

See what's new and improved for 2016!

See inside for more details.

2016 Family Holidays & Short Breaks

Trabolgan

Fun-Packed Family Holidays!

Newly
refurbished
for 2016



Newly
improved
Fun Crazy Golf

For illustrative purposes only.





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Florrie

Bonnie

Better than ever!

Following on from our fantastic 30th birthday celebrations at Trabolgan Holiday Village during the 2015 season, the 2016 season plans to be even bigger and better than ever!

Having listened to all the feedback and comments you have given us throughout the course of the year, we are delighted to announce, as part of our continual upgrade programme to Trabolgan, a full refurbishment of all our Forest Oak accommodation.

We are also investing in a complete refurbishment of our 9-Hole Fun Crazy Golf course.

For all the fans of Trabolgan's characters, Bonnie the Bunny and Florrie the Fox, our brand new woodland character Wez the Weasel will add some mischief and fun for all the family to enjoy!

Our superb location beside the sea in East Cork offers families a safe and friendly holiday environment with a host of accommodation options and onsite activities to choose from. From our indoor subtropical Pool Paradise to our fascinating Bird of Prey Educational Centre, adventure sport activities to our pottery studio, Trabolgan has everything a family could need.

Peppa Pig and George™ and Ben and Holly™ will return again this season as well as TV favourites including Fireman Sam™, Barney the Dinosaur™ and Angelina Ballerina™. We will also have an array of tribute bands over the course of the summer as well as the return of the ever-popular family wrestling!

So book your 2016 break TODAY and avail of our early booking discounts for some amazing savings!

Call our team today on + 353 (0) 21 466 1551, visit www.trabolgan.com or follow us on Facebook and Twitter for the great value family holiday that you want this year!

Best wishes,



Donal O'Sullivan



Huge investment for 2016...

We're delighted to announce, as part of our on-going investment into Trabolgan, for next year we've refurbished our Forest Oak accommodation, upgraded our ever-popular Fun Crazy Golf Course, and introduced an exclusive, brand new woodland character to join Florrie and Bonnie – Wez the Weasel!

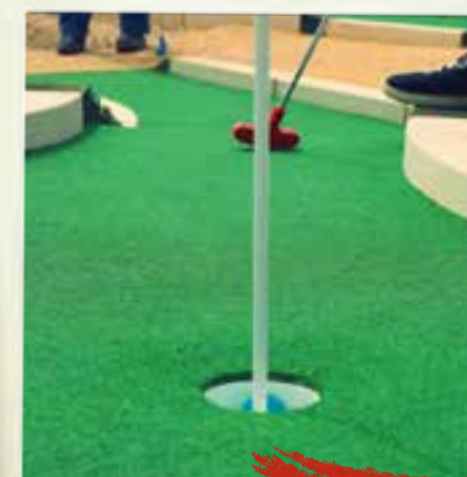
Forest Oak Accommodation



Wez the Weasel



For illustrative purposes only.



Improved Fun Crazy Golf

Incredible offers!

For all our latest special offers visit www.trabolgan.com or follow us on Facebook.

Early Bird Deals



Massive discounts are available when you book and pay for your getaway break in full by the 31st January 2016. Book now and save!

Up to
33%
off

Easter Eggstra!



Up to 33% off all Easter breaks. Offer applies to holidays from the 18th to 31st March 2016.

Up to
33%
off

Bank Holiday Weekender



Up to 33% off bank holiday weekend breaks in May and June. Offer applies to weekend breaks on the 29th April and 3rd June 2016.

Up to
33%
off

Summer Specials



Up to 33% off July and August breaks. Offer applies to holidays from the 1st July to 25th August 2016.

Up to
33%
off

Spooktacular Special



Up to 33% off your spooky Halloween getaway. Offer applies to holidays from the 28th October to 6th November 2016.

Up to
25%
off

Off Peak Saver



Up to 25% off selected off peak self catering breaks. Excludes July and August breaks.

Kids Go Free!



Our superb offers will be available on selected midweek and weekend dates in April, May and September 2016. Pay just €249 for two adults in our cosy Chestnut accommodation and up to 3 kids go free! Alternatively choose our larger Forest Oak accommodation for €299 for two adults and up to four kids go free! Now available to book online at www.trabolgan.com

Caravan Breaks



Join our Caravan Club for exclusive offers See page 41

Up to 33% off selected caravan breaks when you book and pay in full by 31st January 2016.

All offers subject to availability. Terms and conditions apply. Cannot be used in conjunction with any other offers.



Don't Miss Out



Missed our early bird deals? You can still make savings when you secure your 2016 break with a €100 non-refundable deposit and pay your balance six weeks in advance of arrival.

Come Back!



Holiday with us during the 2016 season and take advantage of our fantastic "Come Back" offers to return to Trabolgan later in the season.

See how much you can save on your 2016 holiday!



Save over €250 per house

with our 'Offer Booklet'. Get yours at check-in, it's packed full with money saving vouchers.

Pre-pay and make amazing savings!



Pre-pay Today!

Don't miss the opportunity to pre-pay for TAS activity bundles and half board dining to make fantastic savings ahead of your holiday.



TAS Activity Bundles



Number of activities	Cost	Saving
Buy 6 TAS activities	€36	€6
Buy 9 TAS activities	€50	€13
Buy 12 TAS activities	€60	€24

Terms and conditions apply. Cannot be used in conjunction with any other offers. All TAS activities are subject to availability, weather conditions, age and height restrictions and minimum numbers may apply. TAS bundles must be prepaid 48 hours in advance of arrival.

Half Board Dining



Duration	Cost (per adult)	Cost (per child)
Full week	€168	€112
Weekend or bank holiday midweek	€72	€48
Midweek or bank holiday weekend	€96	€64

HALF BOARD DINING OPTIONS

Includes breakfast and evening meal (up to 8.30pm on day of arrival and breakfast on day of departure up to 10.30am). Children are aged 4-16 years old. Baby bowls are available for younger children at an additional cost of €3 per child. No refunds for meals not taken. Must be pre-booked and paid for 48 hours in advance of arrival. Set menus, pre-payment and terms and conditions apply.



All included!

Every holiday at Trabolgan includes all these wonderful activities for FREE!



Look out for the smiley faces in this brochure to remind you what's included FREE.



Get active!



Tropical Paradise



Happy kids!

Great entertainment - day and night



Sample of day entertainment
10.00am Come meet Peppa Pig & George
12.30pm Fireman Sam Show and photos
2.00pm Florrie and Bonnie Show
3.30pm Movie Time

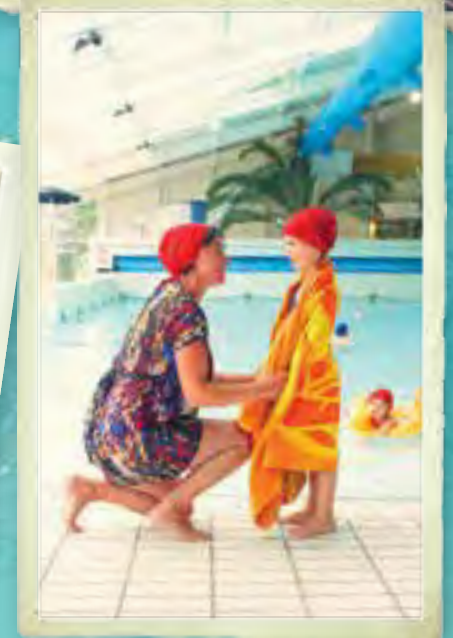
Sample of evening entertainment
6.30pm UV Puppet Show
7.45pm Prize Bingo in The Cove
9.15pm Showtime with your TeamStars
10.00pm Karaoke in Cotters

These cost a little extra but shouldn't be missed...

Trabolgan Adventure Sports (TAS) – Go-Karting, Trabolgan Tower (Abseiling, Climbing, Zip Wire), Archery, Combat Laser, WaterWalkerz, Florrie's Mini Karts, Quad Bikes, Florrie's Mini Trampolines, Bungee Trampolines, Body Zorbs and Bounce Zone.

Bird of Prey Educational Centre, Hawk Flying, Bowlingo, Crafty Hands Pottery Studio, Beauty and Hair Treatments.





Subtropical Paradise and relaxation

With special climate control and consistent balmy temperatures of around 29°C, the Trabolgan subtropical Pool Paradise allows you to relax, unwind, swim or splash about while enjoying fabulous panoramic views of the Atlantic, whatever the weather outside.

Make a splash on our big yellow Super Waterslide as it twists and turns, and if you want the excitement of the sea, our Wavemaker produces the crashing sensation of real waves in a supervised and warm environment.

Our toddlers' pool is perfect for those with babies and younger children, who will love the jungle-themed features and warm, shallow waters.

Have a little time to yourself this holiday. If you're feeling energetic or simply want to shape up, then check out our fully-fitted gym. For sheer indulgence, a relaxing visit to our Sauna and Steam Room will leave you feeling revitalised and ready for a blissful soak in the Spa Bath. For extra pampering, choose from our range of beauty and hair treatments.

Having fun can work up a big appetite but don't worry; Waves Ice Cream Parlour offers a wide range of refreshments, as well as useful and fun items like swimwear and inflatables, so there's no need to worry if you forget your goggles!

Whatever you choose, you can kick back, relax and walk out looking and feeling amazing.

For your safety: our qualified RLSS Lifeguards are on duty when the pool is open but we ask that children under the age of 14 be accompanied by a responsible adult (over the age of 18) when attending our pool. The adult must remain in the pool in constant supervision of children 10 years and under. The adult must remain on the pool deck supervising children from 11 to 13 years of age. No outdoor shoes permitted on pool deck. The slide is open to swimmers, while non-swimmers and young children (under nine) must be preceded by a swimmer who will be there to "greet and hold" in the plunge pool. We also ask that non-swimmers stay in the designated area.



Our leisure facilities
have been awarded a 2015
White Flag for Excellence.



Happy kids, happy holidays

Active kids are happy kids - which is why we offer a wide range of indoor and outdoor children's adventure activities designed to keep their minds and bodies happily occupied for hours.

Children will be spoilt for choice with our two outdoor play areas – they can choose from our Eco-friendly Playground or our Wooden Wonderland playground nestled in the woods.

We also have two fantastic indoor play areas to choose from – Jungle Safari, for under 10s, is located in the Sports Hall complex with slides, tunnels and ball ponds; and Florrie's Den in the main centre which is ideal for under 7s and has a mini cinema!

For a small fee, children can do some energetic adventure sport activities, including Mini Karts and Trampolines.

Minimum age requirements

Florrie's Den Under 7s

Jungle Safari Under 10s

Mini Kart Track 5-8 years

Trampolines 4-17 years



Florrie's Den, Jungle Safari, Wooden Wonderland and the Eco-friendly Playground are all available to use for free as part of your getaway break. Florrie's Mini Trampolines and Florrie's Mini Karts are chargeable.

Boing!





Ben + Holly



Family fun for free!



We're thrilled to announce that this year, exclusively at Trabolgan, Florrie the Fox and Bonnie the Bunny will be joined by their friend Wez the Weasel, adding to our all star line up of children's characters.

This year our guests can also expect to see Peppa Pig™ and George™, as well as Ben™ and Holly™, Fireman Sam™, Angelina Ballerina™ and Barney the Dinosaur™.

Bonnie, Florrie and Wez will star in their own shows and with live acts, party dances, quizzes, themed events and TeamStar shows there's lots of entertainment for all the family to enjoy.

Children of all ages will make friends and have fun at the range of clubs on offer over the season, so make sure you check online or on our Facebook page for our seasonal entertainment guides.

Please note: Trabolgan facilities and activities do not replace the need for parental supervision. Characters are available subject to licensing agreements and may be withdrawn without notice.



Fireman Sam



Barney the Dinosaur



Peppa Pig + George



Angelina Ballerina



Bonnie

Florrie



NEW for 2016

Wez the Weasel joins Florrie the Fox and Bonnie the Bunny, exclusively at Trabolgan!



WiFi is available
in The Cove



Cheers!

Fun times



Our free entertainment programme offers an exciting mix of shows and activities that the whole family can enjoy.

If the kids are sleepy after a busy fun-filled day, why not take advantage of our baby-sitting service? Whatever you choose, The Cove, Cotters or both, Trabolgan has the right evening entertainment venue for you!

The Cove is our family entertainment venue which offers nonstop family fun from 7pm every evening. Whether you're looking for great shows and a variety of dazzling cabaret acts, or live music and themed evenings, The Cove is the place to be.

If you prefer to relax in a friendly environment until the early hours then Cotters, our traditional Irish pub, is perfect for you with its live entertainment, karaoke and bar games.

Throughout the summer months you will see the return of some of our amazing tribute band acts including the amazing Only One Direction and

Abba Forever, as well as the ever-popular family wrestling shows. Please see www.trabolgan.com for dates and further details.

Why not visit our much-loved Amusement Arcade where you'll find some of the latest challenging arcade games along with firm favourites like pool and air hockey.

Another 'must' is a trip to the Time 4 Fun shop that stocks a sparkling array of party, dance and disco accessories – it's especially useful when the night's theme is fancy dress!

You can also relax on the terrace and enjoy the spectacular views of the coast.



WiFi is available in
The Cove and Cotters

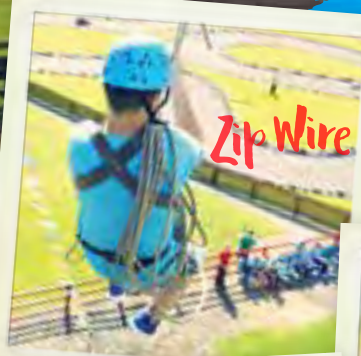
Offer Booklet

Get yours at check-in. It's packed full with money saving vouchers worth over €250 per house.



The BIG 3

Complete them and receive a certificate!
All for just €18



Zip Wire



Abseiling



Climbing



WiFi is available in the Sports Hall Coffee Shop

Pre-pay and Save
Pre-pay for TAS activity bundles in advance and make fantastic savings.
See page 7 for more details.

TAS

Thrill seekers – Trabolgan Adventure Sports (TAS) is perfect for you!

There are plenty of options to suit all the family as well as adrenaline-fuelled fun activities for the more adventurous. With our purpose-built facilities located at the Sports Hall Complex, including a coffee shop and snack bar, we have everything under one roof.

The Trabolgan 12-metre Tower (6yrs+)
Zip Wire, Abseiling and Climbing

Go-Karting
Single Karts (min. height of 140cm required)
Double Karts (5+yrs)

Combat Laser (8yrs+)
Outdoor laser team game

WaterWalkerz (6yrs+)

Archery (8yrs+)

Bounce Zone (6yrs+)
Bungee trampolines and indoor inflatable fun activities

Body Zorbing (12yrs+)

Trabolgan Adventure Sports activities carry a charge and are subject to availability, minimum numbers and weather conditions. Age and height restrictions may apply and suitable clothing and footwear is required. Go-Karts are on a queuing basis. All our instructors are fully qualified, trained and experienced. These activities will be supervised and all equipment is provided.



Group bookings

The Bird of Prey Centre is available to hire for groups – please ask us for more details.



Plenty of birdies!



The Trabolgan Bird of Prey Educational Centre, located up on the golf course, offers the chance to learn about birds of prey and raises awareness of indigenous species and the environmental issues they face.

On your visit you'll see our beautiful birds from around the world such as falcons, hawks and owls – including the world's largest type of owl and one of the smallest. Visitors return year after year to chart the progress of our resident birds as well as meeting the many guest birds of prey we care for from time to time.

Residents of Trabolgan can take advantage of our 'just pay once' gold wristband which allows unlimited entry for the duration of your stay.

Subject to opening times and dates. Entrance fee applies, under 3s go free. Just pay once for unlimited entry during your stay. Wheelchair and buggy accessible.

For a truly memorable souvenir of your time at Trabolgan, pose for photographs holding an owl in our photographic studio. 'Lucy', our Little Spotted Owl, loves having her photograph taken with younger guests, while our magnificent European Eagle Owls are firm favourites with those who dare!

We also offer a hawk flying experience, but places are limited and booking is essential, so plan ahead to avoid disappointment. All flights are weather dependent, and age and height restrictions apply.





Get messy

Crafty Hands Pottery Studio is located in the main centre at Trabolgan and gives you the opportunity to create your very own piece of pottery while on holiday.

With a large selection of ready-made pieces of pottery to choose from including cups, bowls, plates, goblets, fairies and animals, you can get the whole family involved in this relaxing and fun activity.

You will be given expert instruction on how to apply special pottery paints called glazes onto your chosen pottery, as well as plenty of design ideas.

The pottery will then be fired in our kilns overnight resulting in a beautiful piece of glazed pottery that is food and dishwasher safe.

In addition to the painting studio, you can try your hand at clay work itself, whether it is making a pot on a pottery wheel or learning the fascinating skill of clay sculpture.

Subject to availability, opening times and dates. Prices start from €10 per piece. A minimum of 1-2 hours painting time is required.





Par 3 Golf (equipment available for hire), 9-Hole Fun Crazy Golf, Badminton, Soccer and Tennis are all available for use free as part of your getaway break. Bowling is coin-operated and is chargeable.

NEW for 2016

You spoke, we listened! As part of our investment for the 2016 season we have refurbished our 9-Hole Fun Crazy Golf course.

Photograph for illustrative purposes only.



Get active!

We have a fantastic range of indoor and outdoor sporting activities on offer to suit all ages.

From traditional sports and adrenalin-charged activities for the adventurous, to play areas for the little ones, we have something here for every member of the family to enjoy.

With 140 acres of woodland, joggers can take advantage of our stunning scenery while our 18-hole par three clifftop golf course with spectacular views of the Atlantic is not to be missed. Try your hand at a game of Bowlingo – our indoor coin operated 10-pin bowling game that's great fun for everyone, young or old!

From tennis to soccer, badminton to fun crazy golf, we have everything your family needs for a great action-packed holiday. And not forgetting our huge spilt-level indoor sports hall, all weather floodlit AstroTurf pitch and hard surface lined tennis courts.



WiFi is available in the Sports Hall Coffee Shop





Food for all tastes

Take the hassle out of your holiday with our great-value range of dining options. From a quick snack to a three-course meal, there's plenty of choice at Trabolgan.

Sally O'Hara's Family Restaurant

Enjoy locally-sourced produce in our healthy eating dishes and mouth-watering meals for all the family, from our carvery counter or daily specials menu. For the best possible value pre-pay for half board dining when you book your holiday – see page 7.

Cotters

Great value traditional pub lunches.

Casey's Diner

If you're hungry for a quick burger and fries then Casey's Diner is the place to go.

Pizzeria

Freshly prepared, homemade pizza for all the family to share.

Sports Hall Coffee Shop

Relax with a cup of freshly brewed coffee and a crisp toasted sandwich or melt-in-the-mouth panini.

COSTA

A wide selection of teas, coffees, hot chocolates, iced drinks and snacks as well as hot and cold freshly made subs.

If you have any special dietary requirements please let us know in advance and we'll be happy to accommodate them.



Pre-pay and Save

Pre-pay for half board dining and make amazing savings.

See page 7 for more details.



WiFi is available in Casey's Diner, Cotters, Costa Coffee and the Sports Hall Coffee Shop

Check your resident's Money Saving Offer Booklet for amazing savings.





At your convenience

DayToday

Your one stop shop for all your grocery needs!

DayToday is our on-site convenience store servicing all your holiday needs with a wide range of products including:

- Wines, beers, spirits and ciders
- Full range of groceries
- Magazines and newspapers
- Lottery
- Great gifts and Trabolgan memorabilia
- Fresh bread and morning goods
- Hot deli counter
- Dairy ice creams and ice lollies



Located in The Cove, Time 4 Fun stocks a wide range of party, dance, disco and even joke novelties that will keep everyone, young and old, amused for hours.

Waves Ice Cream Parlour

Conveniently located at the poolside, this shop stocks a great range of swimwear, goggles, pool accessories and more. Why not grab an ice cream to cool down on those hot summer days?



To make your on-park shopping even more convenient, there is a Bank of Ireland ATM cashpoint located in the main centre.



Save over
€250 per house

with our 'Offer Booklet'. Get yours at check-in, it's packed full with money saving vouchers.



Your home from home

More investment
in accommodation
for 2016!

At Trabolgan we pride ourselves on our comfortable, affordable accommodation set in a safe, friendly environment complete with CCTV located throughout the park for added peace of mind.

Accessed by well-lit tree-lined walkways, each property has a fully equipped kitchen, TV, central heating, bed linen and car parking – the perfect family-friendly place to relax in after an action-packed day.

We offer a range of holiday homes from intimate one-bedroomed houses right up to our largest homes that can accommodate up to nine people, meaning we can find something that's right for you, no matter how small or large your family is.

Our holidays are sold in set packages of three, four or seven nights: three night weekend breaks Friday to Monday (bank holiday weekends are four nights Friday to Tuesday), four night midweek breaks Monday to Friday (or three nights Tuesday to Friday on bank holiday weeks), and seven night stays from Friday to Friday.

You're welcome to check in from 10am on arrival day and use our facilities, but we can't guarantee your house key until 5pm.

Alpine

Single storey house. Sleeps 2/3

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave and toaster
- Bed linen, parking, central heating and electricity included
- 1 double bedroom
- Fold-out bed in living room
- Bathroom with shower and toilet
- Television



Lzz!



Check your resident's
**Money Saving
Offer Booklet**
for amazing savings.



All included!

Check out page 8
for the list of FREE
activities included!

All our accommodation comes with a well-equipped kitchen, TV, central heating, bed linen and car parking. There's a choice of comfortable homes so take a look and see what suits you best. Cots, highchairs, irons and extra keys are available on request. Refundable deposit required. House plans, images and layouts may vary from house to house.



Chestnut

Ground floor and first floor apartments, single or two storey houses (plus specially adapted houses for those with special requirements). Sleeps 4/5

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave and toaster
- Bed linen, parking, central heating and electricity included
- 1 double bedroom
- Second bedroom with a single bed and a bunk bed
- Bathroom with shower and toilet
- Television



All included!

Check out page 8 for the list of FREE activities included!



All our accommodation comes with a well-equipped kitchen, TV, central heating, bed linen and car parking. There's a choice of comfortable homes so take a look and see what suits you best. Cots, highchairs, irons and extra keys are available on request. Refundable deposit required. House plans, images and layouts may vary from house to house.

Forest Oak

3-bedroom, two storey house. Sleeps 6/7

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave and toaster
- Bed linen, parking, central heating and electricity included
- 1 double bedroom
- 2 twin rooms or 1 twin and a triple room
- Bathroom with shower and toilet
- Television

Newly refurbished for 2016



Pre-pay and save

Pre-pay for half board dining and TAS activities to make amazing savings – see page 7

Sycamore

3-bedroom, two storey house with conservatory. Sleeps 6

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave, toaster, washing machine and dishwasher
- Bed linen, parking, central heating and electricity included
- 1 double bedroom upstairs with adjoining bathroom
- 2 ground level twin bedrooms
- 1 ground level bathroom with shower and toilet
- Television



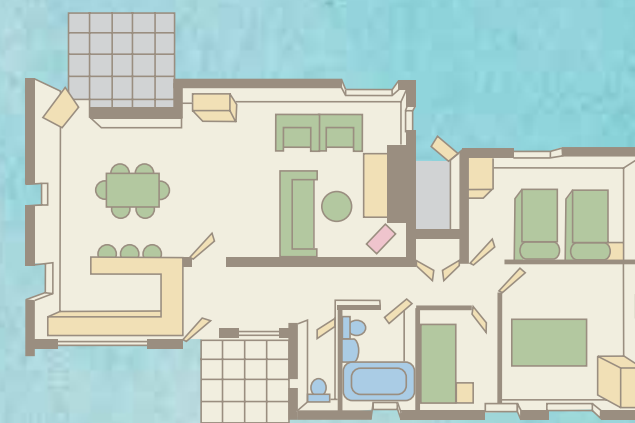
All included!

Check out page 8 for the list of FREE activities included!

Hazel

3-bedroom, detached bungalow (plus specially adapted houses for those with special requirements). Sleeps 8

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave, toaster, washing machine and dishwasher
- Bed linen, parking, central heating and electricity included
- 1 double bedroom
- 1 twin room
- 1 bedroom with two sets of bunk beds
- Bathroom with bath, shower and toilet
- Separate toilet
- Television



All our accommodation comes with a well-equipped kitchen, TV, central heating, bed linen and car parking. There's a choice of comfortable homes so take a look and see what suits you best. Cots, highchairs, irons and extra keys are available on request. Refundable deposit required. House plans, images and layouts may vary from house to house.



Noble Fir

3-bedroom, detached bungalow (some split level). Sleeps 9

- Open plan kitchen, dining area and living room
- Fully equipped kitchen including fridge, microwave, toaster, washing machine and dishwasher
- Bed linen, parking, central heating and electricity included
- 1 double bedroom
- 1 double bedroom with bunk beds
- 1 bedroom with 1 single bed and bunk beds
- Bathroom with shower and toilet
- Separate toilet or en suite bathroom
- Television



All included!

Check out page 8 for the list of FREE activities included!

All our accommodation comes with a well-equipped kitchen, TV, central heating, bed linen and car parking. There's a choice of comfortable homes so take a look and see what suits you best. Cots, highchairs, irons and extra keys are available on request. Refundable deposit required. House plans, images and layouts may vary from house to house.

2016 weekend rates

Weekend breaks are 3 nights Friday - Monday except bank holidays which are 4 night breaks – highlighted in green. 25th March – Easter weekend, 29th April – May bank holiday weekend, 3rd June – June bank holiday weekend, 29th July – August bank holiday weekend, 28th October – October bank holiday weekend.

House type		Alpine	Chestnut	Forest Oak	Sycamore	Hazel	Noble Fir
No. of people		2/3	4/5	6/7	6	8	9
March	18	€465	€503	€557	€578	€622	€676
	25	€596	€670	€745	€819	€1,043	€1,082
April	1	€401	€434	€481	€499	€537	€583
	8	€298	€377	€432	€482	€516	€576
	15	Variety Event	Variety Event	Variety Event	Variety Event	Variety Event	Variety Event
	22	€350	€443	€508	€566	€607	€677
	29	€446	€521	€596	€670	€745	€819
May	6	€350	€443	€508	€566	€607	€677
	13	€413	€447	€495	€514	€553	€601
	20	€413	€447	€495	€514	€553	€601
	27	€479	€518	€574	€596	€641	€697
June	3	€521	€670	€745	€819	€894	€1,043
	10	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club
	17	€509	€551	€610	€633	€681	€740
July	24	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire
	1	€596	€670	€745	€804	€857	€931
	8	€625	€670	€894	€931	€1,043	€1,155
	15	€625	€670	€894	€931	€1,043	€1,155
	22	€625	€670	€894	€931	€1,043	€1,155
August	29	€882	€1,021	€1,109	€1,171	€1,222	€1,305
	5	€670	€809	€895	€933	€997	€1,115
	12	€670	€819	€894	€969	€1,043	€1,155
	19	€670	€819	€894	€969	€1,043	€1,155
	26	€670	€819	€894	€969	€1,043	€1,155
September	2	€440	€476	€527	€547	€588	€639
	9	€341	€432	€494	€551	€591	€659
	16	€316	€400	€458	€511	€547	€611
	23	€368	€466	€533	€594	€637	€711
	30	€298	€377	€432	€482	€516	€576
October	7	Spectrum	Spectrum	Spectrum	Spectrum	Spectrum	Spectrum
	14	Spectrum	Spectrum	Spectrum	Spectrum	Spectrum	Spectrum
	21	€298	€377	€432	€482	€516	€576
	28	€516	€635	€735	€788	€869	€907
November	4	€440	€504	€572	€604	€689	€726



2016 midweek rates

Midweek breaks are 4 nights Monday - Friday except bank holidays which are 3 night breaks Tuesday - Friday – highlighted in green 29th March, 3rd May, 7th June, 2nd August, 1st November

House type		Alpine	Chestnut	Forest Oak	Sycamore	Hazel	Noble Fir
No. of people		2/3	4/5	6/7	6	8	9
March	21	€466	€546	€627	€699	€763	€844
	29	€456	€519	€576	€656	€719	€753
April	4	€250	€265	€300	€332	€365	€399
	11	Closed	Closed	Closed	Closed	Closed	Closed
	18	Closed	Closed	Closed	Closed	Closed	Closed
	25	Closed	Closed	Closed	Closed	Closed	Closed
May	3	€322	€338	€391	€441	€491	€497
	9	€292	€343	€393	€438	€479	€529
	16	€292	€343	€393	€438	€479	€529
	23	€314	€368	€422	€471	€514	€568
	30	€331	€388	€445	€497	€542	€599
June	7	€372	€446	€521	€596	€670	€745
	13	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club
	20	€421	€494	€567	€632	€690	€763
	27	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire
July	4	€670	€782	€894	€969	€1,043	€1,081
	11	€897	€1,031	€1,143	€1,183	€1,261	€1,284
	18	€897	€1,031	€1,143	€1,183	€1,261	€1,284
	25	€897	€1,031	€1,143	€1,183	€1,261	€1,284
August	2	€676	€822	€930	€979	€1,049	€1,098
	8	€944	€1,086	€1,166	€1,196	€1,328	€1,351
	15	€961	€1,106	€1,188	€1,218	€1,352	€1,376
	22	€961	€1,106	€1,188	€1,218	€1,352	€1,376
	29	€692	€825	€905	€932	€1,065	€1,099
September	5	€299	€351	€403	€449	€490	€542
	12	€289	€330	€361	€413	€449	€475
	19	€282	€323	€353	€403	€438	€464
	26	Closed	Closed	Closed	Closed	Closed	Closed
October	3	Closed	Closed	Closed	Closed	Closed	Closed
	10	Closed	Closed	Closed	Closed	Closed	Closed
	17	Closed	Closed	Closed	Closed	Closed	Closed
	24	Closed	Closed	Closed	Closed	Closed	Closed
November	1	€374	€419	€478	€533	€588	€615

2016 weekly rates

Weekly breaks are 7 nights Friday - Friday.

House type		Alpine	Chestnut	Forest Oak	Sycamore	Hazel	Noble Fir
No. of people		2/3	4/5	6/7	6	8	9
March	18	€649	€697	€775	€805	€865	€937
	25	€707	€819	€969	€1,043	€1,342	€1,492
April	1	€470	€505	€561	€583	€626	€679
	8	Closed	Closed	Closed	Closed	Closed	Closed
	15	Closed	Closed	Closed	Closed	Closed	Closed
	22	Closed	Closed	Closed	Closed	Closed	Closed
	29	€521	€596	€670	€745	€819	€894
May	6	€519	€558	€620	€644	€692	€750
	13	€519	€558	€620	€644	€692	€750
	20	€519	€558	€620	€644	€692	€750
	27	€649	€697	€775	€805	€865	€938
	3	€670	€745	€819	€894	€969	€1,043
June	10	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club	Lions Club
	17	€714	€767	€853	€886	€952	€1,031
	24	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire	Summerfire
	1	€819	€931	€1,043	€1,118	€1,193	€1,230
July	8	€969	€1,387	€1,491	€1,566	€1,864	€1,939
	15	€969	€1,387	€1,491	€1,566	€1,864	€1,939
	22	€969	€1,387	€1,491	€1,566	€1,864	€1,939
	29	€1,043	€1,491	€1,640	€1,715	€1,939	€1,976
	5	€1,043	€1,491	€1,640	€1,715	€1,939	€1,976
August	12	€1,043	€1,491	€1,640	€1,715	€1,939	€1,976
	19	€1,043	€1,491	€1,640	€1,715	€1,939	€1,976
	26	€943	€1,009	€1,115	€1,155	€1,236	€1,334
	2	€558	€599	€667	€692	€743	€805
September	9	€406	€484	€564	€621	€674	€726
	16	€394	€470	€548	€603	€654	€706
	23	Closed	Closed	Closed	Closed	Closed	Closed
	30	Closed	Closed	Closed	Closed	Closed	Closed
October	7	Closed	Closed	Closed	Closed	Closed	Closed
	14	Closed	Closed	Closed	Closed	Closed	Closed
	21	Closed	Closed	Closed	Closed	Closed	Closed
	28	€649	€831	€908	€1,060	€1,175	€1,290



Pre-pay and save
Pre-pay for half board dining and TAS activities to make amazing savings – see page 7





Offer Booklet
Get yours at check-in.
It's full of money saving
vouchers worth over €250.



Trabolgan Caravan Club

Join our Trabolgan Caravan Club and get exclusive members offers for the 2016 season.

Book a 7-night stay, midweek or weekend caravanning break with us between the 1st July and 25th August 2016 and you can come back for two similar caravanning breaks outside of July and August.

Subject to availability and registration (must register when booking July or August break), terms and conditions apply.

Guests using our caravan park can check into their pitches from 2.00pm.

Touring holidays

Located over five acres of peaceful woodland and open meadow, our touring caravan park has the added bonus of access to all of Trabolgan Holiday Village's facilities. So if you're looking for activities to keep the whole family entertained, or just want to relax, book early and take advantage of our 35-pitch park in its superb setting.

Up to
33% off

Take a look at our touring rates and give us a call. Get up to 33% off selected breaks when you book and pay in full by the 31st January 2016 or book six weeks in advance of your 2016 touring holiday and get up to 20% off.

Subject to terms, conditions and availability. Discounts off brochure price, cannot be used in conjunction with any other offers.

Please note: Caravan prices max. 6 persons per pitch. Sorry, no tents permitted.

- Touring caravans and dormobiles only
- Electricity – all weather socket which takes 220v, 3-pin round industrialised plug (16 amp NCB)
- Water tap – cold/drainage connections for sink only
- Service facilities include toilets, showers, wash and handbasins, disposal units for chemical toilets and wash-up area.

2016 tariff

Dates (excluding Easter, May, June and October bank holidays)	Weekend 3 nights	Midweek 4 nights	Weekly 7 nights
18th March - 23rd June	€194	€157	€290
1st July - 25th August	€290	€387	€605
26th August - 6th November	€194	€157	€290
Bank Holidays	Weekend 3 nights	Midweek 4 nights	Weekly 7 nights
Easter, May, June, October, (excludes August)	€315	€266	€484

Dates may be subject to change and availability. Please note we close for certain midweeks/weekends throughout the year for special events, so please check with our holiday sales team.





Special events



Looking for an all inclusive venue to host your special event, competition, seminar or conference this year? Look no further, Trabolgan have everything you need all under one roof.

Our excellent facilities can cater for up to 1,000 delegates and our spacious 10,000 square foot split-level indoor sports hall can be transformed into an arena, tailored to your requirements.

There's a large selection of on-park self catering accommodation and touring caravan pitches, and our experienced staff will be on hand to cater for all your needs from dining to relaxation, sporting activities to entertainment. We have everything you need to make it a very special event for you and your group.

So call our Holiday Sales Team today on +353 (0) 21 466 1551 to organise your special event.

We're extremely proud of the sporting, corporate and other events that we are already hosting including:

- Rugby Team Tours
- Soccer Team Tours
- All Ireland Freestyle Slowdance and Rock Championships
- Lions Club Week
- International Business Seminars
- Irish Pool Championships
- Summerfire Conference
- All Ireland Hip Hop and Breakdance Championships
- Karate Tournaments
- Tag Rugby Tournaments
- Corporate Teambuilding



Explore East Cork



Ask at our DayToday shop or Information Point for more information on these attractions, including discounted tickets on certain attractions that are available to purchase and much more!

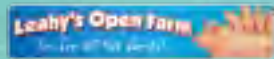


Fota Wildlife Park is only a short drive from Trabolgan. It's home to more than 90 species of exotic wildlife in open, natural surroundings with endangered species from all over the world including: cheetahs, giraffes, penguins and zebras (to name a few)!



The Jameson Experience is only a 20-minute drive from Trabolgan and invites visitors to take a tour of the old Midleton Distillery.

See the fully operational water wheel, large grain stores, mill buildings and the largest pot still in the world.



Leahy's Open Farm is located in Dungourney just 35 minutes away, is a great fun day out with lots to do for all the family: feed goats, hold rabbits, have fun in the adventure area, find your way around the maze or play in the indoor or outdoor playgrounds.



Titanic Experience Cobh invites you and your family to retrace the steps of the 123 Queenstown passengers who boarded the magnificent Titanic, in a bid to journey to the New World. The story is told using innovative audiovisual technology, bringing the characters to life through cinematic shows, scene sets, holographic imagery and touchscreen technology.



KILKENNY **Shanagarry Design Centre** located in a beautiful, rural area of natural beauty, the centre boasts stunning views overlooking Ballycotton Bay and Lighthouse from the sun terrace at the rear of the building. The centre consists of the Kilkenny Shop, the Kilkenny Café and the Kilkenny Studios with a host of in-house designers.



Whitegate Rowing Club is East Cork's premier coastal rowing venue. Founded in 1991 it offers families the opportunity to experience this unique water-based activity under the guidance of professional rowers.



Kayak Cork Harbour is situated around five minutes from Trabolgan, offering exceptional kayaking packages for all ages – whether you're a novice or an expert!



Swell Surf School is East Cork's premier surf school. Offering families the opportunity to learn to surf on beautiful Inch Beach, it's only a five-minute drive from Trabolgan.



Movie Junction is the most enjoyable cinematic experience in Cork and is Ireland's first and only drive-in cinema. Just a short drive away, you can watch blockbuster movies, classics and children's movies from the comfort of your own car!



Lots of fun!

Easy booking

Booking couldn't be easier, simply choose your accommodation type and the dates you wish to travel and either go online or call our team.



+353 (0) 21 466 1551



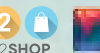
reservations@trabolgan.com



www.trabolgan.com

Payment Methods:

You can pay in any of the following ways:



Trabolgan Vouchers, Love2Shop Vouchers, Tesco Clubcard Vouchers, Cheque, Postal Order or Banker's Draft.

Gift vouchers

Our vouchers make ideal gifts, perfect for every occasion. See www.trabolgan.com for further details.

Getting to us

Trabolgan is near the village of Whitegate, just 16km south of Midleton.

GPS Co-ordinates:

Latitude N 51 48.040 Longitude W 8 14.040

Eircode:

P25 HY10



Coach Transfer:

At an additional cost, coach transfers are available between Cork Train Station (Kent Station) and Trabolgan on certain arrival and departure days. Call us for details.



By Air:

Cork International Airport is approximately 45km from Trabolgan.



By Rail:

Midleton Train Station is approximately 18km from Trabolgan. Cork Train Station (Kent Station) is approx. 35km away.



By Sea:

Irish Ferries and Stena Line have passenger and car ferry sea routes between Ireland and the UK.



By Road:

From Dublin: Route N7/M7/N8 to Cork. From Dunkettle interchange, route N25 Eastbound in the direction of Waterford/Rosslare to Midleton bypass.

From Rosslare: Route N25 via Wexford-New Ross-Waterford-Youghal to Midleton bypass.

Midleton To Trabolgan: Route R630 in the direction of Whitegate/Trabolgan.

Days out

Need to organise a birthday party, communion, confirmation or just a day out with the kids? Trabolgan has everything you need – food, adventure sports, indoor swimming pool, bird of prey centre, play areas, live character shows and much more!

We also provide a local Membership Club, School Tours and Team Building Activities.

Call our Groups Co-ordinator on + 353 (0) 21 466 1551 or email groups@trabolgan.com for more details.

Terms and conditions

1. **THE CONTRACT** Our contract is formed and is binding on both of us once we have received your fully completed Booking Confirmation/Booking Form and your non refundable deposit or full payment has cleared to us. **IMPORTANT:** For credit card bookings by telephone. If we do not receive your signed Booking Form within ten days of its dispatch to you or the start of your holiday whichever is the earlier, you will be deemed to be happy with the arrangements detailed therein and we will progress with the contract accordingly.

You and each member of your party on the Booking Form are bound by the terms of this contract. Our address is Trabolgan Holiday Village, Midleton, Co. Cork, P25 HY10, ROI.

The contract between us incorporates: The whole of the current brochure and if applicable the contents or any promotional literature: All written communications between us; You and each member of your party must comply with all the terms of our contract and any reference to "you" in this contract should be interpreted as applying to all of you, unless otherwise stated.

You should comply with all of the rules applying to and notices displayed at The Village. Our contract is effective from the date it is made and lasts until you leave Trabolgan (including any extensions of time to your original booking).

(a) **Right To Decline:** We reserve the right to ask for information about any member of your party including age, gender, address, your or their previous visits to Trabolgan and to decline any booking at our sole discretion, for example but not limited to situations, where the party consists entirely of males and/or females who are under the age of 21.

(b) **Infectious or Contagious Medical Conditions:** If you or any member of your party contracts an infectious or contagious medical condition we reserve the right to cancel your holiday or ask any, or all of you to refrain from participating in certain activities, or ask you to leave The Village immediately should we in our sole discretion consider it necessary to protect the health of other guests and staff. You should inform us immediately should any such condition develop within four (4) weeks of your arrival or whilst you are on holiday with us.

(c) **Special Requests:** A special request, e.g. for cots or high chairs in our holiday homes only/your wish to participate in a special interest break/suitable accommodation for disabled guests, etc., which you detail to us will only form part of your contract when confirmed as accepted by us in writing.

(d) **Guest with Disabilities:** For any information you may require with regard to facilities for the disabled, please call our helpline on 021 466 1551 (International Calls 00 353 21 466 1551), between 9.00am and 5.00pm Monday to Friday (except bank holidays). Please note that not all our accommodation may be suitable for guests with mobility restrictions due to the natural landscape; please check at time of booking.

(e) **Updates Needed:** You must keep us up to date with any changes in the condition of your party or any member of it and notify us of any change in the information you previously provided to us at the time of booking, in order that we can fully appraise and advise you as to the best course of action in the circumstances.

(f) **Included in the Price of Your Holiday:** Accommodation or touring caravan site as booked, membership of Trabolgan holiday club and all facilities listed in the description of The Village as included in the price of your holiday. Please note the provisions in section 4(c) of this contract. Separate agreements will be formed between us for use of facilities or participation in activities not included in the price of your holiday, and special conditions may apply. These will be outlined to you.

(g) **Group Bookings:** Special conditions apply, please contact us for further details and/or information.

(h) **Bed Linen and Towels:** Bed linen is provided once per holiday in all our holiday homes. Cot linen/towels/tea towels/dishcloths are not provided.

(i) **Trabolgan Holiday Club:** Membership of our holiday club is essential to enjoy the facilities we offer. You and all members of your party will automatically be enrolled.

(j) **Taxation and Price Guarantees:** All prices shown are inclusive of VAT, if applicable, at the rate in force when this

brochure was sent to press. We reserve the right to increase or decrease our prices should there be any variation in: *Transportation costs including fuel (if appropriate). *Dues, taxes or fees; *Currency fluctuations. We will not increase any of our prices within 30 days of the start of your holiday and we will in any event, absorb the first 2% of any of the above increases.

2. **AMENDING YOUR BOOKING** No changes are permitted to the arrival date as booked, within 42 days of arrival. Where more than 42 days notice is given, amendments may be made when practicable subject to a €12 fee for each amendment. Cancellation by You: Should you wish to cancel your holiday with us, you must write to us to let us know immediately. If we receive your written notice the following cancellation charges are payable;

42 days or more loss of deposit	
41 - 29 days 50%	28 - 15 days 75%
14 - 8 days 90%	7 - 0 days 100%.

All cancellation charges apply to the total house price paid. Any insurance premiums invoiced are non-refundable. If you are prevented from taking your holiday due to serious illness, recent bereavement, redundancy or jury service, you may be able to avail of the Holiday Insurance Policy (subject to premium being paid at time of booking). For details of Holiday Insurance schedule please contact our reservations team. It is very important that you are adequately insured. 3. **INSURANCE** The insurance offered (details of which can be printed from the booking form) is provided by the company detailed. Your insurance contract will be with the appropriate insurer and not with us. This insurance policy is only available to residents of Ireland and the United Kingdom. Brief details of the cover provided and the arrangements for taking out insurance appear below. Full details will be forwarded with the Booking Confirmation/Booking Form or acknowledgement of deposit, and may also be requested at any time from our Reservations Department at the address stated at the beginning of this contract.

Insurance Premium: Our Holiday Confirmation will include details for our recommended holiday insurance. The special premium rate is €11.50 per person (including infants) per week or part of week. The premium is payable with your holiday balance. Cover takes effect 42 days prior to your holiday start date in respect of Cancellation and Curtailment covers. Personal Accident, Personal Property, Money and Personal Liability covers come into effect from the time you depart your home on your holiday until your return, providing both the holiday balance and insurance premium have been received by us in full, or from the date we receive these payments, whichever is the later. The insurance cost indicated includes Insurance Premium Tax at the rate prevailing at 1st January 2012. We may require you to provide us with details of any alternative protection you have in place. Any alternative insurance you have should provide equal or better cover than that offered under our recommended policy. Unfortunately, space does not permit us to show here the full Terms, Conditions and Exclusions of the Insurance, but a schedule of cover setting all these out can be downloaded from the website or sent to you with your booking receipt. Insurance premiums paid are non refundable.

4. **ON ARRIVAL AND DURING YOUR HOLIDAY** Your accommodation will be available to you from 5.00pm on the first day of your holiday. You must let us know in advance if you will be arriving after 8.00pm. We require that you vacate your accommodation site by 10.00am on the date of departure. Keys should be immediately returned to reception thereby allowing us to prepare for incoming guests. It would be of great assistance in preparing the house for the next incoming guest if you would leave the house as clean and tidy as possible and on time. You can park the car in our reserved car park and continue to use the pool and the other facilities even after returning the house key at 10.00am!

(a) **Accommodation:** The accommodation you book will be as described on the appropriate pages of our current brochure and it may only be used by those named when booking or as agreed otherwise by us in writing. We reserve the right to ask you and any member(s) of your party to leave the centre, without compensation, should you not comply with this

requirement. On arrival you should check the inventory list in any holiday home we provide for you and you should notify reception immediately of any missing items. Please note that holiday homes may be checked by us prior to your departure. Minor improvements and maintenance works may be carried out in and/or around your accommodation/touring caravan site during your holiday. However, we will give you reasonable notice of any works which need to be carried out.

(b) **No Smoking Arrangements:** Where areas within our Village are designated as no smoking, you must observe this requirement, for the comfort of all guests and staff. And in compliance with the law.

(c) **Availability and Use of Facilities:** We will do our best to ensure that all facilities listed will be available during your stay. However, we cannot guarantee that they will be available as, for example, maintenance and other work may be necessary from time to time or some may be located out of doors and as such, are seasonal and subject to appropriate weather conditions prevailing at the time you wish to use them or may be used by a designated group only. If a significant number of facilities are not available we will let you know. As most facilities are available on a "first come, first served" basis, we cannot guarantee that you will be able to use the facilities offered at any particular time, or at all. In addition we reserve the right to vary the availability of facilities at any time to accommodate the needs of the majority of our guests on site at a particular time. It is your responsibility to ensure that any facilities used or activities (including competition and games) selected are appropriate to you and/or all members of your party.

(d) **Care Of Your Possessions:** It is your responsibility to look after and care for your possessions, valuables (i.e. watches, jewellery, photographic equipment, credit cards, etc) and money whilst on holiday with us. You should not leave these items unattended in your accommodation or anywhere else around The Village. To reduce the possibility of upset caused by loss or damage, we suggest you do not bring valuable possessions on holiday unless absolutely necessary. We recommend that you are comprehensively insured. Please note the provisions details in section 6 below. This requirement is for your protection and peace of mind. In case of any loss, please contact reception in the first instance. Return of any lost property will incur a charge for postage and packing. We do not accept any liability for loss or damage to your possessions unless due to our negligence.

(e) **Car Parking:** Any cars and other vehicles you bring onto our property must only be parked in the specified parking areas. Failure to do so entitles us to remove them. This is to allow the free flow of traffic for essential services and for the safety of guests and staff. Our parking areas are not supervised. Before leaving your vehicle please remove your possessions and ensure it is fully secured. We accept no liability for any loss or damage unless due to our negligence.

(f) **Care Of Those Unable To Look After Themselves:** You should ensure that all members of your party who are unable to look after themselves are at all times fully supervised by a capable adult member of your party and if appropriate, medication is brought with you for their needs and can be properly administered. Each such person should be able to communicate their name and holiday home/touring caravan site number, or must carry some means of identification and holiday home/touring caravan site number at all times. Please note that we have qualified first aiders but do not have resident nurses or doctors.

(g) **Children and Young People:** Children under 18 should be supervised by an adult member of your party at all times and in particular in our entertainment areas. Some of our bars are adult only, and as such no children or young people under the age of 18 will be permitted to enter or to stay in them after a certain time. All relevant legislation will be enforced rigorously. It is our policy to refuse to sell cigarettes, solvent substances or alcohol to anyone under 18 or to allow anyone under 18 to use gaming machines.

(h) **Day passes:** Day passes at a nominal charge for your visitors may be arranged subject to availability. Full details are available at reception.

(i) **Pets:** We regret that, with the exception of guide dogs, we do not permit any pets within our Holiday Village.

(j) **Rules:** The following rules apply at our Holiday Village.

1. You may not bring or use portable heating appliances of any type in the holiday home we provide to you.

2. Alcoholic and other beverages purchased elsewhere must not be consumed in licensed bars.

3 Abuse of alcohol is not permitted.

4. Excessive noise or offensive behaviour is not permitted.

5. You must not commit or attempt to commit any illegal act.

6. You must keep to the roads and footpaths provided and abide by applicable speed limits.

7. For domestic waste, you must use the litter bins and where provided, bottle banks. Please contact reception to arrange for the disposal of other waste, including clinical waste, sharp objects, broken glass and other items which could cause personal injury.

(k) **Damage To Our Property and Compensation:** You must use our accommodation with care and, on departure, leave it in a clean and tidy condition. We reserve the right to invoice you for any charges incurred by us, should you not comply with this requirement. We reserve the right, either during or after your stay, to recover from you the costs of:

- Any damage caused by you to our property, accommodation, articles or facilities provided to you during your holiday.
- Any compensation we may pay to other persons guests or third parties arising as a consequence of a break of this contract.
- Later than 10.00am departures.

(l) **Special Interest Holidays:** We run special interest holidays at The Village and certain events may affect the entertainment programme and availability of facilities. You should check our current brochure for details of the events being held. Should there be any change of published information, we will do our best to let you know at the time of booking. Your must state at the time of booking if you wish to participate in the special interest activities.

(m) **Extending Your Stay Whilst On Holiday:** Please contact Reception who will check availability. We may not be able to accommodate your request and you may be required to move to different accommodation/touring caravan site in order to continue your holiday with us. This contract will apply to any extension of your holiday and you should note that many aspects of our holidays are repeated on a weekly or two weekly rota. We reserve the right to decline any such requests.

(n) **Messages & Deliveries:** Limited facilities exist for taking messages. We will do our best to assist but cannot guarantee any time of delivery. You are responsible for checking at reception for incoming messages and post. We cannot accept deliveries on your behalf and do not accept responsibility for deliveries or messages taken unless we have been negligent.

(o) **Lost Property:** No responsibility will be accepted by Trabolgan Holiday Village for loss of or damage to property belonging to a guest which is lost or stolen on Trabolgan premises. Additionally such property will be disposed of within 4 weeks of departure if not claimed.

5. **CANCELLATION BY US** We reserve the right to cancel or terminate your holiday and that of the rest of your party at any time:

*Should we in our absolute discretion consider your conduct, or the conduct of any person in your party, likely to pose a danger to or impair the safety, comfort or enjoyment of our other guests, our staff or other members of the public or be likely to do so; or

*If you failed to disclose any material facts to us when booking your holiday or in any communication with us; or

*If you breach any of the terms of contract. In the above circumstances no refunds or compensation will be given. Should we cancel your holiday in circumstances other than those detailed above, we will offer you the choice of:

- A full refund; or
- A substitute holiday, if possible. Should the substitute holiday be of a lower quality, we will compensate you for the difference in the value between the holiday you booked and the substitute. Should the substitute holiday be of a higher standard than that which you originally booked, then we reserve the right to charge you the difference in cost between the two holidays. We will also pay compensation for

the cancellation, if appropriate, except where we cancelled due to:

Unexpected circumstances beyond our control which render it impossible or difficult for us to comply with our obligations under this contract.

Or where we receive insufficient bookings. If there are insufficient bookings for a holiday, we reserve the right to cancel and let you know at least 7 days before the start of your holiday.

6. **OUR LIABILITY TO YOU AND OTHER IMPORTANT INFORMATION** To the extent permitted by law, no liability shall attach to the occupier/owner in respect of any injury or damage sustained in The Village to visitors or their property. In all cases, except personal injury or death, our liability to you is limited to twice the total cost of the relevant person's holiday, based on the relevant pro-rata proportion of the cost (excluding insurance premiums and amendment charges).

Our liability to you is limited in accordance with the maximum stated in the International Conventions. These conventions limit liability for death, personal injury, luggage, valuables and other matters. Each Convention contains specific and different limitations. These limitations may be less than the amount a court might award to a person suffering equivalent loss unconnected with air, sea or rail travel, or the provision of accommodation. You should consider insuring against the possibility of such events and you should be careful to note any limitations and restriction contained in the insurance policy. Time limits apply to making claims under these Conventions. Copies of the relevant Conventions are available on request from the address at the beginning of this contract. Where we make any acceptable payments to you or any members of your party in the above circumstances, you or they must then assign to us or our insurers any rights you or they may have to pursue with any other third party. You must also provide us and our insurers with all assistance required.

(a) **Media:** No members of the press or media may be invited onto our property by you without express written permission from our press office. You may not use photographs of our premises, facilities or staff for financial gain, without our written consent, such consent not to be unreasonably withheld.

(b) **Data Protection:** Information provided when booking may be used by us, or made available to specifically selected companies for marketing purposes. If you wish to have your details disclosed please tick the appropriate box on the Booking Confirmation.

(c) **Brochure Accuracy:** All information, pictures and descriptions have been compiled from up to date and accurate information at the time of going to press. However, you should note that as we are continually striving to improve our holiday locations, you may find that new facilities are on offer, some facilities may be closed or work may be carried out in segregated areas in your holiday location during your holiday.

(d) **Legal Compliance:** Every effort has been made to ensure that your holiday complies with all relevant legal requirements.

(e) **Applicable Law:** Our contract is governed by Irish Law and is subject to the non-exclusive jurisdiction of the Courts of The Republic of Ireland. You may, if you wish, refer some matters to arbitration under a special scheme, which is administered independently by the Chartered Institute of Arbitrators – Irish Branch. The scheme, details of which can be supplied by request in the form entitled "Request for Appointment of an Arbitrator" from the Institute at 8 Merrion Square, Dublin 2. This form sets out the information to be submitted and briefly summarises the Institute of Arbitration Rules.

(f) **Continuation of Contract Terms:** Should any of the terms or our contract be officially declared void or unenforceable, the remainder of our arrangements shall remain, where possible, in full force and effect.

(g) **Can We Help You:** We sincerely hope you will not experience any problems with our services. If you do, however, you should contact the Duty Manager/Customer Care Manager at the Village immediately (or call to our 24 hour reception) as it is likely they will be able to resolve any problem on the spot. It is strongly recommended that you

communicate any complaint to the supplier of the services in question without delay. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in our resort and this may affect your rights under this contract. We regret we cannot accept liability for any complaint of which we are not notified in accordance with the provisions of this clause. If you are not satisfied you must then write to the General Manager at the address at the beginning of the contract, within 28 days of the end of your holiday explaining the problem. Complaints that are not notified in accordance with this clause cannot be accepted. Your statutory rights are not affected. We are happy to offer you assistance should you be in difficulty whilst on holiday with us. Should you be able to claim for any costs we incur in helping you, e.g. from a third party or under an insurance policy, then any sums incurred by us will be recovered from you. Where disputes arise between guests, these matters are normally entirely beyond our control and responsibility; we will endeavour to call appropriate assistance. Please note that, for legal reasons, we are unable to divulge any personal information about our guests, whether a dispute has arisen or not. This contract supersedes all previous editions.

(h) **Arbitration:**

a. Any dispute or difference of any kind whatsoever which arises or occurs between any of the parties hereto in relation to any thing or matter arising under out of or in connection with this Contract shall be referred to arbitration under the Arbitration Rules of the Chartered Institute of Arbitrators – Irish Branch (the "Institute"). Neither party has a right of Appeal except to the High Court on a point of law. Full details are available on request. All claims in excess of the jurisdiction of the district court small claims procedure shall be referred to arbitration. A submission to Arbitration is called a Reference and the decision of the Arbitrator is legally binding.

b. If there is a dispute which cannot be mutually agreed, either party may apply directly to the Institute at Merchants House, 27-30 Merchant Quay, Dublin 8, by obtaining the form Request for Appointment of Arbitrator. This form sets out the information to be submitted including: the names and address of the parties concerned, copies of the booking form and conditions (including the arbitration clause), details of any legal or other people who are to represent the parties in the arbitration and an administration fee of €75 for non-personal injury claims and €150 for personal injury claims at present. This form refers to the Institute's Arbitration and which are briefly summarised as follows (copies of the Rules and the accompanying guidance Notes on Arbitration are available from the Institute at a cost of €10 per set at present). Procedure: Once an arbitrator has been appointed he is in complete charge of the terms of reference, deciding the procedure as he considers best, and the Institute's Rules deliberately give him this flexibility.

(i). **Questionnaire Form:** In this scheme, the arbitrator will first send out a detailed form for completion by both parties. This will provide him with the details of the dispute so he can decide how to present their cases.

(ii). **Hearing:** While an award may be made by an arbitrator based on the documentary evidence sent to him by the parties, it is open to both parties to present their case to him at an informal hearing.

(iii) **Award:** The arbitrator's decision is made formally in his award which is sent to both parties. The award is a final and binding resolution of the dispute.

(iv) **Arbitrator's Fee:** A fee is payable to the arbitrator for the conduct of the arbitration. The Retailer/Organiser normally pays this fee but the arbitrator has absolute discretion to award this cost as he thinks fit.

Taking into consideration all relevant factors after following the complaints procedure as described in these conditions and to which such complaints affected the overall enjoyment of your holiday, which were within our control, we will as a gesture of goodwill provide reasonable compensation, the maximum of which will be a voucher for a return holiday to Trabolgan, where everything has gone wrong and your party has not received any benefit at all from your booking. This contract supersedes all previous editions.

Wish you were here...



Ireland's Favourite Holiday Destination

Trabolgan Holiday Village, Whitegate, Midleton, County Cork, P25 HY10

