

Pentewan Sands Touring Pitch Ballot Form 2016

Name		BLOCK LETTERS PLEASE
Address		
	Postcode	
Tel No	E-mail (Mandatory)	
Car Reg. No	Make & Colour	
2nd Car Reg. No	Make & Colour	For office use
		Invoice
		Reservation
		Date

Please note that we must have names of all members of your party. Any changes must be notified to the Office.

Mr/Mrs/Miss	First name	Surname	Age Group – Please Tick				
			0-2	3-15	16-17	18-24	25+
1							
2							
3							
4							
5							
6							

Camping and Touring Pitches				
	Please state overall length if your accommodation is over 25ft / 7.5 metres	Extra Car*	Extra Tent*	Boat (see rule 2) Length (exceeding 5 metres)
Touring Caravan				
Motor Caravan				
Tent				

Please Note: While every endeavour will be made to meet customers' requirements, a booking guarantees only that a pitch will be available. The Company reserves the right to allocate a different pitch from that booked should this prove necessary. If your vehicle is over 7.5 metres in length please specify, since some pitches may not be suitable.

Pitch Request	
Preferred Field:	
1st choice pitch:	
2nd choice pitch:	
3rd choice pitch:	

Booking dates		
Period required from 12 noon Sat	to 10.30am Sat	
Deposit: 25% or a minimum of £50		£
Booking Fee		£ 8.50
Cancellation Scheme @ £6.75 per week		£
		£

If you wish to pay by credit card the following cards are accepted: DELTA, SWITCH, MASTERCARD, VISA. Please complete the details below and sign where indicated.

Card holder name & initials		
Card No.	Type	
Expiry Date	Security Digits	Issue No. (Switch)
Please debit my credit card with deposit of 25% amount or a minimum £50.00. If a deposit has not already been taken.		
Please debit my credit card with the final balance amount 42 days prior to my arrival.		
Signed		Date
All balances must be paid in full 42 days prior to commencement of holiday		
If arriving after 6pm on due date, please indicate time here (no arrivals after 10pm).		
I agree to abide by the conditions as listed overleaf and will vacate my pitch by 10.30am.		
Signed		Date
Please note that a booking is a contract and refunds will not be made, except for the reasons stated. See details of Holiday Cancellation Scheme.		

Please indicate here if you do not wish to be advised of an alternative pitch if your Ballot is not successful.

*2016 tariff to be announced in October 2015.

Rules and Conditions

1. Vehicles

The speed limit throughout the site is 10 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, which will allow that vehicle to pass freely through the entry/exit barriers until the paid up day of departure when passes must be returned.

Motorised scooters may not be used on site unless road legal and covered by a valid certificate of insurance. Motorized skate boards ARE NOT PERMITTED ANYWHERE ON SITE.

2. Boats

Boats must be kept on the owner's pitch. Any boat 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 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.

Motorized crafts may only enter or leave the water by way of the red buoyed channel. No boat may enter the area between the beach and the row of red bouys - this is a swimming only area.

A launching service is provided for boats between Whitsun and 20 September. 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.

Jet skis are not permitted on any part of the site, beach or harbour area.

3. 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 packers 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 day of departure.

4. 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 3pm on the day of commencement 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.

5. Dogs and Other Pets

No dogs are allowed anywhere on Pentewan Sands expect guide/assistance dogs which must have a lead or harness at all times.

6. Fireworks and Chinese Lanterns

Fireworks, Pyrotechnics and Chinese Lanterns are prohibited on the park.

7. 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.

8. Children & Teenagers

Parents are responsible for the safety, welfare and conduct of their children anywhere on Company Property.

Children under 15 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 persons 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 caravan areas by anyone including underage drinkers.

9. Declaration of Extra's

It is the responsibility of the customer to declare at the time of arrival any extra members, 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. Such failure to disclose and/or make any attempt to make prompt payment of additional fees may result in the party being evicted without refund and future bookings by members of that party may not be accepted. All undeclared extras will be subject to an additional premium charge of 50%.

10. 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 behavior gives cause for justified complaint.

The company reserves the right to refuse to accept a booking from any individual or party without explanation of 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.

Whilst every effort has been made to ensure the prices, specifications and facilities in this brochure are correct at time of printing, the company reserves the right to change them without notice.

Holiday Cancellation Scheme

A booking is a contract and we regret that no refunds will be given of deposits or balances in the event of cancellation unless the following conditions are satisfied.

The company provides a compulsory Cancellation Scheme (for charges see Tariff Sheet). Where a customer subsequently has to cancel a holiday for any of the reasons below, the customer will be reimbursed subject to the following:

Cancellation Conditions

The period covered is from the time of acceptance of the booking until 15.00 hours on date of commencement of holiday.

If you cancel for a qualifying reason

- For bookings cancelled 42 or more days prior to your holiday start date then we will refund all your money (less the Cancellation Premium)
- For bookings cancelled less than 42 days or more prior to your holiday start date then we will refund all of your money (less the Cancellation Premium) and less a £40.00 administration charge.

If you cancel without a qualifying reason

- For bookings cancelled more than 42 days prior to your holiday start date then you will forfeit your deposit but we will refund all your other money paid (less the Cancellation Premium)
- 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 balance on your holiday

Qualifying reason for cancellation

- Illness, death, injury or maternity complications of any member of your party (detailed by you at the time of booking), or
- Your redundancy or that of your spouse (qualifying for payment under the Redundancy Payments legislation), or
- Jury service 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 of a member of the party.

Provided that these circumstances arose AFTER the date you made the booking and you can supply documentary supporting evidence of the circumstances and the date that 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.

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.