

GENERAL CONDITIONS FOR BOOKING AND CANCELLATION SCHEME

- BOOKINGS must be made on our Booking Form. For each week of your booking a deposit of £80 per cabin is required. Credit/debit card payments are welcome. Please cross cheques etc. and make payable to Churchwood Valley Limited a/c payee only. Cash should be sent by registered post.
On receipt of your completed booking form and deposit, which is treated as part payment of your holiday and is not refundable (except in the circumstances set out in paragraphs 13 and 14), we will send you our confirmation form. It is then that a firm contract exists between you and Churchwood Valley on the basis of conditions 1 to 20. If the booking is not accepted, the deposit (or the price paid) will be refunded in full.
- BALANCE PAYABLE This must be **paid 6 weeks** before the holiday begins and we reserve the right to re-let the accommodation if the balance is not paid accordingly. The confirmation form will show the cost of your holiday and give the date by which the balance must be paid in full. No further reminder will be sent.
- The person making the booking must occupy the cabin and not be under 18 years of age. Type A2 and A2+ cabins to be occupied by not more than two persons, A4, A4+ and Pinelodge not more than four persons, OL, GL, DL6, A6+ and A6 not more than six persons. For this purpose, a baby counts as one person.
- CABINS are **not available before 2.30pm** on the day of arrival and must be **vacated by 10 am.** on the day of departure.
- ALLOCATION OF CABINS All cabins are built amongst the trees on a hillside. To help us in allocating cabins, **please advise us at the time of booking** if there are any elderly or disabled people in your party who have difficulty in managing steps or sloping paths. It would be helpful if some idea of the degree of incapacity could be given, i.e., whether steps are out of the question or whether five or six steps or a short sloping path could be managed.
- ALTERATIONS in the dates of your booking, or the type of cabin, will be made at your written request if possible. **Alterations are accepted up to 6 weeks before arrival date.** A charge of £20 for each alteration will be made to cover the administrative costs.
- Each cabin is provided with a lock and the tenant will be supplied with one key, a duplicate being retained by the management. The tenant shall be responsible for security of the cabin during the period of his/her occupancy and the management accepts no responsibility for any personal items stolen or damaged in the cabin.
- All breakages and damage to the cabin, its contents, surrounds or other property on the estate (except for fair wear and tear) to be paid for or made good by the hirer, and the cabin vacated on the due date, leaving it in a **clean and tidy** condition. We retain the right to apply an additional charge if the cabin is not left in good order.
- Up to two family pets** are permitted at a charge of £10 each per week (or part of a week) in the park. Dogs must be kept on a leash under strict control at all times and are **not to be left unattended in the cabins.** They are not allowed on the furnishings in the cabin. Any persons allowing their pets to run loose or annoy other guests will be required to leave the park without refund. Fouling penalty £50.
- PARKING for one car is available near most cabins and additional parking is available. There is no charge for parking. **All vehicles are restricted to 7 mph on the park roads** for the safety of children and the comfort and convenience of visitors. Failure to comply with this rule will result in the offender being refused permission to bring his/her vehicle into Churchwood.
- LIABILITY It is a condition of this booking that the management is relieved of liability for any personal injury, loss or damage, which may be sustained by the applicants or their property including motor cars, whether such loss or damage is caused by the negligence of the management, his servants' omission or otherwise of Churchwood Valley.
- If the hirer is in breach of any of the conditions or if, in the opinion of the management, any party is guilty of behaviour or conduct prejudicial to the well-being of others, the management may retake possession of the accommodation on refunding money in respect of the unexpired portion of the booking.
- SAFEGUARD SCHEME AND HOLIDAY CANCELLATION If you do need to cancel, write to us immediately. The cancellation will not be actioned until we receive such a letter by **recorded delivery**. The expenses connected with your holiday can amount to a fairly large sum and if, through no fault of your own, you have to cancel the holiday you will lose the non-returnable deposit and such amounts for which you may be legally responsible. Therefore in your interests we have included in the tariff the provisions below.
- PROVISIONS In the event of having to cancel the holiday for compassionate reasons, because of death, illness, your own redundancy (qualifying for statutory redundancy notice), or because of death, serious injury or serious illness of a close relative (Husband, wife, father, mother, father or mother-in law, brother, sister, child or dependant) of the person in whose name the booking is made and this can be substantiated, you will no longer be liable for any balance or hire monies, and any such monies paid, with the exception of **£25.00 per week or Short Break booked** (deemed to be a cancellation fee) will be refunded. Please forward medical certificate, death certificate or redundancy notice at the time of cancellation. The decision of the management on all claims is final.
- EXCLUSIONS War and allied risks, pregnancy, wilfully self-inflicted injury or illness, intoxicating liquor or drugs, physical defects or infirmity existing at, or prior to, date of completing the reservation form.
- CANCELLATION SCHEME Not an extra - inclusive in tariff.
- CANCELLATIONS FOR OTHER REASONS Your deposit (or £80 of a full payment) will be forfeited; this applies to all holidays including Short Breaks. We will attempt to re-let accommodation but you will remain liable for the balance of hire less any hire monies received on a re-letting up to a maximum as follows:
More than 42 days deposit only; 29 to 42 days 25%; 15 to 28 days 50%; 1 to 14 days 75%.
No refund will be made in respect of cancellation received by us on or after the date of commencement of holiday, and the full balance will be due. Amount of cancellation charge expressed as % of total holiday price inclusive of extras.
- CANCELLATION FOLLOWING NON-ARRIVAL If by 12.00 (noon) on the day immediately following the day on which your holiday is due to start you have not occupied your accommodation and you have not notified us that you will be arriving after that time, then you will be deemed to have cancelled your booking. In the event, your deposit will be forfeited and you will be liable for any shortfall between the balance of the hire in respect of your booking and any hire monies received by us if we are able to re-let the accommodation.
- INCLUSIVE IN LISTED PRICES ARE: Bed linen, electricity, heating and water. Car and boat parking. Cancellation Safeguard Scheme. Cabin charges are not per person, they cover the total number of persons accommodated according to type of cabin. i.e. 2, 3, 4 or 6 persons. VAT is not an extra. Where applicable, Value Added Tax at 20% has been included in the cost of the holiday. The management reserves the right to alter prices as a result of, and in line with, any change in the rate of VAT and other changes that the Government may require us to make by statute.
- In circumstances beyond our control or in the event of serious breakdown of services, other emergencies or withdrawal from service of your accommodation, we reserve the right to offer you the opportunity to change the date booked, upgrade the accommodation, or cancel and receive a full refund. No claims for compensation in respect of the above events can be accepted.

Churchwood Valley

Churchwood Valley, Wembury Bay, Plymouth, South Devon PL9 0DZ

Telephone 01752 862382 (24-hour answerphone)

info@churchwoodvalley.com www.churchwoodvalley.com

2019 SPECIAL OFFERS

10 DAY SPRING BREAKS: start on any day between 29th March and 15th May

A2, A2+ & A4	A4+ & A6	A6+	DL6
£480	£610	£675	£750

(Only loyalty discount may be taken with this offer)

LOYALTY DISCOUNT

If you stayed at Churchwood Valley last year for 1 week or more, you are entitled to a 10% discount on all holidays of 3 days or more taken in 2019.

SECOND WEEK SPECIAL DISCOUNTS!

Send **full payment** at the **time of booking** two consecutive weeks holiday and deduct the following special discount from the second weeks' price: *(Only the loyalty discount may be taken with this offer).*

A2, A2+ & A4	A4+ & A6	PL	A6+	DL6	GL	OL
£75	£85	£85	£100	£100	£100	£200

EARLY BIRDS! Send full payment at the time of booking for a week or more and deduct £25.

Offer valid until 31 January 2019. *(Offer does not apply to Short Breaks or 10 day Spring Breaks)*

SENIOR CITIZENS' EARLY SUMMER DISCOUNT Book any cabin starting from 1st May to 30th June (inclusive) for one week, and deduct £30 from the listed price.

AUTUMN SPECIAL SHORT BREAKS: Spacious DL6 Lodges: 1st November to 18th December

3 Nights: £255	4 Nights: £315	5 Nights: £360	6 Nights: £430
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WINTER SPECIAL SHORT BREAKS: Garden Lodge and Oak Lodge: 1st November to 18th December and 2nd January to 8th March

3 Nights: £315	4 Nights: £385	5 Nights: £450	6 Nights: £470
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See inside for our 4-NIGHT MID-WEEK BREAKS IN OTHER CABINS!

IF UNDELIVERED, OR YOU REQUIRE THE ADDRESS TO BE REMOVED FROM OUR MAILING LIST PLEASE TICK BOX AND RETURN TO

**CHURCHWOOD VALLEY
WEMBURY BAY
PLYMOUTH
PL9 0DZ**

week booked or full payment, credit/debit card details or cheques made payable to 'Churchwood Valley Limited' crossed A/C payee only. We will confirm your booking by post or email.

PROVISIONAL BOOKINGS

Provisional bookings can be made over the phone or by email and are held for seven days to await your confirmation and deposit.

BALANCES

Balances must be paid six weeks before the start of your holiday. On receipt of full payment we will send you a 'How to Find Us Map' and an Arrivals Details form.

To OCCUPIER

BOOK ON-LINE

Go to www.churchwoodvalley.com Click on 'Bookings' at the top of the Home page and follow the instructions. You can also use this facility to request a brochure.

BOOK BY PHONE

Plymouth 01752 862382

Ring us with your holiday requirements and your credit/debit card number.

We will complete the Booking Form and send you confirmation the same day. Answerphone (out of hours) – please leave a message.

BOOK BY POST

Just fill in the Booking Form and send it with your deposit of £80.00 per

Please let us know, when booking, if you require an easy access cabin.

IMPORTANT GENERAL INFORMATION

- Please notify us, quoting booking number, of any changes of address etc.
- Payment of balance 6 weeks before holiday commences - reminders are not sent.
- On arrival day the reception office, where you collect your key, opens at 2.30pm.
- On departure day, your cabin is to be vacated by 10.00am.
- See general conditions for full details.

NEW FOR 2019
OAK LODGE
with sea views!

3-BEDROOM LUXURY LODGE

SPECIAL 1ST YEAR INTRO OFFER

CHURCHWOOD VALLEY BOOKING FORM 2019

We are always happy to discuss your requirements and to take a booking over the telephone on 01752 862382

You can book online – www.churchwoodvalley.com – or email us on info@churchwoodvalley.com

If you would rather make a booking by post please complete the form below.

Holiday Date: From		To								
Cabin Type	OL	GL	DL6	A6+	P/lodge	A4+	A6	A2	A2+	A4

IMPORTANT! Churchwood is hilly, so please state here if any member of your party has difficulty with steps or steep paths. Visited before? Please indicate your preferred cabin or part of the valley and we will do our best. We cannot guarantee your choice and reserve the right to change if essential.

PLEASE LET US KNOW, WHEN BOOKING, IF YOU REQUIRE AN EASY ACCESS CABIN

Payment	
Total hire for Cabin:	£
Discounts applicable – loyalty discount, second week, early bird & senior citizen	-£
Travel Cot	£5.00 per week
High Chair	£5.00 per week
Overnight Food Pack (available 1 April – 2 November)	£20.00
Pets	£10.00 per week each No.
Total	£
Deposit of £80 per week payable at time of booking	-£
Balance to pay 6 weeks before arrival	£

Overnight Food Pack contains:
1 large white loaf, 1 litre semi-skimmed milk, six eggs, 1 pack of bacon, butter, 500g sugar, tea bags, coffee, variety cereal pack, orange juice, marmalade, baked beans and toilet rolls.

Name	Email
Address	
	Post code
Phone	Mobile

No. of adults: No. of children:

Dogs and family pets are welcome (on condition they are not left unattended in cabins) No. of pets (Max. 2 per cabin)

For credit/debit card payment	MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	VISA DEBIT <input type="checkbox"/>
(please tick box)	<input type="text"/>		
Credit/debit card Account No.	<input type="text"/>		
Start Date	<input type="text"/>	Expiry Date	<input type="text"/>
Issue No.	<input type="text"/>	Security code	<input type="text"/>
Cardholder's signature	<input type="text"/>		
Amount charged to card	£	<input type="text"/>	

How did you hear about us? Or have you been before?

I have read the brochure and accept the booking conditions stated herewith which I understand will be a binding contract and apply to all members of my party. Condition numbers 1 to 20 apply to all bookings.

Signed	Date
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Churchwood Valley

Holiday Cabins

2019 CABIN AND LODGE PRICE LIST

Weekly holidays can start on any day

except: Garden Lodge which is Friday only; DL6 Lodges and Oak Lodge which are Saturday only

ARRIVAL DATE		A2, A2+ and A4			A4+ & A6			A6+ PL	A6+		DL6	GL	OL
From	To	Weekly Rate	Nightly Rate	Mid-Wk Offer	Weekly Rate	Nightly Rate	Mid-Wk Offer	Weekly Rate	Nightly Rate	Mid-Wk Offer	Weekly Rate	Weekly Rate	Weekly Offer
		£	£	£	£	£	£	£	£	£	£	£	£
9 Mar	8 April	335	67	205	445	89	270	465	93	285	485	575	600
9 April	25 April	400	80	245	535	107	325	590	118	360	645	700	700
26 April	23 May	370	74	225	490	98	300	560	112	340	575	675	675
24 May	30 May	460	92	280	660	132	400	740	148	450	800	860	910
31 May	18 Jul	425	86	260	555	113	340	625	126	380	625	820	845
19 Jul	29 Aug	475	95	290	755	151	455	860	172	520	930	1030	1050
30 Aug	19 Sept	390	78	240	545	109	330	645	129	395	695	715	760
20 Sept	17 Oct	340	68	210	440	88	270	470	94	285	525	600	630
18 Oct	31 Oct	365	73	225	485	97	300	545	109	330	590	670	700
1 Nov	17 Dec	335	67	205	415	83	255	435	87	265	470	490	530
18 Dec	2 Jan	460	92	280	640	128	390	710	142	430	750	865	915
3 Jan	15 Jan	335	67	205	425	85	260	440	88	270	455	535	560
16 Jan	10 Mar	x	x	x	x	x	x	x	x	x	x	535	x

Minimum stay of two nights in all cabins except PL, DL6, GL and OL

Four-night mid week offer Monday to Friday only. For all other short breaks see our nightly rate.

One seventh of weekly price paid for additional nights, if a week or more is booked.

OUR PRICE INCLUDES: BED LINEN, ELECTRICITY, VAT (WHERE APPLICABLE) AND SAFEGUARD CANCELLATION SCHEME

(Beds will be made up ready for your arrival)

Please note: Towels and tea towels are not provided. Oven gloves, bath mat, dishcloths and washing up liquid are provided.

On request: Non-slip bath mats – ask at Reception.

KEY TO CABIN and LODGE TYPES

A2+ comes with a full size bath and shower over.

A2 comes with either twin or double beds and shower cubicle.

A4 has twin beds and a double bed settee in the lounge, with shower cubicle.

A4+ comes with either twin or double in the main bedroom and twin beds in the second bedroom, bath with shower, or shower only.

A6 has two twin bedrooms with two single bed settees in the lounge, bath with shower, or shower only.

A6+ has either a double or twin beds in the main bedroom, twin beds in the second bedroom and two single bed settees in the lounge. Full size bath and shower over. Washing machine and dishwasher.

Pinelodge has a double bed in the main bedroom, twin beds in the second bedroom with shower cubicle.

DL6 Lodges have one double room, one twin room and a double bed settee in the lounge. Bath or shower. Dishwasher and washing machine.

Garden Lodge has one double room, one twin room, lounge and two single bed settees in the sunroom. Two bathrooms, one with full size bath and shower over, one with shower cubicle. Dishwasher and washing machine.

Oak Lodge has one double room with ensuite shower room and two twin rooms. Full size bath and shower over in family bathroom. Dishwasher and washing machine.

All cabins have DVD players.

Churchwood Stores will be open from Monday 1st April until 10am Saturday 2nd November 2019.