



# Booking Information and Conditions

## BOOKING CONDITIONS

To ensure a happy and trouble free holiday for our guests, all tenancies for caravan are subject to the following conditions:

1. Rates: Prices include V.A.T. and would be subject to surcharge if the V.A.T. rate was increased before occupancy.
2. Deposit: £40.00 per week. £20.00 for weekends.
3. Balance: Due not less than 28 days before arrival. For bookings within that period the full payment is required. The total cost includes electricity and gas as required for heating, lighting, cooking etc.
4. The party shall be exactly as stated on the booking form. Unless permission has been given by the management, the accommodation shall be used only by the persons listed.
5. A non-refundable deposit of £40 for each week booked is to be paid at the time of booking. Where the booking is covering a weekend or a broken week a deposit of £20 is acceptable. The full balance is payable not less than 28 days before arrival. If the balance is not paid by due date the management will be free to re-let the caravan. An official receipt will be sent for each deposit and no booking exists until this has been received.
6. In the event of cancellation by the hirer we regret that we are unable to refund any payments. We would recommend that holiday insurance is arranged by the hirer to cover this.
7. Our reception will be open until 7.00 pm peak, 5.00 pm off peak and in the event of non arrival, and where no notice of late arrival has been advised, we reserve the right to re-let the accommodation the day following the arrival date.
8. Caravans may be occupied from 3.00 pm and must be vacated at 10.00 am on the day of departure. The occupier agrees to deliver full and entire possession of the furniture and effects in as good a state and condition as they were in at the beginning of the occupancy, making good or paying for all such articles of furniture, fixtures and effects as shall be broken, damaged or destroyed during his or her occupancy. Excessive cleaning outwith our normal service will be charged at cost. A credit card must be produced by the hirer to be pre-authorised on arrival, refundable subject to inspection of the caravan prior to the hirers departure. All incidentals and security deposits will be deducted from given credit card details.
9. The occupier undertakes to keep the premises and furniture, fixtures, utensils, etc., in clean and tidy condition and so to leave them at the expiration of the tenancy. The occupier undertakes not to tamper with any Calor Gas, electrical, water or drainage installation but to report any fault immediately to the Management.
10. We regret that we can not undertake to convey telephone messages to holiday-makers except in cases of emergency.
11. All Site Rules must be adhered to in particular no firearms, air guns, catapults or ball games are permitted and any nuisance caused to other visitors will be dealt with immediately.
12. The occupier undertakes to report sickness immediately to the Management and not to cause the premises to be occupied by anyone who is suffering or has recently suffered from any infectious or contagious disease or has come from a home where there is or has recently been such infection.
13. The hirer has no right to sublet the caravan or assign his rights.

14. In the event of any breach of any of the foregoing Conditions and Regulations by the occupier the Management shall then have the right to enter upon the premises and retake possession immediately without compensation to the occupier.
15. Whilst every effort is made that all stated amenities including accommodation, are provided the Company will not be liable for any loss of the aforementioned amenities due to circumstances beyond the companies control.
16. The Management reserves the right to refuse to accept booking's without stating their reasons.
17. Free car parking is available close to the caravan.
18. Most caravans have unrestricted views however some caravans do have a restricted view and we cannot guarantee that your caravan will have an unrestricted view.
19. Whilst we can guarantee a specific grade of caravan when booking, unfortunately we cannot guarantee a specific caravan site number.
20. WE REGRET THAT IN THE INTEREST OF HEALTH AND HYGIENE PETS CANNOT BE ACCOMMODATED IN OUR HOLIDAY HIRE CARAVANS.

### THE BAY HOTEL

Adjoining our existing complex at Pettycur Bay, the hotel provides excellent accommodation and facilities of the highest standards. Perfect for family holidays or short breaks, and ideally suited for receptions, celebrations, conferences etc. For further information:  
Tel: 01592 892222 Fax: 01592 892206  
Email: thebay@pettycur.co.uk Web: www.thebayhotel.net

### SUPPLEMENTARY INFORMATION

The following are points you may wish to note prior to leaving your home:

1. Remember to bring your bed linen including pillow cases.
2. Remember to bring your own towels etc.
3. Entry to your Holiday Home is after 3.00 pm. On day of departure you must vacate prior to 10.00 am.
4. A valid credit card.

### PLEASE ASSIST US BY FILLING IN THE FOLLOWING SHORT QUESTIONNAIRE. THANK YOU...

Have you stayed at Pettycur Bay before?	Yes	No
How many times have you stayed at Pettycur?	_____	
Have you stayed at Leven Beach before?	Yes	No
How many times have you stayed at Leven?	_____	
Were we recommended to you by a friend?	Yes	No
Did you hear about us from a newspaper?	Yes	No
Which newspaper?	_____	
Did you hear about us from the SECC show?	Yes	No
Is this your main holiday of the year?	Yes	No
Do you intend revisiting us this year?	Yes	No

# Accommodation Information

*Dear Holidaymaker,*

We have pleasure in sending you our brochure and information sheets, which will help you to plan your holiday in a very picturesque and interesting part of Scotland.

## Holiday Homes for Hire

Our fleet of executive, deluxe, luxury and standard holiday homes, mostly brand new, offer a high standard of styles, quality and comfort. All are fully equipped (except linen) and include colour television and microwave oven. The accommodation can sleep up to six persons and comprises of two bedrooms, one double and one twin, plus a fold out double bed in the lounge. Prices are fully inclusive of gas, electricity and V.A.T., and we offer off-peak and weekend breaks with reductions for senior citizens in the spring and autumn.

### HOLIDAY HOMES DETAILS

#### Five Star executive deluxe model

Beautifully designed and lavishly equipped, this double glazed and centrally heated model is the ultimate in holiday home luxury. Special features include spacious open plan split level lounge dining room, fully fitted kitchen with integrated fridge freezer, bathroom with sit in shower plus second shower room and a furnished veranda. Absolutely everything you could wish for in a holiday home.



#### Five Star executive model

Double glazed and centrally heated throughout, this stylish holiday home includes a whole range of luxurious features with a layout to suit most lifestyles. Superbly furnished throughout there is a comfortable atmosphere for spacious living with open-plan lounge, kitchen and dining areas plus furnished veranda.



**All models shown in the photographs are samples of the accommodation available. Accommodation may vary from those shown.**