

Terms and Conditions

Please read our Terms and Conditions of booking carefully.

How to book

You are able to book 50 weeks in advance, dates become available on a Saturday morning.

We operate two payment schemes:

- **Scheme 0:** Pay in full at time of booking. If you book your holiday within one month of your holiday date then you must pay the full amount. Payment is by Visa, Mastercard or cash only. Cash or Card payments are only accepted on arrival.
- **Scheme 1:** Pay 1/3 of total rent as deposit, then the balance 6 weeks before arrival. Cheques must be dated 6 weeks prior to arrival. (please note this deposit is non-refundable)

Deposits

Deposits may be made by credit card, cash or cheque (made payable to "Pennasville Holidays") and sent with completed booking form. Deposits must follow with completed signed booking form within 7 days after telephoning.

Balances

Your balance of your holiday is due 6 weeks before arrival. If you have made you booking online or provided us with an email address on your booking form, 8 weeks before arrival you will receive an email with a link. Click on this link and pay your balance. Alternatively you can access pay your balance via the website. Please enter your booking reference, surname and postal code. This will then direct you to your booking and sagepay where you can enter your card details and pay your balance. An arrival letter will then be sent to you by email instantly. Please check your junk or spam folders if you haven't received an arrival email from us.

Arrivals and Departures

Please leave your accommodation clean and tidy on your departure as this helps us to maintain the high standards that you like to see when you arrive.

Booking Conditions

Pennasville is a family holiday site, and as such we only accept bookings from families and couples - we do not accept bookings from young male, female or mixed groups.

1. Bookings are from Saturday to Saturday. Occupation from 3:00pm on day of arrival to 10:00am on day of departure.
2. The number of persons occupying a Cottage must not exceed the number of stated berths. This includes babies/toddlers and small children.
3. The person who signs the booking form is responsible for the booking and warrants that he or she is over 21 years of age and must be a member of the party.
4. Any additions or alterations to booking form made over the phone after booking has been made e.g. extra cot, highchair or bringing a dog must be a made in writing and confirmation of this will be needed when you arrive, especially if you bring a dog. If no confirmation is made in writing then we cannot accept your dog.
5. Cancellations must be notified in writing or from the email address which you made the booking with. Customers are reminded that they are legally responsible for the full amount in case the accommodation cannot be re-let. You are therefore strongly advised to take out a cancellation scheme to cover the liability. Deposits are only refunded if we are able to re-let without loss in which case £30 per week is deducted to cover expenses. Refunds cheques are made payable to the booking holder. No refunds made until November.
6. The appropriate deposit must be paid at time of booking. Should the accommodation required or a suitable second choice not be available then the deposit will be refunded in full.
7. Should you fail to notify us of a cancellation you will remain liable for the full balance of hire, less any hire monies being received on re-letting.
8. We shall not be held liable in the event of accommodation choice or other advertised facilities or amenities being unavailable due to circumstances beyond our control.
9. The details in general information are deemed to be part of the conditions of booking.
10. VAT has been included at the current rate. If the rate increases after booking then the extra on any monies owed will become payable before your arrival.

11. Band charges on dishonoured cheques, Visa & MasterCard will incur a charge of £10.
12. Bed linen is supplied in all Cottages free of charge. Bed Linen will be placed in each Cottage but beds will not be made up. We request that on departure you would please strip all beds and leave the linen at the bottom of the stairs ready for collection. Linen refers to sheets, duvet covers and pillow cases. NB: Please note we do not supply a change of bed linen. Bed linen is ordered in advance. Please let confirm any additional guests when you pay your balance. We hold very little extra bed linen.
13. All cottages have one duvet, one blanket and two pillows on each bed.
14. No Dogs allowed in cottages between July 26 and 23 August 2014 inclusive. Other times £30 per dog per week. Sorry no other pets (including cats) allowed on site. There is a limit of 2 dogs per cottage. We ask that you do **not** leave your dog unattended in your cottage at any time (even if in a crate). Whilst at Pennasville your dog must be kept on a lead at all times in respect of other guests. Cottages do not have enclosed gardens, all areas at Pennasville are open, you will need to put your dog on a lead even when it needs a wee. Please clear up any mess belonging to your dog and make sure your dog is not a nuisance to other people, especially young children who can be very frightened of dogs. There is a doggy bin near the entrance to the beach. We are sorry, but we can not allow the dogs of visitors or any other pets on site.
Please bring dog's own towels and blankets/rugs to lie on so they feel at home. Do not allow your dog to lie on our sofa's or go upstairs (safety gates provided)
Please keep a close eye on your dog during your stay as any damage caused by your pet, no matter how big or small must be paid for.
PLEASE NOTE, IF YOU ARRIVE WITH YOUR DOG AND YOU HAVE BOOKED A DOG FREE COTTAGE OR FORGOTTEN TO ADD HIM/HER TO THE BOOKING FORM, WE ARE VERY SORRY BUT HE/SHE WILL BE REFUSED ENTRY.
15. Free lighting in all cottages. Free cot, highchair and safety gate in each cottage. Only one of each per cottage.
16. £1 coin meters govern any electricity in all cottages.
17. Change of house or dates will incur a £10 admin fee.
18. All cars parking at Pennasville must display parking permits. If you are expecting day visitors you must inform reception and give full details. Strictly no parking on site for visitors going to the beach. Visitors' parking is limited to guests visiting your cottage. Visitors are not permitted to park at Pennasville and go to the beach. There is a national trust car park nearby. No visitors after 10pm unless arranged prior to arrival.
19. All ball games are to be played in the designated areas only. Strictly no skateboards, scooters or bicycles etc to be ridden within the holiday park.
20. Please note we are not liable for loss or damage to any personal items.
21. No camping or tents allowed within the park grounds.
22. Please note all properties are no smoking.
23. Lost keys must be either replaced or a charge of £20 will be required. Change of locks will result in £100 fee.

If any of the above booking conditions are broken you could be refused entry without refund or asked to leave.

The above rules are made for the smooth running of our park and to maintain the high standards of cleanliness. We hope you will understand and help wherever you can.