

holiday booking enquiry 2009

Name & Title	<input type="text"/>		
Full Address	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>
Eve Tel. No	<input type="text"/>	Day Tel. No	<input type="text"/>
Mobile	<input type="text"/>	Email	<input type="text"/>
Total number in party	<input type="text"/>		
Names & ages of all those in your party under the age of 21	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Preferred position	<input type="text"/>	Number of nights stay	<input type="text"/>
Arrival Date (dd/mm/yy)	<input type="text"/>	Departure date (dd/mm/yy)	<input type="text"/>

Additional Requirements - may be subject to charge (please tick)

- Travel Cot
 Additional Vehicle
 High Chair
 Dog - Please tick quantity - 1 2

Signature	<input type="text"/>	Date	<input type="text"/>
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I confirm that I have read, understood and accept the terms & conditions on the reverse

- Hawkchurch Country Park would like to contact you from time to time by email, post & phone with promotional information and details about the park. If you **would** like to receive this please tick the box.

25% or £50 (whichever is greater) of your booking will be taken as a deposit. We will contact you to arrange this payment. The balance is payable six weeks before your holiday starts.

Hawkchurch Country Park, Hawkchurch, Axminster,
 Devon EX13 5UL
 tel: 01297 678402
 web: www.hawkchurchpark.co.uk
 email: enquiries@hawkchurchpark.co.uk

Ways to Book



Online at
www.hawkchurchpark.co.uk



By phone
01297 678402



By Post
Complete and return this form

Hawkchurch Country Park accepts the following debit/credit cards



booking terms & conditions

BOOKINGS

TO ENSURE THAT THE ACCOMMODATION YOU WANT WILL BE AVAILABLE, PLEASE MAKE YOUR BOOKING AS SOON AS POSSIBLE.

1. All reservations and contracts are accepted on the basis that the client accepts the park rules and current booking conditions whether they have read them or not.
2. We are happy to reserve particular accommodation but there may be exceptional circumstances when that accommodation is not available in which case we reserve the right to provide equivalent alternative accommodation.
3. Provisional bookings by telephone, fax or email are accepted but must be confirmed within seven days.
4. A booking is confirmed upon receipt of your non-refundable deposit of 25% or £50 whichever is the greatest, of the total cost of your holiday. You will be sent a 'confirmation of booking' by return post or email.
5. All bookings made within the 6 week period prior to your holiday start date must be paid in full when your booking is made.
6. Units may only be occupied over night by those listed on the booking form.
7. Large single sex bookings are only available at the discretion of the Park Manager.
8. The total balance of your holiday will be confirmed at the time of the booking.
9. All prices include VAT at 15%.

CANCELLATIONS

10. Once a booking is made the following cancellation charges apply. For this reason we cannot emphasise too strongly the need to take out Holiday Insurance, to protect you from financial loss in case you book a holiday which you are unable to take.

- i) All deposits are non-refundable.
- ii) Once written confirmation is received we shall use our best endeavours to re-let the accommodation. If we are able to re-let, the balance outstanding is waived.
- iii) If we are not able to re-let the accommodation the client is liable to pay the full balance.
- iv) If you decide to leave the park earlier than your booked departure date a refund will not be given.

CHECK-IN AND CHECKOUT TIMES

11. Accommodation will be available from 4pm on the day of arrival. If you intend to arrive after 5.00pm then please let reception know in advance. Accommodation must be vacated by 10am on the day of departure. Late arrivals or early departures will not receive a refund for any holiday missed.
12. Pitches are available for occupancy at 12pm on day of arrival and must be vacated by 11.30am on day of departure.
13. When hire vans are not vacated by the departure time shown on the contract, we reserve the right to make an extra charge, particularly when cleaning staff are delayed as a result.

DOGS

14. Dogs are only accepted subject to the following conditions and at the discretion of the Park Managers:
 - i) If you intend to bring a dog, this must be notified when booking.
 - ii) A maximum of two dogs per unit will usually be allowed.
 - iii) When on site, dogs must be kept on a lead at all times, and if they foul, their owners must clean up after them.
 - iv) Dogs must be supervised at all times by an adult, they must not be allowed on seats or beds.
 - v) The owner of the dog must guarantee to pay in full for any damage caused to the units or contents.
 - vi) Owners must bring a dog basket and/or bedding.

15. Please note that there is a charge per pet, per short break/week. Please check charge amount with your chosen park.

DAMAGE AND BREAKAGES

16. Any breakage's must be reported and paid for. If breakages have not been reported then we reserve the right to charge for repair or replacement, payable on demand.
17. There is a refundable cleaning/damage deposit required with your balance payment. Please confirm the amount with your chosen park.

BEHAVIOUR

18. Unreasonable or threatening behaviour will not be tolerated and we reserve the right to refuse entry or expel anyone who is behaving badly and causing upset to other holidaymakers. In such cases we will not provide a refund for holiday days lost.

GENERAL

19. Cleaning materials are not provided, however, a vacuum cleaner will normally be available on request.
20. We reserve the right to enter the accommodation at any time in the event of an emergency, although we will do our best to avoid any unnecessary interruption to your holiday.
21. You are welcome to have guests visit and stay with you, (subject to condition 7 above), and all visitors must register on their arrival.
22. We do not accept responsibility for any items that you have left behind. If you think that you have left something behind then please let us know as soon as possible as your accommodation may be occupied by another customer. Items found can only be posted to you when we have received the cost of the postage. Items not claimed within 14 days may be disposed of.
23. Children must not be left unattended in the units. Children must be continuously supervised by an adult who is to be totally responsible for their welfare and behaviour.
24. Anyone staying at or visiting The Park does so at their own risk. We will not accept liability for loss or damage to any person or property unless caused by our own negligence but do not exclude or limit any of your legal rights and privileges.
25. We reserve the right to change our details from those on our web site or printed brochure at any time and we also reserve the right to refuse bookings where advertised details are inconsistent. If anything is particularly important to you then please check when booking.