



# TRISTRAM BOOKING FORM 2012

## **BOOKINGS**

A **deposit of 20%** of the booking total or **£55** (whichever is greater) is required to reserve each pitch, this deposit includes a compulsory **non-refundable £10 reservation fee**. Late Bookings (less than 21 days to arrival date), or bookings with a total cost of less than £55 must be paid in full at the time of the booking.

Any booking made will have written confirmation posted to the address you have provided within 5 working days.

If we receive notification of any alterations / cancellations on or before 21 days before your arrival date, your balance will be altered accordingly, or in case of cancellations the deposit (less £10 reservation fee) will be refunded. Any late cancellations (made less than 21 days prior to the arrival date) will still be liable for the whole balance of the reservation and no refund will be offered.

Low Season Discount is for 2 or less adults with no children, this offer may be withdrawn at any time and may not be used in conjunction with any other offer.

The Balance due is payable in Full for all the dates and pitches booked. **No allowances will be made for late arrivals or early departures and the balance must be paid in full no later than 21 days before the arrival date.**

The reservation booked is for the named person on the paperwork, and cannot be transferred on or sold on to a third party.

Whilst every endeavour is made to provide all the facilities described in the brochure, we regret that we are unable to accept liability for the temporary withdrawal of any facility due to mechanical breakdown or circumstances beyond our control.

The company reserves the right to make a surcharge after accepting a booking if increased costs make this necessary.

## **DECLARATION OF EXTRA'S**

It is the responsibility of customers to disclose at the time of arrival any extra members, cars, boats, tents etc. not previously detailed in their booking. This also applies to extra members joining the party during the period of the booking. Any extras must be paid in full on arrival.

**The reservation made refers to one unit (tent/caravan/motorhome) and one car per pitch.** The price quoted is based on this understanding and that the number of adults does not exceed the number shown on the current tariff for each grade of pitch, any extra adults will be charged as detailed in the tariff.

## **PITCHES**

**Please ensure you reserve the correct size pitch for your tent**, we regret that during High season we are un-able to accommodate the very large ultra-dome (3 Pod) tents, refer to the brochure or web site for approximate pitch sizes. ([www.polzeathcamping.co.uk](http://www.polzeathcamping.co.uk))

**We Reserve the right to move your booking onto a similar pitch if necessary**, e.g. bad weather or for Ground works, and therefore we cannot guarantee you any specific pitch.  
**We also cannot guarantee sea views.**

## **DOGS**

Dogs must be well behaved and kept on a lead at all times. They must not be left unattended at any time.  
**Any fouling must be cleared up immediately.**

## **CARS**

The speed limit throughout the site is 5 M.P.H  
Be aware of children at all times.

**There is parking for One Vehicle per Pitch**, with No Exceptions. We cannot guarantee your car will be parked adjacent to your pitch.

**At peak times or during wet weather, it may be necessary to park your car off site** in the adjoining car parking area, for which you won't be charged.

All extra/visitors cars must be parked in the adjoining cliff top car park at Tristram for which a ticket must be obtained and the appropriate fee paid.

Please note that Tristram is a Wheel Clamping zone

## **RESTRICTIONS**

The site is designed for family holidays. Young adult parties are not accepted.

**Please Respect our policy on NOT taking Groups**, We will not accept Teenagers without parents, large groups of teenagers with a single parent, single sex parties or any large groups (including families in high season).

The company reserves the right to evict, without refund, any person or party who causes a nuisance or disturbance on company property.

The company reserves the right to refuse entry from any individual or party without explanation of reason. We expect all residents to show courtesy to other guests by keeping noise & disturbance to an absolute minimum after 11.30pm

All guests must have returned to their pitches by 12am at the latest.

Disposable Barbecues are not permitted on site as these burn the grass.

Washing lines must not be tied to campsite fences; please use free standing clothes lines or the drying facilities provided.

**The latest booking in time is strictly 9pm Sunday to Thursday and 10pm Friday & Saturday nights** (by prior arrangement high season only)

## **CHILDREN**

Parents/guardians are responsible for the safety, welfare & conduct of their children anywhere on company property. They are not permitted to be left on site without parents/legal guardians.

For health & safety purposes children under 8 are not permitted to enter the toilet/shower blocks without a parent/guardian.

Due to the compact and busy nature of the site, and for safety reasons, **ball games are not permitted. Bikes & skateboards are not suitable to be used on site in peak season.**