



# Trossachs Holiday Park

## BOOKING FORM

My arrival date is:

My departure date is:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Car Reg No: \_\_\_\_\_

### OCCUPANTS ARE AS FOLLOWS:

Mr/Mrs	Full Name	Age if under 15

Total number in party:

Adult

Children

### TICK BOX IF REQUIRED

Cot (Free of charge) \_\_\_\_\_

Highchair (Free of charge) \_\_\_\_\_

### SELF CATERING

Ben Lomond Lodge - no pet

Osprey - no pet

Kestrel 3 bedroom - no pet

\*One pet only - £20 per week

Please state type & breed \_\_\_\_\_

Kestrel 2 bedroom

Woodpecker 2 bedroom

Woodpecker 3 bedroom - no pet

Shieling

pet\*

NO pet

### TOURERS, TENTS & MOTOR CARAVANS

Fully serviced pitch

Standard pitch

Awning

Porch awning

Car & caravan

Motor caravan

If extra long or twin axle

Tent with electricity

Tent

Children's pup tent

Gazebo

Extra car (on car park)

### DEPOSIT

#### SELF-CATERING

£100 per week + £10 Cancellation Scheme Fee = £110

or Full Payment: £

#### TOURING

£30 per week + £5 Cancellation Scheme Fee = £35

or Full Payment: £

I authorise you to debit my Debit/Credit Card for the deposit and balance.

Card no.

Name on Card \_\_\_\_\_

Start Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Expiry Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Issue No. \_\_\_\_\_ Security No. \_\_\_\_\_

The balance, when due, will automatically be deducted from this card.

Where did you see our advert? \_\_\_\_\_

Have you visited us before? \_\_\_\_\_

DECLARATION: I have read the Booking Conditions, Site Rules and General Information printed overleaf and accept them.

Signature of Hirer: \_\_\_\_\_ Date: \_\_\_\_\_

You may pay by personal cheque, made payable to Trossachs Holiday Park. Please note: Balance of holiday is payable 6 weeks prior to holiday. No reminders will be sent and your booking will be cancelled after this date without refund of any deposit paid if payment has not been received. Please tick here if cancellation plan is not required.

# BOOKING CONDITIONS

## SELF CATERING BOOKING CONDITIONS

- 1.1 Deposit: A non-refundable deposit is payable together with the appropriate holiday cancellation charge for each accommodation unit reserved.
- 1.2 Balance is payable six full weeks before the commencement date of holiday. The balance will be automatically deducted from the credit/debit card provided on booking. Customers paying by cheque must ensure their balance is with us six weeks before the commencement date of holiday. No reminders will be sent and we reserve the right to cancel the holiday without refund of your deposit if your balance is not paid six weeks before the commencement of the holiday.
- 1.3 Late bookings made within the 6 weeks before commencement of holiday must be paid in full.
- 1.4 An accepted booking is a contract and in the event of cancellation or customers' failure to arrive within 24hrs of the holiday commencement date no monies will be refunded unless covered by Trossachs Holiday Park Cancellation Scheme.
- 1.5 If the accommodation is not claimed and occupied within 24 hours of the due time of arrival (unless by special arrangement) any right to the accommodation may be forfeited.
- 1.6 Holiday accommodation may not be claimed before 3pm on the day booked and must be vacated by 10am on the day of departure.
- 1.7 Before occupying the accommodation, the hirer should satisfy himself that the accommodation is in good condition, and that the equipment in the inventory is complete. By occupying the accommodation the hirer accepts responsibility for the unit and its equipment throughout the period of hire. Any damage or shortage found subsequently will be charged for.
- 1.8 Cleanliness - we trust that you would wish to leave the accommodation as you found it upon arrival, in a clean and tidy condition. However a cleaning charge of £45 will be deducted from your debit/credit card should the accommodation be left in a poor condition.
- 1.9 The hirer is prohibited from sub-letting the accommodation or to permit any person other than those named on the booking form to occupy the accommodation.
- 1.10 The proprietors reserve the right to provide a different type of accommodation with the same or greater number of beds.
- 1.11 Alterations, adjustments and amendment may be made over the telephone but must be supported in writing within 3 days. A charge of £3 is made for each alteration and amendment to the original booking and any such alterations and amendments are not confirmed until Trossachs Holiday Park are in receipt of this charge.
- 1.12 Cancellation must be made in writing and a copy of your booking confirmation must accompany any cancellation. The proprietors will make every effort to relet the accommodation for the period in question. If the proprietors are unable to relet the accommodation the balance will remain due and will be automatically deducted from your credit/debit card supplied with your booking. No refunds can be made for cancellations unless the accommodation has been relet or you are covered by our Holiday Cancellation Scheme.
- 1.13 The proprietors reserve the right to refuse a reservation without explanation.
- 1.14 Inspection: In order to ensure safety and quality standards the proprietors or their representatives reserve the right to enter the accommodation at any reasonable time (even in the absence of the occupants).
- 1.15 Pets are permitted in selected units - pets must be entered on booking form. Dogs must be kept on a short lead and exercised in the 'dog walk area' or outside the Park. Only one dog allowed. Dogs must not be left unattended in caravan, vehicle or at any time. Dog owners are requested to bring a basket/bedding and keep the pet off the seating and beds in the caravan. Owners must clean up after their dog.
- 1.16 All accommodation is strictly No Smoking.

## TOURING BOOKING CONDITIONS

- 2.1 Deposit: A non-refundable deposit is payable together with the appropriate holiday cancellation charge.
- 2.2 Balance is payable six full weeks before the commencement date of holiday. The balance will be automatically deducted from the credit/debit card provided on booking. Customers paying by cheque must ensure their balance is with us six weeks before the commencement date of holiday. No reminders will be sent and we reserve the right to cancel the holiday without refund of your deposit if your balance is not paid six weeks before the commencement of the holiday.
- 2.3 Late bookings made within the 6 weeks before commencement of holiday must be paid in full.
- 2.4 An accepted booking is a contract and in the event of cancellation or customers' failure to arrive within 24hrs of the holiday commencement date no monies will be refunded unless covered by Trossachs Holiday Park Cancellation Scheme.
- 2.5 Arrival: Touring pitches are available from 12 noon on day of arrival. If for any reason you fail to arrive on the date you have booked and if you have not contacted the Park with a reason for delay the pitch may be relet from 9am the next day.
- 2.6 Pitches must be vacated by 11.30am on the morning of departure. It may be possible to stay longer but this cannot be guaranteed and must be authorised at reception.
- 2.7 The proprietors reserve the right to refuse a reservation or to expel a visitor for conduct that is detrimental to the well-being or comfort of other Park Visitors.
- 2.8 Washing lines are not permitted. There is a launderette available for use.
- 2.9 We prefer awning ground sheets not to be used, but if you require to use one it must be lifted daily without exception.
- 2.10 Tents may be asked to move pitch if staying more than 7 days to avoid damage to the grass.
- 2.11 The proprietors reserve the right to refuse a reservation without explanation.

## PARK RULES

We only have a few commonsense Park Rules to protect everyone and preserve the peaceful friendly nature of our 5 Star Park.

- 3.1 SPEED LIMIT 10mph across the Park
- 3.2 BLADES, SKATEBOARDS & MOTORISED SCOOTERS are not permitted to be used on the Park.
- 3.3 BICYCLES must be ridden in a slow, considerate manner.
- 3.4 NOISE The Trossachs Holiday Park is a peaceful place - please do not disturb others by unnecessary noise from cars, TVs, radios or musical instruments etc. especially after 10pm.
- 3.5 CHILDREN Parents are responsible for the supervision and safety of their children at all times when in any area of the Park. Please note the 10pm quiet rule. It is expected that all children will return to their families by 10pm or be accompanied by an adult member of their party.
- 3.6 NUISANCE BEHAVIOUR. Any person, child or group of children behaving in a manner likely to be a nuisance, or cause offence, to other guests or members of staff or causing damage to the property of the Park will result in the immediate removal of the offender and all members of their party from the Park. No refund will be given. We trust that guests will appreciate that this is for the protection of the majority.
- 3.7 DOGS are welcome on the Park but must be kept on a short lead at all times. They should be exercised outside the Park or in the 'Dog Walk areas' - Dogs must not be left unattended in caravan, vehicle or at any time. Owners must clean up after their dogs.
- 3.8 WASHING LINES are not permitted. There is a launderette available for use. Hook-on airing racks are acceptable.
- 3.9 CAMP FIRES are strictly prohibited.
- 3.10 BALL GAMES must not be played around the caravans, tents or on the Park roads.
- 3.11 NO FIREARMS, GUNS, CATAPULTS.
- 3.12 TV/GAMES LOUNGE Young children must be accompanied when visiting the toilet or games room. No food or drinks are to be consumed in the TV/Games Lounge.
- 3.13 DAMAGE Anyone who wilfully or negligently causes damage to any buildings or equipment will be responsible for the cost of remedial repairs.
- 3.14 BAR-B-Qs are allowed on pitches or besides holiday homes provided they are on hard standing or placed on the slabs provided at the Tent Field bin station. Please do not place Bar-B-Qs directly on grass as this kills the grass.

## GENERAL CONDITIONS

- 4.1 It is regretted that bookings are only accepted for couples or family groups. No single parties unless an organised group (i.e. Scouts, Walking/Cycling Clubs etc)
- 4.2 Individuals and Parents are responsible for ensuring that they or their children use any equipment or facility responsibly and safely. The proprietors accept no liability for any injury caused by improper use.
- 4.3 The proprietors will not be liable for any injury to person(s) or loss or damage to any property, caravans, cars, etc while in the Park however such injury, loss or damage may occur. This includes acts of God, civil strife, industrial action, natural disasters, war, flora and fauna.
- 4.4 Parents are responsible for the supervision and safety of their children at all times when in any area of the Park.
- 4.5 Anyone who wilfully or negligently causes damage to any buildings or equipment will be responsible for the cost of remedial repairs.
- 4.6 Only one vehicle (no commercial vehicles) to be parked alongside any accommodation. Additional cars/boats/trailers must be parked in the car park.
- 4.7 The proprietors reserve the right to amend, add to, or waive any of these terms and conditions.

ANY PERSONS IN BREACH OF THESE BOOKING TERMS AND CONDITIONS AND SITE RULES OR WHO BEHAVE IN SUCH A MANNER TO CAUSE OFFENCE TO EITHER STAFF OR OTHER GUESTS MAY BE ASKED TO VACATE THE PARK TOGETHER WITH ALL MEMBERS OF THEIR PARTY WITH NO REFUND BEING PAYABLE FOR FEES PAID IN ADVANCE.

## HOLIDAY CANCELLATION SCHEME

We appreciate that a holiday is a major expense and that being forced to cancel due to redundancy, accident, etc. can be very costly.

Our optional Holiday Cancellation Scheme provides cover to reimburse the cost of your holiday at the Trossachs Holiday Park. The plan is only available at the point of booking and will automatically be added to your deposit. *Customers who do not require the cover must advise the Park in writing within fourteen days of receipt of your holiday confirmation. The cost of the scheme will then be deducted from your balance.*

The Scheme covers only members of your party entered on the booking form up to the day before your holiday starts against cancellation due to redundancy, accident, injury, illness, or death of any member of the party.

We will refund all payments made excluding the Cancellation Scheme fee providing we receive your claim in writing supported by the relevant evidential official documents (i.e. Proof of redundancy sick note, Doctors note, Death Certificate etc)