

Name	
Address	
Postcode	
Tel No	Car Reg. No
Email	2nd Car Reg. No
Arrival Date	Departure Date



Mr/Mrs/Miss	First Name	Last Name	Age Group - Please Tick				
			0-2	3-16	16-17	18-24	25+
1							
2							
3							
4							
5							
6							

HOLIDAY ACCOMMODATION
(Please tick requirements)

HOLIDAY CARAVAN TYPE

COT (Linen not provided)

COT SIDE

HIGH CHAIR

SINGLE BED OUT TO ACCOMMODATE OWN COT

DOGS (where applicable)

DEPOSITS
Cancellation plan is inclusive

£92.50 per week or part there of.

Booking fee of £10.00 per booking

BLOCK LETTERS PLEASE

- 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.

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 (must be same person as on booking form)

CardNo:

Expiry Date / Security Digits

Issue No. (Switch) Type

Please debit my credit card with deposit amount

Please debit my credit card with the final balance 42 days prior to my arrival.

Signed _____

How did you hear about us? Website

Recommendation

Previous visit Advert (in which publication?)

Other _____

All balances must be paid in full 42 days prior to commencement of holiday

I agree to abide by the conditions as listed overleaf and will vacate my accommodation by 10.00am on the day of departure.

Signed _____ Date _____

Please note that a booking is a contract and refunds will not be made, except for reasons stated. See details of Holiday Cancellation Scheme.

BOOKING CONDITIONS – GENERAL INFORMATION AND SITE RULES

HOLIDAY HOME BOOKING CONDITIONS

- 1.1 BOOKINGS:** Advanced bookings of holiday homes in the peak season are only available for arrival and departure on Friday, Saturday, or Monday. During other times advance bookings can be more flexible.
- 1.2 DEPOSITS:** A non-returnable deposit, booking fee and the appropriate holiday cancellation charge is required for each holiday home reserved at the time of booking (see tariff and Holiday Cancellation Plan Information).
- 1.3 BALANCE:** Balance payable 42 days prior to arrival. We reserve the right to cancel the booking without refund if your balance is not paid 42 days prior to arrival. No reminders will be sent. On arrival production of your booking confirmation will hasten check in procedures.
- 1.4 ARRIVAL/DEPARTURES:** Holiday Homes are normally ready by 4.00pm on the day of arrival. Caravans must be vacated by 10.30am on the day of departure. A charge of £10.00 may be levied for each hour or part hour after 10.30am until the caravan is vacated. If for any reason you fail to arrive on the date you have booked, and if you have not advised the Park of your estimated arrival, the caravan will be re-let from 9.00am the following day.
- 1.5 CLEANLINESS:** We trust that you will leave the accommodation as you found it on arrival, in a CLEAN and TIDY condition and that all breakages have been paid for. Vacuum cleaners are provided in your Holiday Home or from reception. A cleaning charge of £ 45 will be made should the accommodation be left in a poor condition (see also clauses 2.12). Upon request we are happy to inspect your caravan prior to departure.
- 1.6 ALTERATIONS, ADJUSTMENTS AND AMENDMENTS:** An amendment charge is levied for each change to an existing booking excluding the first amendment (see tariff). All amendments must be confirmed in writing by post or email. Any additional charges incurred due to changes in the booked dates, accommodation type, etc are due for payment as outlined in these terms and conditions.
- 1.7 CANCELLATIONS:** All requests for cancellation should be made in writing, signed by the lead person who made the booking and must be sent to the Park by RECORDED DELIVERY LETTER. No request for cancellation will be accepted by email. All monies paid at the time of cancellation will be forfeit unless the grounds for cancellation are covered by our Holiday Cancellation Plan.
- 1.8 SAFETY:** As a precaution against fire and for maintenance etc, the Proprietors reserve the right to enter the accommodation (even in the absence of its occupants) at any reasonable time.
- 1.9 DOGS:** We do allow dogs in certain Holiday Homes, at the discretion of the park management, extra charges are payable, dogs should not be left in the unit unattended at any time. All dogs must have an up to date stronghold or similar certificate from the vet. Check availability at time of booking.
- 1.10 BICYCLES:** Under no circumstances are bicycles allowed inside any accommodation.
- 1.11 CLOTHES AIRING:** Not permitted inside the accommodation.
- 1.12 OUTSTANDING CHARGES:** All charges should be paid prior to the end of your holiday. We will pursue payment of any charges still outstanding following the holiday through all channels available to us.
- 2.0 SITE RULES** (will be enforced and offenders will be removed as stated under General Conditions)
- We have only a few common sense rules to protect the majority and to preserve the peaceful friendly atmosphere of this beautiful park.
- 2.1 TRAFFIC RULES:** For safety reasons, a 10mph, speed limit is enforced on the park roads at all times and the park "One Way" systems must be observed at all times.
- 2.2 BLADES, SKATEBOARDS & MOTORISED MICRO SCOOTERS:** Not allowed to be used on the Park under any circumstances.
- 2.3 BICYCLES:** Are subject to the park "One Way" system. They must be ridden in a slow considerate manner at all times and absolutely no riding after dusk. The Management reserves the right to restrict or withdraw the use of the above.
- 2.4 NOISE:** No excessive noise (as judged by the duty park staff) is accepted after 10.30pm (including TVs, radios etc.) Repeated breaking of this rule will result in removal from the park.
- 2.5 THE SWIMMING POOL:** Children under 16 years old MUST be accompanied by a related adult at all times in the swimming pools and surrounding areas. The pool may be closed if it is necessary to effect essential repair or for maintenance. If, in the opinion of the Management, it is unsafe or contrary to the proper operation of the swimming pools, the pool will be closed and opened when it is sensible to do so. Children must wear costumes or similar when using the pools. Inflatables are NOT permitted in the pool area. Dogs are not allowed in the pool area at any time. Please pay attention to the display boards showing pool descriptions and depth
- 2.6 SAFETY, CHILDREN:** Parents/Guardians are responsible for the safety and supervision of their children at all times whilst using the amenities and facilities on the park. Please note the 10.30pm all quiet rule. It is expected that all children will be returning to their families by 10.30pm or be accompanied by a related adult.
- 2.7 BEHAVIOUR:** Any persons or groups of children causing a general nuisance to other guests staying on the park, staff members, or causing damage to the property of the Company will be subject to immediate removal of the offender and the offender's party from the park. No refund will be given for the remaining segment of their holiday. Unfortunately, these securing arrangements have been forced upon us by the changing attitudes of a minority. We are confident that most of our guests will understand the situation we face. We therefore trust that we will receive co-operation in achieving a safe and peaceful environment.
- 2.8 WASHING LINES:** Not allowed and will be removed. Hook-on airing racks and portable airers are acceptable.
- 2.9 BARBEQUES, OPEN FIRES, CHIMINEAS AND FIRE PITS:** Barbeques are allowed beside Holiday Homes provided that they are at least 18" (45cm) above the ground. Open fires, Chimineas and Fire Pits are NOT PERMITTED anywhere on the Park.

GENERAL CONDITIONS

- 3.0** All prices are correct at the time of publication, however we reserve the right to alter or amend our published prices so long as you are notified before booking. Our published tariffs include VAT at the applicable rate. We reserve the right to amend our prices to reflect any change in the rate of VAT or if any new taxes, levies or duties are imposed on your holiday.
- 3.1** Bookings are only accepted for couples or family groups.
- 3.2** The proprietors disclaim all responsibility for any injury to guests in person or their children if they are improperly using the equipment or facilities provided on the site. Parents are responsible for the supervision and safety of their children in all areas of the park at all times.

- 3.3** Whilst all care is taken to ensure the details in our brochure and on our website are correct at the time of publication, we reserve the right to make changes to, suspend or withdraw any advertised facility, entertainment, amenity or service.
- 3.4** Your enjoyment is important to us and whilst we endeavour to ensure that your holiday is the best it can be we appreciate that sometimes we don't always succeed. Should we fail to meet our usual very high standard then please inform management immediately so that all efforts can be made to rectify the problem as we cannot accept responsibility for any claims made after you have left the Park.
- 3.5** The proprietors disclaim responsibility for any injury or damage to guests' property or to their person or to their children or their pets by fire, theft, water or any third party or by any means whatsoever whilst they are on the site. This includes acts of God, civil strife, industrial action, natural disasters, war, animals and insects.
- 3.6** In exceptional circumstances beyond our control (E.g. damage, maintenance, flood, fire etc), we may have to cancel your booking. If we do so we will tell you as soon as possible prior to your holiday date and you may either choose to receive a full refund or accept an alternative holiday with us at the brochure price but you will have no further claim against us. We also reserve the right to change your allocated accommodation or pitch, either on arrival or during your stay, this will be to a similar or higher standard of accommodation.
- 3.7** The Management reserve the right to introduce additional conditions or to waive any particular conditions in individual cases or to amend or vary the terms and conditions.

ANY PERSON IN BREACH OF THESE BOOKING TERMS AND CONDITIONS OR SITE RULES OR WHO BEHAVES IN SUCH A WAY TO CAUSE OFFENCE TO EITHER THE STAFF OR OTHER GUESTS ON THE SITE, SHALL BE LIABLE, AT THE DISCRETION OF THE MANAGEMENT, TO REMOVAL FROM THE SITE TOGETHER WITH ALL REMAINING MEMBERS OF THEIR PARTY WITH NO REFUND BEING PAYABLE FOR FEES PAID IN ADVANCE.

CANCELLATION PLAN

We fully appreciate that holidays are a major expense and that cancelling at short notice due to illness or redundancy can be extremely costly.

Our Cancellation Plan provides cover to reimburse the cost of your holiday at a very small cost. The plan is only available at the point of booking and the charges will be applied automatically to your booking. Customers must advise the park in writing within fourteen days of receipt of the holiday confirmation letter if they do not require the cover.

The Plan covers your entire holiday party up to the day before your holiday starts against cancellation due to redundancy, accident, injury, illness or death of any member of the holiday party. (Only members of the party advised at the time of booking are covered by the Cancellation Plan).

We will refund all payments made excluding the cancellation and booking fees providing we receive written confirmation of the cancellation supported by the relevant official documents (doctor's note, redundancy notice, etc.) sent by recorded delivery.

The Holiday Cancellation Plan is not a policy of insurance, nor does it replicate all of the features of a typical holiday insurance policy. If you require insurance cover then you should contact an insurance broker authorised by the Financial Services Authority.

Sun Valley Resorts, Pentewan Road, St. Austell,
Nr Mevagissey, Cornwall PL26 6DJ
Email - hello@sunvalleyresort.co.uk
Telephone - 01726 843 266

CARAVAN TARIFF - FULL WEEK

TYPE	BRONZE 4	BRONZE 6	SILVER 4	SILVER 6	SILVER 8	GOLD 6/8	PLATINUM 6	DIAMOND LODGE 4
30 MAR - 20 APRIL	385	415	415	475	520	550	610	880
20 APRIL - 25 MAY	295	320	320	390	465	485	585	720
25 MAY - 1 JUNE	475	500	500	525	555	575	640	900
1 JUNE - 29 JUNE	430	440	440	455	500	610	670	850
29 JUNE - 27 JULY	520	540	540	610	630	650	700	900
27 JULY - 24 AUG	690	715	715	810	950	975	1060	1500
24 AUG - 31 AUG	575	600	620	630	675	740	780	1500
31 AUG - 7 SEPT	365	390	390	455	510	530	600	730
7 SEPT - 19 OCT	285	305	305	355	410	430	520	700
19 OCT - 26 OCT	365	390	390	450	570	600	660	850

CARAVAN TARIFF - SHORT BREAKS FRIDAY- MONDAY/ MONDAY - FRIDAY

TYPE	BRONZE 4	BRONZE 6	SILVER 4	SILVER 6	SILVER 8	GOLD 6/8	PLATINUM 6	DIAMOND LODGE 4
30 MAR - 20 APRIL	250	265	265	295	315	330	355	SUBJECT TO AVAILABILITY
20 APRIL - 25 MAY	200	220	220	275	290	300	345	
25 MAY - 1 JUNE	295	305	305	320	330	345	375	
1 JUNE - 29 JUNE	265	275	275	285	305	350	390	
29 JUNE - 27 JULY	320	330	330	385	420	430	460	
27 JULY - 24 AUG	400	410	410	465	530	540	590	
24 AUG - 31 AUG	345	355	355	370	395	425	445	
31 AUG - 7 SEPT	240	250	255	285	310	320	350	
7 SEPT - 19 OCT	195	205	205	240	265	275	315	
19 OCT - 26 OCT	SUBJECT TO AVAILABILITY							

CARAVAN TYPES

- BRONZE 4:** 4 persons. One double bedroom, 2nd bedroom two singles. Lounge, Kitchen, Shower and toilet. Pet free caravan.
- SILVER 4:** 4 persons. One double bedroom, 2nd bedroom two singles. Lounge, Kitchen, Shower room with toilet. Some of these vans will take dogs.
- GOLD 6/8:** 6/8 persons. One double bedroom, 2nd and 3rd bedroom two singles plus pull out bed in lounge. Kitchen, shower and toilet. Pet free caravan.
- BRONZE 6:** 6 Persons. One double bedroom, 2nd and 3rd bedroom two singles. Lounge, Kitchen, Shower room with separate toilet. Some of these vans will take dogs.
- SILVER 6:** 6 persons. One double bedroom, 2nd and 3rd bedroom two singles. Lounge, Kitchen, Shower and toilet. Pet free caravan.
- SILVER 8:** 8 Persons. One double bedroom, 2nd bedroom two singles, 3rd bedroom bunk beds plus pull out bed in lounge. Kitchen, Shower and toilet. Double glazing and central heating. Furnished decking area. Pet free caravan.
- PLATINUM 6:** 6 Persons. One double bedroom, 2nd and 3rd bedroom two singles. Lounge, Kitchen, Shower and separate toilet. Double glazing and central heating. Open plan. Pet free caravan.
- DIAMOND LODGE 4:** 4 Persons. One King bedroom with ensuite shower room, one twin with separate bathroom. Double glazing and central heating. Open plan. Large furnished decking area. Pet free caravan.

Within these categories some of the vans vary internally – please call to clarify.

CARAVAN EXTRAS

COTS/HIGHCHAIRS £10 WEEK OR PART OF. DOGS £60 PER WEEK WHERE ALLOWED. BOOKING FEE £10.00.CANCELLATION £17.50 PER WEEK. DEPOSIT £75.00 WEEK.

CARAVAN CHARGES INCLUDE:

All Caravans are equipped with gas or electrical heating. Colour TV, fully equipped kitchens, duvets and bed linen are provided and the beds are made up for you. Sun Valley Resort Club Membership, Indoor swimming and paddling pools and VAT at current rate. Towels are not supplied.

HOLIDAY CANCELLATION PLAN

Only payable with Holiday Deposit

Our Cancellation Plan covers the whole of your party up to the day before your holiday commences against cancellation due to:

- a) Redundancy or jury service of a member of the party.
- b) Accident, injury, illness or death of a member of the party.

We guarantee to return the FULL AMOUNT of deposit and balance paid to Sun Valley Resort under this scheme, less the booking fee and insurance. Please give as much notice as possible and provide the appropriate documentation confirming your reasons for cancellation, ie Doctor's Note, Death Certificate, Redundancy Notice under the Payment Act 1965. Claims outside the specified reasons for cancellation cannot be entertained. Only members of the party named on the booking form are covered by this scheme. All other cancellations subject to Rules 9 and 10. Notice of Cancellation must be sent recorded delivery.

SPECIAL OFFERS

**20% DISCOUNT OFF ANY FORTNIGHT BETWEEN 20TH
APRIL - 27TH JULY EXCLUDING 25TH MAY - 1ST JUNE**

**5% DISCOUNT FOR SENIOR CITIZENS ALL
YEAR ROUND (ALL MEMBERS OF THE PARTY MUST
BE SENIOR CITIZENS) - FOR FULL WEEKS ONLY**

**20% DISCOUNT FOR COUPLES BETWEEN 20TH
APRIL - 27TH JULY EXCLUDING 25TH MAY - 1ST JUNE**

See website for our latest offers - sunvalleyresort.co.uk

Call us - 01726 843 266

'Like' us on Facebook - facebook.com/sun-valley-holiday-park