

BOOKING TERMS AND CONDITIONS

SELF CATERING BOOKING CONDITIONS

- 1.1 Deposit: A non-refundable deposit is required to book any accommodation.
- The balance is payable six full weeks before the commencement date of 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.
- 1.2 Late bookings made within the 6 weeks before commencement of holiday must be paid in full.
- 1.3 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.
- 1.4 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.
- 1.5 Holiday accommodation arrivals must be claimed between 3pm and 8pm on the day that it is booked and must be vacated by 10am on the day of departure.
- 1.6 Before occupying the accommodation, the hirer should be satisfied 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.
- 1.7 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 payable.
- 1.8 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.
- 1.9 The proprietors reserve the right to provide a different type of accommodation with the same or greater number of beds.
- 1.10 Alterations, adjustments and amendments may be made over the telephone but must be supported in writing within 3 days.
- 1.11 Cancellations within 6 weeks of the booking commencement date are non-refundable.
- The proprietors reserve the right to refuse a reservation without explanation.
- 1.12 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).
- 1.13 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.
- 1.14 All accommodation is strictly No Smoking.

TOURING BOOKING CONDITIONS

- 2.1 Deposit: A non-refundable deposit is payable to make a booking.
- 2.2 The balance is payable six full weeks before the commencement date of 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.
- 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.
- 2.5 Arrival: Touring pitches are available from 12 noon 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.
- 2.6 Pitches must be vacated by 11.00am on the morning of departure. It may be possible to stay longer but this cannot be guaranteed and must be authorized 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 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 willfully 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 organized 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 willfully 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.

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.