

TROSSACHS HOLIDAY PARK BOOKING TERMS & CONDITIONS

Self Catering Booking Conditions for Lodges/Caravans/Swift Escapes & Pods

Deposit & Balance

1. A non-refundable deposit is required to book any accommodation. The balance is payable six full weeks before the commencement date of the holiday. 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. There is also a £50 damages deposit payable upon arrival to the park. This is paid by credit or debit card and will be refunded as long as the accommodation is vacated by 10am and there is no damage or excess cleaning required.
2. Due to fire regulations please ensure the booking is updated with the correct number of guests in your booking, for our records, or advise on arrival if there are any additions/deductions to the party.
3. Late bookings made within the 6 weeks before commencement of the holiday must be paid in full.
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.
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.
6. Holiday accommodations are available for arrival from 12noon for pods, 1pm for Swift Escapes and from 3pm for Caravans and Lodges. We request you contact the office to advise if you will be arriving after our reception closure of 5pm to ensure there is someone available to give you access. The accommodation is available for access up to 8pm on the day that it is booked for arrival and must be vacated by 10am on the day of departure. Please ensure all keys are handed into reception upon departure. Any keys not handed in, taken home or lost will be charged a £25 lost key charge.
7. Before occupying the accommodation, the hirer should be satisfied that the accommodation is in good condition.
8. By occupying the accommodation, the hirer accepts responsibility for the unit and its equipment throughout the period of hire. Please report any breakage occurred during your stay, upon departure. A charge may occur depending on damage occurred.
9. The hirer is prohibited from sub-letting the accommodation that they have hired in their name.
10. The proprietors reserve the right to provide a different type of accommodation with the same or greater number of beds, should they need to do so.
11. Alterations, adjustments and amendments may be made over the telephone, or by email. We ask you to check your booking confirmation that is emailed to you, as it is your responsibility to confirm that the information is correct.
12. Cancellations within 6 weeks of the booking commencement date are non-refundable. The proprietors reserve the right to refuse a reservation without explanation.
13. 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) to inspect the accommodation.
14. Pets are permitted in selected units but they must be entered on the booking form or by advising prior to arrival. If you do not book a dog friendly accommodation and bring your pet, we reserve the right to refuse your stay in our accommodation. Dogs must be kept on a lead at all times. Dogs must not be left unattended in caravan, vehicle or at any time. 16. 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 pets.
15. All accommodation is strictly no smoking of any kind

Tent/Touring Booking Conditions

1. A non-refundable deposit is payable to make a booking.
2. The balance is payable six full weeks before the commencement date of the holiday. 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.
3. Late bookings made within the 6 weeks before commencement of the holiday must be paid in full.
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.
5. Touring pitches are available from 12noon to 8pm 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 re-let from 9am the next day.
6. Pitches must be vacated by 11am on the morning of departure. It may be possible to stay longer but this cannot be guaranteed and must be authorised by reception.
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
8. Washing lines are not permitted. There is a laundrette available for use.
9. We prefer awning ground sheets not to be used, but if you require to use one it must be lifted daily without exception.
10. Tents may be asked to move pitch if staying more than 7 days to avoid damage to the grass.
11. The proprietors reserve the right to refuse a reservation without explanation.

PARK RULES

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

1. **Speed limit 10mph across the park**
2. Blades, Skateboards & Motorised scooters are not permitted to be used on the Park
3. Bicycles must be ridden in a slow, considerate manner
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 10.30pm.
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 10.30pm quiet rule. It is expected that all children will be accompanied by an adult member of their party at all times and not left on their own on or around the park. We request that you accompany all children in the toilet block and to not allow them to play around this area.
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.
7. Dogs are welcome on the park but must be kept on a lead at all times. Dogs must not be left unattended on site in any capacity (caravan/lodge/tent/vehicle) at any time. Owners must clean up after their dogs and dog bins are provided on site.
8. Washing lines – are not permitted. There is a laundrette available for use. Hook on airing racks is acceptable.
9. Campfires are strictly prohibited
10. Ball games must not be played around the caravans, tents or on the park roads
11. No firearms, Guns, Catapults
12. Games room – young children must be accompanied when visiting the games room. No food or drink is to be consumed in the Games room
13. Damage – anyone who wilfully or negligently causes damage to any buildings or equipment will be responsible for the cost of remedial repairs.
14. BBQs are allowed on pitches or beside holiday homes provided they are on hard standing gravel or slabs. Please do not place BBQs directly on the grass as this kills the grass.

GENERAL CONDITIONS

It is with regret that bookings are only accepted for couples or family groups. No single parties (i.e., hen/stag doo's) unless arranged with an organised group (i.e., Scouts/walking groups etc)

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.

The proprietors will not be liable for any injury to person(s) or loss of damage to any property, caravan, 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.

Parents are responsible for the supervision and safety of their children at all times when in any area of the park

Anyone who wilfully or negligently causes damage to any building or equipment will be responsible for the cost of remedial repairs

Only one vehicle (no commercial vehicles) to be parked alongside any accommodation. Additional cars/boats/trailers to be parked in the car park.

We are a no -smoking site. We do not allow smoking (of any kind) in any of our accommodation or our facility blocks

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.

DATA PROTECTION

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us.

We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to Campstead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.