

## HOW TO BOOK YOUR HOLIDAY

1. Please read all the booking conditions and information.
2. Once you have decided on your accommodation, we recommend that you telephone or e-mail us to confirm availability.
3. You may request a reservation by e-mail but NO CONTRACT is made until we are able to confirm availability. (We do not accept responsibility and cannot be held liable for loss / failure of correspondence via post / Internet or other means reaching us / yourselves).
4. An option will then be held for five working days pending return of the completed / signed booking form together with your remittance. Once booking form has been completed as fully as possible return **only** that section with remittance, keeping the Conditions & Accommodation section for future reference. If you have any special needs or specific disabilities that you would like us to know of, complete box 6 (special requests) of the booking form. You may print a booking form from our web site if required.
5. Confirmation is sent to you together with the date by which the balance should be paid.
6. Payment of this balance must be **no later than 30 days** before commencement of the holiday.  
It is preferable to reserve camping pitches during main holiday weeks and Bank Holidays. **Cheques / postal orders made payable to: Retanna Holiday Park Ltd. or credit / debit cards (Visa, MasterCard, Maestro, Solo) are acceptable for payment.** We do not recommend sending cash in the post.
7. Part-week bookings are available charged at 1/5th weekly tariff per night – minimum 3 nights. Additional nights to full week bookings are charged at 1/7th weekly tariff per night. (excludes Special Offer deals, Bank Holiday periods or extras / additional persons)

## BOOKING CONDITIONS & INFORMATION

1. A deposit of £50 / week is required for each holiday unit (camping / touring £25 / week or full amount if less than one week) payable to Retanna Holiday Park Ltd.
  2. Bookings are secured only by receipt of deposit and confirmation having been posted. **(Deposits are non-refundable)**
  3. The balance is payable no later than 30 days before commencement of your holiday. If we do not receive the balance within this time, your holiday may be cancelled and re-sold. **The deposit will not be refunded.** If your cheque is returned by the bank as 'unpaid' we will charge you £15.00 to cover costs incurred.
  4. Prices are inclusive of VAT at 15%. If the VAT rate alters, the difference will be charged or reimbursed to you, accordingly, applicable on the date of commencement of your holiday.
  5. Reservations by telephone are held for 5 working days pending the return of your completed booking form and remittance.
  6. **Cancellations:**  
When you book your holiday, you are entering into a legally binding contract. To cancel your holiday once it has been confirmed, you must give notice in writing, which must be signed by the party leader. We will then make all reasonable efforts to re-sell your holiday. To compensate us for the expense of processing / handling this extra work and for re-advertising, together with the risk that we may not be able to re-sell the holiday in time, we charge a cancellation fee on the scale set out below. The amount payable (by whoever signed the booking form) will depend on when we receive your written letter of cancellation.
- | Notice given before commencement of holiday | Cancellation charge        |
|---|----------------------------|
| Above 30 days                               | Deposit only               |
| 21 - 30 days                                | 40% of total holiday cost  |
| 10 - 20 days                                | 60% of total holiday cost  |
| 1 - 9 days                                  | 80% of total holiday cost  |
| No arrival on date or after                 | 100% of total holiday cost |
- If we are successful in re-selling your holiday at the same price we will only retain the deposit to cover administration costs. The more notice we receive the better the chance of re-selling. N.B. We recommend that you take out insurance cover when booking your holiday.  
**We DO NOT offer refunds if holidays are terminated early due to adverse weather conditions.**
7. **Accommodation must be vacated by 9:30am on day of departure, occupation for arrivals is from 3.45 pm onwards. Camping / touring is 12:00 noon and 3.45 pm respectively. We regret no refund for early termination of holiday will be made. The latest time of arrival is 9.00pm high season , 8.00pm other times unless by prior arrangement.**
  8. The party shall consist of those registered on the booking form. No additions or replacements will be allowed without prior agreement. The occupancy number must not exceed the berth size.
  9. Retanna Holiday Park Ltd. is ideally suited to families and couples, the company reserves the right to accept or refuse other bookings and / or permission to occupy units / pitches at its discretion.
  10. The company reserves the right to terminate the occupancy of any pitch / unit where, in its opinion, the Park conditions are not being complied with, or noise / nuisance / annoyance etc. is being caused to others. (No refund will be made in such circumstances).
  11. We can accept one small dog per booking only available in a designated Gweek caravan. **We absolutely insist at all times, whilst on the Park, dogs are kept on SHORT leads and NOT allowed to run free.** There is NO dog walking area on the Park, consequently dogs must be exercised off the Park. Owners not complying with these conditions will be requested to arrange immediate removal of the dog from the Park. Cornwall County Council apply dog restrictions on certain beaches in the county during the spring, summer and autumn months.
  12. All furnishings, fittings, utensils and other effects must not be removed from the accommodation and should be treated with care as with other park property. Any loss or breakage should be notified immediately to the proprietors as replacement cost may be charged.
  13. Anyone using Retanna Holiday Park and its facilities do so entirely at their own risk and we will not accept liabilities for loss or damage to persons and / or property.
  14. It is our intention to provide an enjoyable holiday for all our visitors by providing a maximum of privacy and cleanliness on the Park. **Please help us to achieve this aim by leaving accommodation clean and tidy.**
  15. Whilst every care is taken to provide a fair description of Retanna Holiday Park we do reserve the right to carry on our policy of continuous improvement which may affect facilities described / offered. During busy change over periods certain facilities may be closed due to operational reasons.
  16. All visitors having been notified of these conditions shall be deemed to have accepted them by signature of the party leader on the booking form.