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HOLIDAY CARAVANS

Please use a separate booking form for each Caravan	Ferry Required	Total Price Inc Ferry
Yarmouth 8 Berth (Non-smoking)		
Yarmouth 6 Berth (Non-smoking)		
Carisbrooke 8 Berth		
Carisbrooke 6 Berth		
Whippingham 6 Berth		
Bembridge 6 Berth		
Haseley 6 Berth		
Touring Pitch		

OFFICE USE ONLY

	Amount	Date	Type	Entered
Deposit				
Ferry				
Insurance				
Balance				

ALL caravans have showers, toilets and full mains services. All caravans fully equipped except for sheets, pillowcases and towels

DETAILS FOR FERRY RESERVATION (TRAVELLING WITH RED FUNNEL VIA SOUTHAMTON)

Make and Model of Vehicle		
Preferred Time of Travel (approx)	Outward	Return

FOR ALL BOOKINGS PLEASE COMPLETE THE REMAINDER OF THE FORM

For _____ Weeks/ nights from 4.00pm (3.00pm for Yarmouth caravans) _____ to 10.00am (11.00am for Yarmouth caravans) _____

Single sex party bookings: We accept bookings from single sex parties provided a behaviour bond of £100.00 per caravan is received with your deposit (£25.00 per person for camping). This bond will be forfeited in case of misconduct, otherwise it will be refunded in full to your home address the week after your departure. For all persons staying in the park, club membership is included.

PLEASE LIST BELOW THE NAMES OF PERSONS IN PARTY

Mr/Mrs Miss	Name	Full Address of All Persons in Your Party (Block Capitals) INCLUDE POSTCODE	Date of Birth

WE REGRET THAT PETS ARE NOT ALLOWED IN OUR CARAVANS

Cancellation Plan Insurance YES NO (Please tick one) Premium Payable £

I enclose a deposit of £ _____ being £50.00 per week plus £50.00 for the ferry for each caravan, or £15.00 per week for each camping pitch, and I agree to pay the balance six weeks before arrival day. Cheques, Postal Orders etc should be made payable to **Fairway Holiday Park**.

Or charge my  With £ _____ Valid From _____ Expiry Date _____ Issue No. (Switch Only) _____

Cardholder's Signature _____

PLEASE FILL IN YOUR CARD NUMBER ABOVE

If you have booked your own ferry, please indicate the Ferry Time _____ Port _____ Car Reg. No. _____

Your telephone number _____ Your e-mail address _____

Where did you see us advertised? _____ Can we contact you by e-mail? YES NO (Please tick one)

PLEASE ENCLOSE A STAMPED ADDRESSED ENVELOPE IN ORDER TO RECEIVE CONFIRMATION OF YOUR BOOKING.

I, being the person making the reservation, agree to abide by the terms and conditions printed overleaf.

Signature _____ Print Name _____ Date _____

CONDITIONS OF BOOKING

Provisional bookings may be made by telephone during office hours and will be held for seven days only. After seven days, if no deposit is received, provisional bookings are no longer valid.

The company, through its management, reserves the right to refuse a booking for whatever reason.

Balance payments are due six weeks before your holiday start date, accompanied by a stamped addressed envelope. No reminder will be sent. If balances are not received by the due date, your holiday will be cancelled and the company may re-let the accommodation. Your deposit will not be returned.

We cannot guarantee a place on a particular ferry crossing but we will arrange a booking as near as possible to the time requested. **You should receive details of the times of your crossings when you receive your holiday confirmation. If your ferry details are not included, you must telephone us immediately.**

Parents are responsible for the safety of their children within the park and particularly whilst they are using the playground equipment. Ball games of all kind are only allowed in designated areas within the park.

No noise is permitted in the grounds or caravans after midnight. The management may evict persons from the site who fail to comply with this regulation. No refunds will be given.

Behaviour bonds for all single sex Groups are now held until the week after departure (as explained on the Booking Form). We also reserve the right to ask for a Behaviour Bond from mixed sex groups, at our discretion.

We do not allow **any** pets in our caravans, except guide dogs - and these must be by prior arrangement. Anyone who arrives with **any** type of pet, intending to stay in one of our caravans, will be turned away. No refunds will be given.

The period of hire is from 3.00pm on the arrival date to 11.00am on the departure date for Yarmouth caravans and from 4.00pm on the arrival date to 10.00am on the departure date for all other caravans.

All breakages or damages must be reported to reception and paid for.

Sheets and pillow slips must be used in caravans in order to protect mattresses and pillows.

The company reserves the right to re-let any caravan from 10.00am the next morning unless prior notice of any late arrival is received. **Please telephone Reception in advance if you will be arriving later than 6.00pm.** As we are a relatively small holiday park, and to avoid disturbing other guests, please note that we cannot accept arrivals before 9.00am and after 10.00pm.

Car parking is available adjacent to some caravans. Please advise at the time of booking whether you require parking adjacent to your caravan. If parking is not available you will be advised at the time of booking.

On vacating, we would ask that you leave your caravan clean and tidy.

Customers must act responsibly and conduct themselves with due regard to the comfort and enjoyment of others at all times.

Our staff are trained to be courteous and polite to our customers, we expect our customers to extend the same courtesy to our staff. Any person who is rude to our staff will be asked to leave the park and no refunds will be given.

It is understood that anyone reserving a caravan has read and understood the conditions of booking and agrees to abide by them.

Anyone who fails to comply with these conditions in the opinion of the management will be asked to leave the site. They will not be entitled to any refund or to any compensation.

Refunds / Cancellation Plan

The holiday is only refundable if on cancellation a Doctors Certificate is produced and our cancellation plan has been taken out.

TOTAL VALUE OF HOLIDAY BOOKED	PREMIUM PER BOOKING
Up to £100	£7.00
Up to £150	£9.00
Up to £200	£11.00
Up to £250	£14.50
Up to £300	£17.50
Up to £350	£19.50
Up to £400	£21.50
Up to £450	£24.00
Up to £500	£26.50
Each additional £50 or part thereof	£2.50

The maximum sum coverable per booking is £1,500. Premiums are per caravan booked not per person. These premiums are valid for holidays commencing during our 2012 season. **IMPORTANT** – please ensure that your premium is based on the entire holiday, including any ferry (booked through us).

Any refunds given in respect to payments made by credit/debit card will be repaid to the same card.

If the cancellation plan has not been taken out we strongly recommend taking out third party holiday insurance.

Problems and Complaints

During your stay notify any problems, shortcomings or complaints to the Reception staff/Duty Manager immediately, so that they can be remedied.

Claims will be rejected if we have not been given the opportunity to put matters right or investigate your concerns during your stay.

If you cut your holiday short we are not obliged to offer a refund.

Written complaints should be addressed to CJW Holdings Ltd, T/A Fairway Holiday Park, Sandown, Isle of Wight, PO36 9PS.