul	Sat 16 Jul	109	82	121	91	132	99	141	106	160	120	173	130
Sat 16 Jul	Fri 26 Aug	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sat 27 Aug	Fri 2 Sep	87	65	97	73	104	78	108	81	125	94	132	99
Fri 2 Sep	Fri 9 Sep	76	57	83	62	88	66	91	68	105	79	115	86
Fri 9 Sep	Fri 16 Sep	59	44	64	48	68	51	71	53	83	62	88	66
Fri 16 Sep	Fri 21 Oct	50	38	55	41	59	44	63	47	71	53	75	56
Fri 21 Oct	Sun 30 Oct	73	55	80	60	85	64	87	65	101	76	111	83

Scubafest = 29 April - 2 May High season entertainment schedule

Bandings explained... Every year we closely examine each of our holiday homes, considering points such as make and model, closeness to the beach, sea views, fixtures and fittings and age of the holiday home. We then sit down to carefully consider which banding the holiday home should be in for the following year. If you would like to know more about any of our holiday homes, please call us on **01726 843 485** and we'll be happy to help.

Holiday Home Information

How to Book Your Holiday Home

To give you complete control of your holiday, our booking system allows you, at no extra charge, to choose the holiday home or touring pitch you prefer (subject only to availability).

Visit **www.pentewan.co.uk** to book online or ring our Reservations Team direct – be sure to have your site map handy so that you can pick the accommodation that suits you best.

LOCATION AND TYPE
The tariff tables on the previous page, used in conjunction with the site map on pages 22 and 23, show the location of the different types of holiday homes on the park.

Two bedroom holiday homes all have one double and one twin bedroom and a minimum of one wc/shower room. Three bedroom homes all have one double and two twin rooms, plus wc/shower room. Some models also have an additional WC. All homes also have a pull-out bed settee acting as a good-sized double bed in the living room, and digital TV and DVD Player as standard.

LINEN
Pillows, pillowcases, duvets, duvet covers and one sheet per bed are included. Fresh linen is supplied weekly. Cot bedding is not supplied for infants. Towels, bath mats and tea towels are not supplied.

DAMAGE DEPOSIT
For customers paying by credit or debit card, no deposit is required. However, the Company reserves the right to charge the customer within 72 hours of departure for any damaged or missing items and to debit the card accordingly. If deemed necessary, a minimum £40 cleaning charge (£150 for damage caused by smoking) may also be levied. Customers paying by cash or cheque will be required to provide authorisation by a credit or debit card against the above prior to occupancy of your holiday home.

PETS
With the exception of registered guide/assistance dogs, we regret that no pets of any sort are allowed in self-catering accommodation.

TENTS
Tents may not be pitched adjacent to holiday homes. If tents are required, a separate booking must be made for a regular tent pitch.

HOLIDAY HOME EXTRAS
- Cancellation scheme (compulsory): £14.00 per week (see notes on back page)
- Booking fee: £8.50
- VAT: Tariffs shown include VAT at prevailing rates.
- Electricity/gas: included
- Linen: included
- Extra persons: Tariff rates are shown based on occupation by four persons in two bedroom homes, six persons in three bedroom homes and eight persons in the Retreat. Additional persons will be charged at £35 per person per week or part thereof.
- Travel cots and high chairs: May be hired at £21 per week – but not cot bedding. Please advise us of your requirements when booking.

CARS
Car parking is generally provided directly adjacent to each holiday home. The tariff allows for one vehicle free of charge for all 2-bed holiday homes, plus a second for 3-bed holiday homes. All extra cars will be charged at £3.20 per night.

BOATS / PWCs
Boats / PWCs will be charged at £3.20 per night. We regularly check pitches and passes and undeclared cars, persons or boats/PWCs will be subject to an additional penalty charge of 50%.

RAMPS (AND WHEELCHAIRS - £21)
A limited number can be provided on request, but must be booked in advance. Please check the suitability of the ramps with our staff at time of booking.

CREDIT CARD PAYMENTS
Please note that for card payments your debit/credit card will be debited for the balance of your holiday 42 days prior to your arrival.

SHORT BREAK TARIFF
During Whitsun week and from 16 July - 27 August bookings must be for multiples of one week from Saturday to Saturday. At all other times short breaks are welcomed. The short break tariff is inclusive of booking fees. Cancellation Scheme available as an optional extra.

ARRIVAL AND DEPARTURE
Guests are welcome to check-in from 4pm on the day of arrival. During peak dates, we regret that we are unable to offer early check-ins as it can cause delays in the overall cleaning process. Holiday homes must be vacated by 10am on day of departure.

Pentewan Sands Holiday Park
Terms and Conditions 2016

Booking your holiday

1. To make a booking go on line at www.pentewan.co.uk, or call us on 01726 843485. We accept payment via credit card, debit card and cheques.
2. Balances must be paid in full 42 days prior to the commencement of your holiday. We reserve the right to re-let your pitch or accommodation if your balance is not paid in full 42 days prior to the start of your holiday.
3. Bookings during 16th July – 27th August are normally for a full week and no refunds will be made for late arrivals or early departures.
4. Deposits are not refundable except in accordance with the terms of the cancellation scheme.
5. Provisional telephone bookings will be held for 48 hours only. If no deposit or payment is received within that time the booking will lapse.
6. The company reserves the right to make a surcharge after accepting a booking, if increased costs make this necessary. The customer will be notified of any such surcharge at least 21 days prior to the commencement of the holiday (other than VAT changes which may apply without notice).
7. All bookings for touring pitches & holiday homes for 1 week or more are subject to a £8.50 booking fee, plus a cancellation scheme of £14.00 for holiday homes and £6.75 for touring pitches.

Amending your holiday

We recognise that often circumstances mean a customer may be required to change the dates and requirements for their holiday.

1. We will make one amendment free of charge
2. We then reserve the right to make a charge of £20 per amendment thereafter.

Cancelling a holiday

1. A booking is a contract. Therefore, we regret that no refunds will be given for deposits or balance in the event of cancellation, unless the following conditions are satisfied.
2. The company provides a compulsory Cancellation Scheme (for charges see Tariff sheet) where it is necessary for a customer to cancel their holiday. See below for items covered by the Cancellation scheme

Covered under Cancellation Scheme

Illness, death, injury or maternity complications of any member of your party (detailed by you at the time of booking) or You or your spouse are made redundant (qualifying for payment under the Redundancy Payments legislation), jury service or military duty by you or your spouse, or Death or serious injury or illness of a close relative (parent, grandparent, child, grandchild, brother, sister or spouse of any of the above) or the death of a business partner or a member of the party.

3. The cancellation scheme covers the holiday from the time of acceptance of the booking until the start date of the holiday - 16.00 hours for holiday homes and 12noon for touring pitches.
4. If you cancel your holiday during this period and the circumstances are for a qualifying reason (as indicated above): (a) For bookings cancelled 42 or more days prior to your holiday start date then we will refund all your money less the cancellation premium (b) For bookings cancelled less than 42 days or more prior to your holiday start date then we will refund all of your money less cancellation premium and a £40 administration charge.

If you cancel without a qualifying reason. (c) For bookings cancelled more than 42 days prior to your holiday start date, you will forfeit your deposit. However, we will refund all your other money paid less the cancellation premium. (d) For bookings cancelled less than 42 days prior to your holiday start date you will forfeit your deposit. You will also forfeit all other monies paid and are liable for any outstanding balances on your holiday.

5. Provided that these circumstances arose AFTER the date you made the booking and you can supply supporting evidence of the circumstances and the date they occurred. Documentary evidence must be received no later than 42 days after notification of cancellation via letter, fax or email. Failure will result in loss of all monies.
6. How to cancel – if you wish to cancel your holiday you must notify us in writing. The date of cancellation is the date we receive your letter and to ensure delivery we recommend all cancellations are sent by recorded delivery.

Storage of caravans

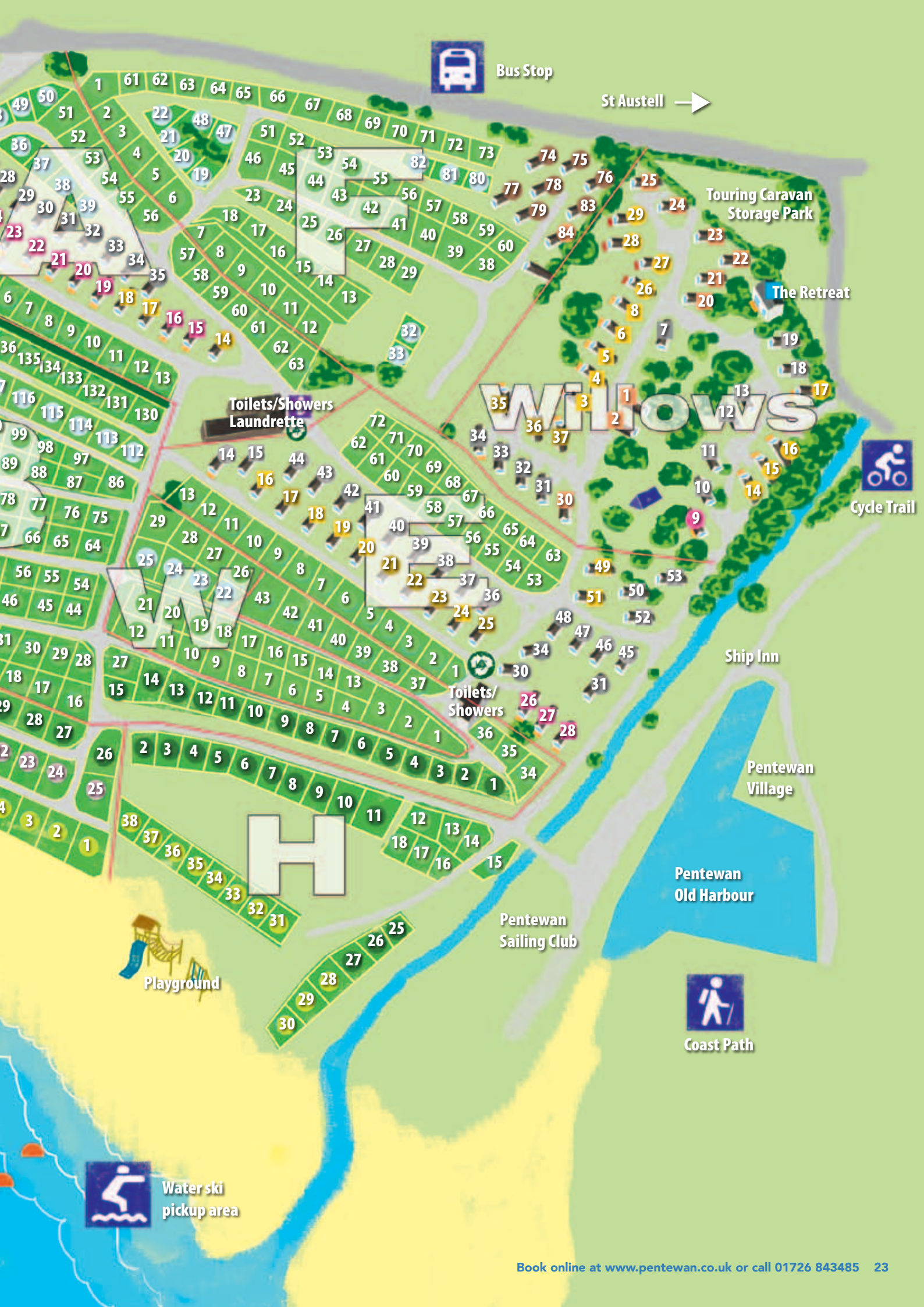
1. Storage of caravans can be provided on an annual basis, space permitting, and at the caravan owner's own risk. Tariff applicable from October 1, 2015. Tow on/off £6.50 + VAT each way. Forty eight hours' notice must be given when a caravan is required to be moved out of storage.

On site

1. On site facilities
   Whilst we endeavour to provide all the facilities as advertised in our brochure, we regret that we are unable to accept liability for the temporary withdrawal of any facility due to Health & Safety reasons mechanical breakdown or any circumstances beyond our control. Certain facilities may be restricted or unavailable outside peak periods. This particularly applies to bar and restaurant hours, shop opening times, children's and evening entertainment, the Fish & Chip bar (Pentewan Plaice), arcade and boat launching service. Outside peak season (16th July – 27th August) The Seahorse upper deck may on occasions be closed for private functions.
2. Vehicles
   The speed limit throughout the site is 5 m.p.h. BEWARE OF CHILDREN. Vehicles may not be driven on the beach at any time, nor may they be driven across the site between the hours of midnight and 6am. On arrival each vehicle will be issued with a non-transferable electronic car pass. This will allow the vehicle to pass freely through the entry/exit barriers until the paid up day of departure when passes must be returned to reception. Motorised scooters may not be used on site unless road legal and covered by a valid certificate of insurance.
3. Boats / Personal Watercraft (PWC)
   Boats / Personal Watercraft (PWC) must be kept on the owner's pitch. Any boat/PWC with a motor, no matter what size, must have third party insurance. Owners will be expected to give evidence of this along with their pitch confirmation. This applies to all boats on site excluding children's toys. All boats/PWCs will be issued with a pass on arrival. This pass must be displayed on the craft and any boat not displaying a valid pass will be subject to a surcharge of 50% in addition to the normal fee. Motorised crafts may only enter or leave the water by way of the red buoyed channel. No Boats / Personal Watercraft (PWC) may enter the area between the beach and the row of red buoys. This is a swimming only area. A launching service is provided for Boats / Personal Watercraft (PWC) between 14th May to the end of September. This is provided by the Beach Sports Centre. A charge is made for this service. Areas are set aside at each end of the beach for picking up and setting down water-skiers. For 2016, 2, 3 or 4 seater Personal Watercrafts will be allowed but for everyone's safety, PWC's must be registered at time of booking and insurance documents shown on arrival. Two stroke stand-up jet skis are not permitted on any part of the site, beach or harbour area.
4. Touring Pitches
   Pitches are clearly marked by painted boundary stones. Please pitch between the markers in the direction of the arrow, NOT with the jockey wheel on the marker. A total of no more than 6 persons may be accommodated on a touring pitch. No more than one back packer's tent, in addition to the caravan/motorhome/tent. Grey water must only be emptied in the disposal points provided. There are chemical disposal points at each of the toilet blocks. No pitching is allowed between 10pm and 9am. Pitches must be vacated by 10.30am on the day of departure. Those staying on Beach Front or Premium Plus pitches are kindly requested to use a breathable groundsheet.
5. Self-catering accommodation
   No pets of any sort are allowed in the holiday homes except guide/assistance dogs. Holiday homes are available for occupation from 4pm on the day of the start of the holiday. Holiday homes must be vacated by 10am on day of departure. Tents may not be pitched beside self-catering units. If tents are required to accommodate extra members of the party, a tent pitch must be booked.
6. Dogs and other pets
   No dogs are allowed anywhere on Pentewan Sands except guide/assistance dogs, which must have a lead or harness at all times.
7. Fireworks and Chinese Lanterns
   Fireworks, pyrotechnics and Chinese lanterns are prohibited on the park.
8. Refunds/amendments
   Refunds will not be given for late arrivals/early departures or evictions. Any amendments to bookings will only be refunded if we are notified no later than 24 hours before your arrival date.
9. Children and teenagers
   Parents are responsible for the safety, welfare and conduct of their children, anywhere on company property. Children under 12 years of age may not use the swimming pool unless accompanied by a responsible adult. We operate a Challenge 21 policy and only sell alcohol to adults over 18. We reserve the right to request a valid form of nationally approved identification if in doubt. For the benefit of our guests we reserve the right to confiscate any alcohol being consumed off pitches and outside holiday home areas by anyone including underage drinkers.
10. Declaration of extras
    It is the responsibility of customers to declare at the time of arrival any extra members of the party, extra cars, boats, tents etc not previously included on their booking form. This applies also to extra members joining the party during the period of the booking. Failure to disclose and/or any to make prompt payment of additional fees may result in the party being evicted without refund and future bookings by a member of that party may not be accepted. All undeclared extras will be subject to an additional premium charge of 50%.
11. Restrictions
    The site is designed for family holidays. We do not accept young all male or all female parties. Parties of evenly mixed couples are accepted to a maximum of three couples (aged 25+).
    The company reserves the right to evict, without refund, any person or party who causes a nuisance or disturbance on company property, or whose behaviour gives cause for justified complaint.
    The company reserves the right to refuse to accept a booking for any individual or party without out explanation or reason. We expect all residents to show courtesy to other guests, by keeping noise and disturbance to an absolute minimum after 11.30pm. All guests must return to their pitches by 1am at the latest.
12. Wifi Every effort is made to provide a full WIFI service across the site, however, there may be areas on the park that may have limited or no service. We cannot be responsible for the temporary withdrawal of the service due to adverse weather conditions. Free WiFi is available in The Seahorse, Jolly Roger and Hubbox.

Whilst every effort has been made to ensure the price specifications and facilities in the brochure or on the web site are correct, the company reserves the right to change them without notice.

For reference only, not to scale.


Bus Stop
St Austell
Touring Caravan Storage Park
The Retreat
Willows
Toilets/Showers
Laundrette
Cycle Trail
Ship Inn
Toilets/ Showers
Pentewan Village
Pentewan Old Harbour
Pentewan Sailing Club
Playground
Coast Path
Water ski pickup area

PENTEWAN Sands HOLIDAY PARK

Online booking at **www.pentewan.co.uk**
or call **01726 843 485**
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PREMIER PARKS

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