



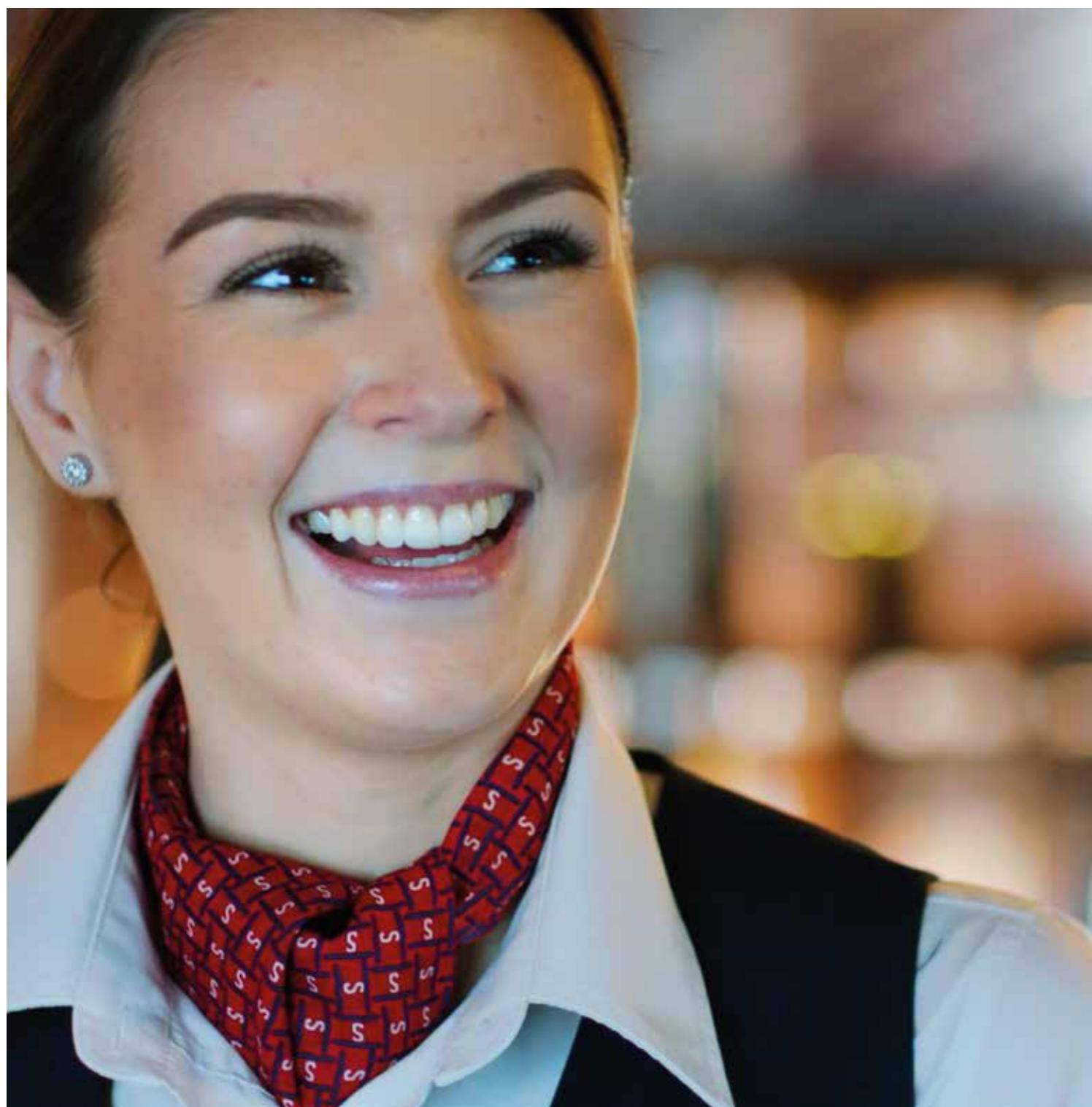
HAVEN HOLIDAY PARKS IN BRITAIN 2021

by car & coach



stenaline.co.uk





WHY BOOK WITH US?

We won't be beaten on price!
We ensure you always get
the lowest price on your Haven
holiday including ferry travel,
when you book with us.

- Book with confidence guarantee - Book a 2021 Haven holiday with a Flexi ferry fare and, if your holiday plans are interrupted by coronavirus, you can either move your holiday to a future date or receive a full refund (see page 5).
- Great value 7 night summer early prices from £599* for a family of 4 including return travel.
- Low deposit from only £50 or 10% of your holiday price (whichever is the greater) whenever you book a Flexi ferry fare as part of your holiday.
- A great choice of daily sailings to Britain including our three new Irish Sea ferries.
- A selection of 13 fantastic Haven parks.
- Arrive on a Monday for our best 7 night prices.

*Price for family of 4 (2 Ad + 2 Ch) for selected parks and accomm. in June 2021 when booked early. T&Cs apply.



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Map not to scale.

WELCOME

"A great holiday home, exciting activities, on-site restaurants, shows, and entertainment venues make Haven the perfect UK break."

Haven self-catering breaks, complete freedom and flexibility.

When you want to be part of the action, you'll find non-stop entertainment for all the family. When you want peace and relaxation, you can simply take yourself off to do your own thing. And you certainly won't be short of things to do.

Your booking will be a Haven Stay+Play holiday. This includes your accommodation, restaurants and takeaways and a Play Pass which gives you access to book activities, pools and entertainment venues.

A Carefree Journey

Your holiday starts as soon as you drive onto your Stena Line ferry, where you'll find almost as much freedom and fun as at your holiday park. While the kids play in the arcade, you can head to the shop to browse our superb deals, indulge in a tasty meal or snack, unwind over a coffee, use Wi-Fi, watch a free movie or sink into the comfortable seating.

Taking your own car means you can pack the surfboard, football, bikes or just about anything you like and it gives you the freedom to explore the sights around your holiday park. You can extend your holiday by visiting friends or relatives while in Britain provided that you specify your travel dates at time of booking.

Your Holiday Park

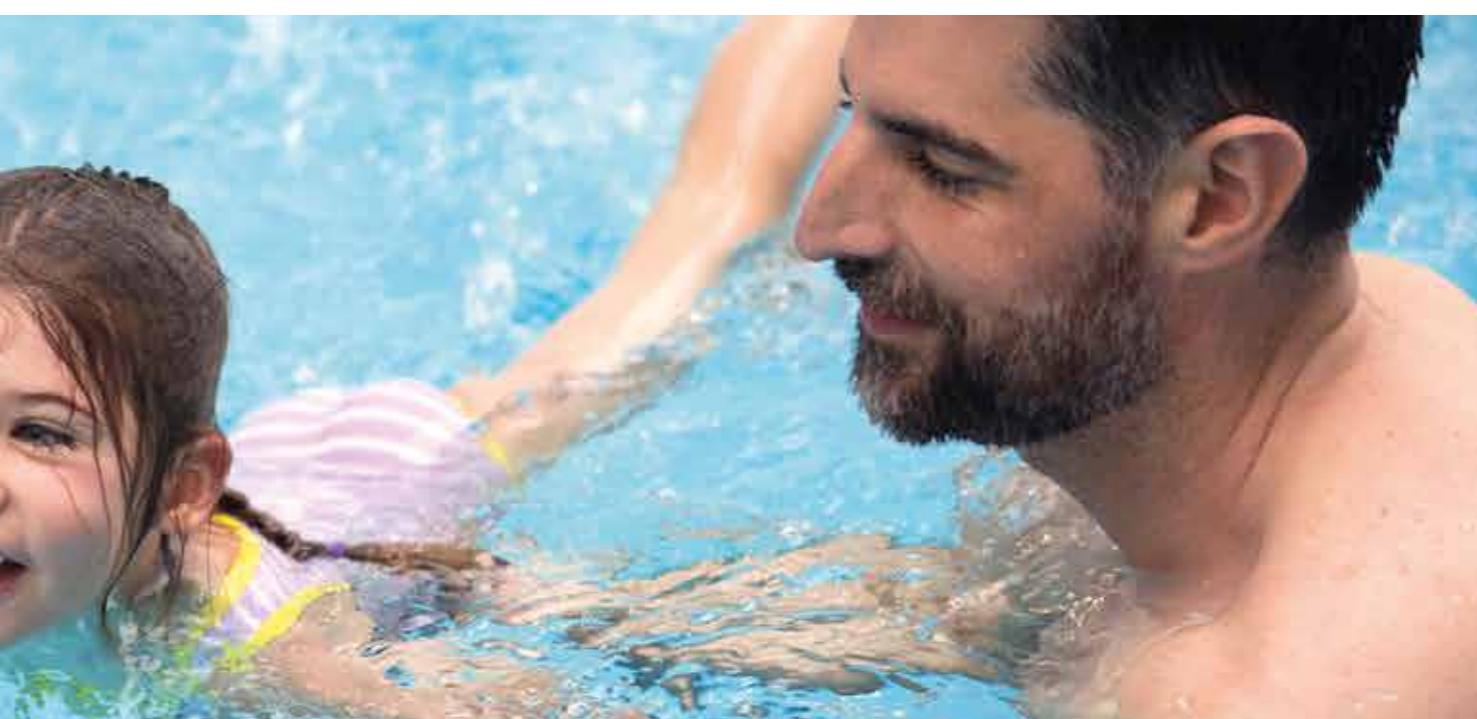
Your Haven holiday park is near some of the most beautiful beaches and countryside in Britain. You have the choice of a caravan or apartment, each with cosy living rooms and well-equipped kitchens. It is a holiday, however, so why not visit one of the amazing restaurants or even order a takeaway to your holiday home! At Haven, you're free to do whatever you like, whenever you choose, and the action never stops. The parks have swimming pools, some with exciting flumes and slides, activities, shops and evening entertainment. With so much going on, you can't help but join in.

Your holiday begins the moment you step onboard with the best ferry experience on the Irish Sea!

There's lots to enjoy such as The Living Room and Met restaurant. And of course, there's still free Wi-Fi and free movies. There's even great shopping too and we have re-introduced Duty Free on our Holyhead & Fishguard routes. Enjoy great savings of up to 50% off on wines, beers, spirits, fragrances, skincare and much more. Start your holiday in style and upgrade to our Stena Plus Lounge*, Hygge Recline Lounge* or even a cabin for more space.

When you travel with your car, there are no luggage restrictions, so you can simply pack in absolutely everything you need for a memorable break. Don't forget that kids travel free. So now everyone can have a great holiday together.

*We welcome children aged 8 years and over in this lounge.



The latest additions to our fleet

- introducing Stena Estrid, Edda & Embla

Our 3 brand new ships are now operating on the Irish Sea; Stena Estrid from Dublin to Holyhead and Stena Edda & Stena Embla on our Belfast to Liverpool route.

Coming in at 215 metres long with 175 ensuite cabins and the space to carry 700 cars and 1,000 passengers in comfort.

This represents a significant multi-million Pound investment by Stena Line. These new ships bring many benefits to our customers including speedy and efficient boarding plus further development of our Scandinavian inspired onboard facilities including our restful and bespoke Hygge Recline Lounge* and the latest upgrade of our premium product, the Stena Plus Lounge*. The new ships are spacious, light and make use of panoramic views.

*We welcome children aged 8 years and over in this lounge.

We look forward to welcoming you onboard our fabulous new ferries during 2021.

BOOK YOUR 2021 HOLIDAY WITH CONFIDENCE!

Book your 2021 Haven holiday with a Flexi ferry fare and, if your holiday plans are interrupted by coronavirus, you can either move your holiday to a future date or receive a full refund.

If between 28 days - 7 days before departure you are unable to travel because:

1. It isn't possible to offer you the full on-park experience you booked.
2. The Haven park has to close
3. The UK or Irish Government restricts travel
4. You can't travel or don't feel safe travelling

Please note

This policy may be subject to change without notice, please check at time of booking.





WHAT'S INCLUDED IN THE COST OF YOUR HAVEN STAY + PLAY HOLIDAY

By car	
<ul style="list-style-type: none"> Lead in prices shown on the individual park pages in Pounds for a 2 bedroom Standard caravan or apartment based on a Monday (4 or 7 nights) or Friday (3 nights) park arrival. Includes return Superferry travel via Belfast - Cairnryan, Belfast - Liverpool, Dublin - Holyhead or Rosslare - Fishguard, on selected sailings for 2 adults and up to 4 children. If you have a 3rd or 4th adult in the caravan, please use special offer code EXTRA ADULT to ensure it prices correctly. 	
<ul style="list-style-type: none"> Lead in prices shown in Pounds for a 2 bedroom standard caravan based on a Monday or Friday park arrival. Includes return Superferry foot passenger travel via Belfast - Cairnryan. Travel from Belfast @ 11:30hrs, returning from Cairnryan @ 15:30hrs. Return Ulsterbus coach transfers between Cairnryan Port and Haven Craig Tara. 	

By coach to Craig Tara	
<ul style="list-style-type: none"> Please call us on 08445 768 768 so we can assist with your booking. 	

Booking accessible caravans or pets
<p>Please note that it is not possible to book accessible caravans, or caravans which may accommodate pets* (extra charge applies), on our website as there are only a limited number of these on each park.</p> <p>Registered assistance dogs are welcome on board our ferries and in Haven parks.</p> <p>*Except Burnham-on-Sea</p>

Park Price Guide Key

£

All prices featured in this brochure are provided for guidance only as prices are subject to change on selected arrival dates and can vary by park:

Low season

From Start of season, April, May, late September and October excluding UK bank/school holidays in May.

Mid season

June, September & May Day bank holiday.

High season

Most of July and late October. Prices at other times will be higher.

ACTIVITIES AT HAVEN

Activities	0 - 4 years	5 - 8 years	9 - 12 years	Over 12s
Walk / Trail / Reserve	✓	✓	✓	✓
Archery Coaching*		✓ 6 years+	✓	✓
Pic n Paint Pottery	✓	✓	✓	✓
Kart Hire*	✓ 3 years+ with adult	✓	✓	✓
Climbing Walls & Aerial Adventures*		✓ Climbing 7 years+ Aerial Adventure 6yrs+ and 1.3m+	✓	✓
RNLI Water Safety	✓	✓	✓	✓
Precious Prints	✓	✓	✓	✓
Coastal Sand Bottles	✓ 2 years+	✓	✓	✓
Junior Segways Stage 1		✓ 6 years+ 20-100kg and 1.2m	✓	✓
Segways		✓ Min 44kg+		
Adventure Golf/Crazy Golf	✓ 2 years+	✓	✓	✓
Mini Sports	✓ 3 - 5 years	✓ 3 - 5 years		
Learn to Bike Coaching	✓ 2.5 - 6 years	✓ 2.5 - 6 years		
Football Coaching*		✓	✓	
Watersports		✓ 8 years +	✓	✓

Please Note

Our brochure price is the price you pay for accommodation, use of pools and amenities. A programme of activities and entertainment are also included in the price. Activities, facilities and entertainment varies by park and some activities may have a small charge. Height and/or age restrictions may apply. Session bathing will occur. Activities correct at time of print, but may be subject to change without notice. All breaks booked through Stena Line are Haven Stay+Play holidays. These include your accommodation, restaurants and takeaways and a Play Pass which gives you access to book activities, pools and entertainment venues.

*Charges apply. Activities vary by park and are subject to availability without notice.



Deluxe kitchen



Prestige living area

ACCOMMODATION CHOICES AT HAVEN

Welcome to Haven's wide choice of self-catering accommodation, modern, spacious and family friendly. With three grades of caravan and two types of apartments to choose from, there's every level of comfort, quality and value. Choose from new model caravans which are no more than 2 years old and offer a higher level of fixtures and fittings. We also offer Prestige caravans with decking.

All self-catering caravans and apartments include:

- Fully fitted & equipped kitchen
- Fridge & cooker
- Electric kettle
- Microwave
- Colour TV
- Gas fire in the lounge (caravan only)
- Private shower
- Central heating
(Prestige caravans and apartments)
- Continuous hot water, gas & electricity
- Bedding included (beds made on arrival)
- Convertible bed in lounge
(Deluxe, Prestige caravans & apartments)

Don't forget to bring your own:

- Tea towels
- Towels
- Matches (or lighter)
- Toiletries

Apartments may be either ground floor or first floor.



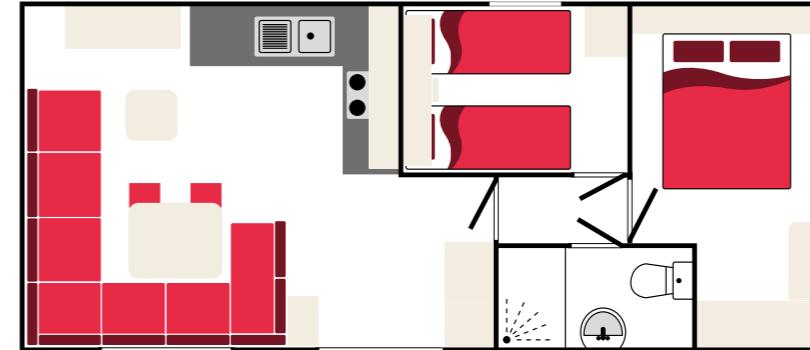
Deluxe living area



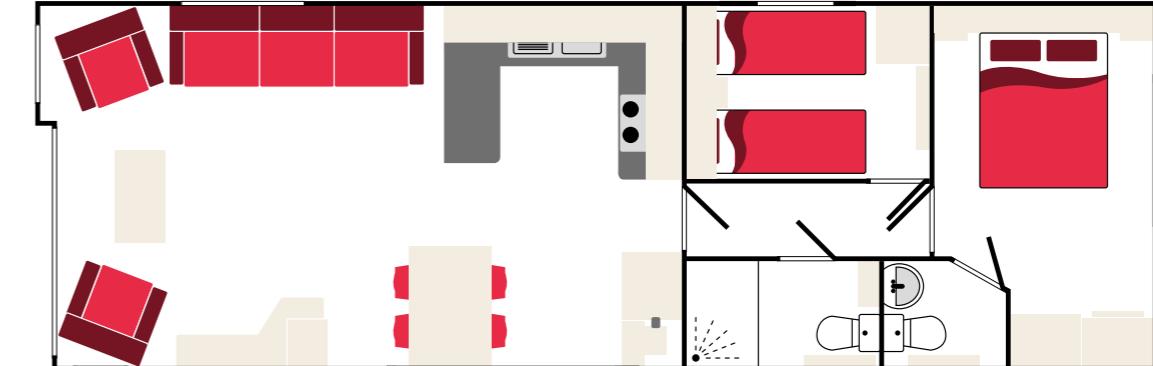
Prestige twin bedroom

Your self-catering accommodation guide

Accommodation	Width	Sleeps	Bedrooms	Included Extras
Prestige caravan				
2 bedroom	12ft	6	1 double & 1 twin	Spacious with superior fittings and features. 40" TV & DVD player in lounge, 22" TV and hair dryer in main bedroom, 3/4 size fridge freezer and central heating. Prestige caravans with decking also available.
3 bedroom	12ft	8	1 double & 2 twin	
Deluxe caravan				
2 bedroom	12ft	6	1 double & 1 twin	Larger than standard with a pull-out bed in the lounge with a little added luxury including a 32" TV in lounge. New model caravans also available.
3 bedroom	12ft	8	1 double & 2 twin	
Comfort apartment				
2 bedroom	N/A	6	1 double & 1 twin	Plenty of space for all your needs including heating, a pull out bed in the lounge and a DVD player.
Standard caravan				
2 bedroom	10ft	4	1 double & 1 twin	Comfortable and great value for money with plenty of space for the family. Newer model caravans also available. Standard caravans not available at Hafan Y Môr
3 bedroom	10ft	6	1 double & 1 twin / bunk	
Standard apartment				
2 bedroom	N/A	6	1 double & 1 twin	Comfortable and affordable with heating throughout and pull out bed in the lounge.



Deluxe 2 bedroom caravan example.



Prestige 2 bedroom caravan example.



DOGS

Dog friendly accommodation is available on request at a supplement of £40 for up to 2 pets. There are dog friendly caravans in all grades plus standard apartments at Craig Tara, where dogs are included in the price. Breed must be declared at time of booking.
Please call us on 08445 768 768 to book dog-friendly accommodation.

CRAIG TARA

Ayr, Scotland



Craig Tara is one of Haven's largest parks - it's chock-full of family fun and just one hour from Cairnryan port.

This park is the perfect retreat and holiday for toddlers, babies and adventure seekers. The Splashaway Bay multi-level water complex and all-weather Airspace sports hall will leave you feeling exhilarated. Who cares about the weather; rain or shine, the spectacular Lighthouse Harbour Adventure Village will have the whole family on the go all day long. Be sure to have a good breakfast, because you'll be go, go, go! Or for days where you just feel like spending quiet time together, clear the cobwebs with a stroll along the rugged Ayrshire coast.

Park highlights

- Oodles Family Amusements Centre
- Spectacular Lighthouse Harbour Adventure Village includes -
 - Inside: Play Village, Creative Studio, Captain's Crazy Golf, Mini Aerial Adventure and small zip line, The Crazy Climber, Harbour Bay events and activities
 - Outside: The Drop, The Jump, The Extreme Jump and Adrena-line
- Direct access to rock pool and Shingle Beach

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Huge Heated Indoor Pool
- Paddling Pool
- Water Flumes
- Lazy Rivers
- Multi-lane Water Slides

Sporty stuff

- Learn to Bike Coaching
- Football Coaching
- Archery Coaching
- 9 Hole Golf Course
- Football Kickabout
- Aerial Adventure,
- Kart Hire

Time to Play

- Bungee Trampolines
- Pic n Paint Pottery
- Crazy Golf
- Bungee Trampoline
- Kart Hire
- Survival Bracelets
- Treasure Trail
- Oodles Family Amusement Centre
- Pool Tables
- Segways

Perfect for Tots

- Seaside Slime
- Pic n Paint Pottery
- Bug Hunt
- Grass Head Creations

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Lighthouse Harbour Bar
- The Brigs of Ayr
- Cook's Fish and Chips
- Papa John's Pizza®
- Burger King®
- Millies Cookies
- Live Lounge
- Mini Sports
- Mini Crazy Climber

Your accommodation choice at Craig Tara:

Standard apartment, Comfort apartment, Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£420	£370	£450
Mid season from	£450	£460	£599
High season from	£655	£760	£895

Remember to check our website or call for our best prices!

Drive times (approx)

 Cairnryan 1hr

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur.

This park is perfect for a break away with your under 5's



BY COACH

To Craig Tara



Let us do the driving, from Belfast Port to Haven Craig Tara.

On arrival in Cairnryan, board the Ulsterbus coach to Craig Tara. Journey time from Cairnryan to the park is approximately 75 minutes, which means you will arrive in time to enjoy the park's afternoon activities.

Travel by coach itinerary

Outward Journey			Return Journey		
10:45hrs*	Check-in	Stena Line Terminal, Belfast Port	Arrive	↑ 17:45hrs	
11:30hrs	Depart	Stena Line Terminal, Belfast Port			
13:52hrs	Arrive	Cairnryan	Depart	15:30hrs	
15:30 hrs	Arrive	Craig Tara	Depart	13:25hrs	

*Bus from / to the city centre is an extra charge payable direct and subject to change.

The Craig Tara coach service will operate as follows:

Departure Dates (from Belfast) From Start of Season to 29 October 2021

Return Dates (from Craig Tara) From Start of Season to 1 November 2021

Valid for all 3, 4 & 7 night holidays via Belfast to Cairnryan

Your accommodation choice at Craig Tara:

Standard apartment, Comfort apartment, Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family

	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£399	£350	£460
Mid season from	£419	£430	£599
High season from	£575	£685	£835

Remember to check our website or call for our best prices!



Call to book
Call us on 08445 768 768

SETON SANDS

Port Seton, near Edinburgh



Beautifully landscaped, with a choice of beaches nearby, this easy-going park is very popular with younger and extended families.

Seton Sands Holiday Village might well be one of the prettiest parks – it's small but perfectly formed. Plus, you'll see glorious views over the Firth of Forth and cultural capital Edinburgh is just a drive away. As the name suggests, it's super-close to the beach, with acres of soft sand on hand.

Park highlights

- 9 Hole Golf Course overlooking the Firth of Forth
- Rock Pooling
- Catch carp or tench in the coarse fishing lake
- Explore the grounds by Kart

Wet 'n' Wild

- Heated Indoor Pool
- Paddling Area

Go active

- Learn to Bike Coaching
- Nature Trail
- Archery Coaching
- Kart Hire
- Sports Court
- Fishing

Go play

- Haven Junior Chef
- Rock Pooling
- Sand Sculptures
- Funworks Amusements
- Pool Tables
- Bungee Trampolines
- Seaside Squad Sand and Art

Great for kids

- Mini Sports
- Treasure Trail
- Bug Hunt
- Seaside Squad Sand Art
- Seaside Slime

Everything you need

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Food, drink & entertainment

- The Boatie Blest Bar and Restaurant
- Cook's Fish and Chips
- Show Bar
- Funworks Amusements

Your accommodation choice at Seton Sands:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£399	£365	£440
Mid season from	£430	£465	£535
High season from	£660	£720	£865

Remember to check our website or call for our best prices!

Drive times (approx)

Cairnryan 3hrs

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur.



LAKELAND

Grange-over-Sands, Lake District



In the heart of the majestic Lake District, this friendly park combines spectacular scenery with excellent facilities — everything you need for an unforgettable family holiday.

Splash about in the indoor and outdoor pools, or try your hand at canoeing or paddle boarding in the water sports centre. Back on dry land, there's the spectacular events arena with entertainment and plenty of exciting activities to try.

Park Highlights

- The Marina Bar and Stage
- Make the most of water sports and activity lake
- Follow the Adventure Trail around the park
- Heated Indoor and Outdoor Pool

Wet 'n' Wild

- Lake Paddleboard Coaching
- Lake Kayak Hire
- Lake Kayak Coaching
- Lake Paddleboard Hire
- Pedalos

Sporty stuff

- Football Coaching
- Sports Field
- Archery Coaching
- Tennis Court
- Lawn Bowls

Football Kickabout

- Learn to Bike Coaching
- Target Shooting
- Kart Hire

Time to play

- RNLI Water Safety
- Crazy Golf
- Bungee Trampoline
- Pool Tables
- Nature Trail
- Creature Creations
- Den Building
- Pebble Art
- Aerial Adventure
- Segways

Just for kids

- Mini Sports
- Paint and Rhyme Time
- Balance Bike Coaching
- Grass Head Creations
- Bug Hunt
- Pond Dipping

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Lakeside Bay Bar & Restaurant
- Cook's Fish & Chips
- Papa John's Pizza®
- State-of-the-art Entertainment Venue

Your accommodation choice at Lakeland:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£425	£415	£575
Mid season from	£510	£480	£599
High season from	£615	£690	£755

Remember to check our website or call for our best prices!

Drive times (approx)

Liverpool 2hrs 15mins | Cairnryan 3hrs 45mins | Holyhead 3hrs 30mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from May until end of Aug (weather permitting). Entertainment venue image is used for representational purposes.



CALA GRAN

Near Blackpool



Cala Gran is always popular, there's an atmosphere of fun, thrills and excitement with dazzling daytime and evening entertainment to rival Blackpool itself.

This is a lively upbeat Park with all-weather fun for all the family. There's a pool, complete with water slides, a steam room for the grown-ups and big action activities including the thrilling Leap of Faith and the vertical assault course. When you fancy a trip off the park, exciting Blackpool is just a short drive, bus or tram trip away.

Blackpool Illuminations run
3 September – End of 2021.

Park highlights

- A short drive to Fleetwood Beach
- Steam Room
- Heated Indoor Pool
- Close to the bright lights of Blackpool
- Outdoor Children's SplashZone

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Heated Pool with Water Slide
- Paddling Pool
- Outdoor SplashZone

Sporty stuff

- Learn to Bike Coaching
- Archery Coaching
- Leap of Faith
- Vertical Challenge
- Target Shooting
- Kart Hire
- All-Weather Multi-sports Courts
- Football Coaching
- Football Kickabout

Time to play

- RNLI Water Safety
- Pic n Paint Pottery
- Den Building
- Creature Creations
- Adventure Golf
- Pool Tables
- Climbing
- Bungee Trampoline
- Sand Art

Just for kids

- Mini Sports
- Bug Hunt
- Grass Head Creations
- Seaside Squad Sand Art
- Precious Prints

Convenience on your doorstep

- Mini Market with in-store bakery
- Gift Shop
- Launderette
- Hire Service

Eat, drink & be entertained

- Mash and Barrel Bar & Restaurant
- Papa John's Pizza®
(delivery service available)
- Show Bar
- Top Live Entertainment

Your accommodation choice at Cala Gran:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£405	£370	£450
Mid season from	£420	£425	£550
High season from	£625	£685	£740

Remember to check our website or call for our best prices!

Drive times (approx)

Liverpool 1hr 45mins | Holyhead 3hrs 10mins | Cairnryan 4hrs

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting).



MARTON MERE

Near Blackpool



As close as it is to the bright lights of Blackpool, Marton Mere is a beautiful country park with its own nature reserve.

For a combination of seaside fun with stunning natural surroundings, a break at Marton Mere is perfect. The park sits in a nature reserve it providing a peaceful location to unwind in. For those who are up for some classic seaside fun, the famous Blackpool Pleasure Beach and Pier are only 10 minutes away. You can even see Blackpool Tower from the park!

Blackpool Illuminations run
3 September – End of 2021.

Park highlights

- Close to the bright lights of Blackpool
- 10 minute drive from Blackpool beach
- Space Bowl Flume
- Nature Reserve

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Heated Pool
- Outdoor SplashZone
- Outdoor Lazy River
- Outdoor Space Bowl Flume

Sporty stuff

- Archery Coaching
- Target Shooting
- Learn to Bike Coaching
- Football Coaching
- All-weather multi sport court
- Football Kickabout

Fishing

- Lawn Bowls
- Tennis Court

Time to play

- RNLI Water Safety
- Crazy Golf
- Pic n Paint Pottery
- Bungee Trampoline
- Kart Hire
- Segways
- Den Building
- Scooter Hire
- Creature Creations
- Nature Trail

Just for kids

- Mini Sports
- Seaside Squad Sand Art
- Balance Bike Coaching
- Bug Hunt

- Paint and Rhyme Time
- Grass Head Creations
- Treasure Trail
- Sea Slime

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- The Boathouse Bar & Restaurant
- Cook's Fish & Chips
- Live Lounge
- Top Live Entertainment

Your accommodation choice at Marton Mere:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£425	£385	£490
Mid season from	£480	£485	£599
High season from	£685	£780	£810

Remember to check our website or call for our best prices!

Drive times (approx)

Liverpool 1hr 30mins | Holyhead 2hr 50mins | Cairnryan 4hrs

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting).



PRESTHAVEN BEACH RESORT

Near Prestatyn, North Wales



Presthaven is one of the biggest and liveliest holiday parks – but where you can still get away from it all.

There are three pools, two entertainment venues and a non-stop programme of events to keep the fun-loving atmosphere in full swing. If it's shopping or exploring that you're after, this is the ideal park for you. Historic Chester, Cheshire Oaks shopping outlet and beautiful Snowdonia are all only an hour's drive away.

Park highlights

- Heated Outdoor Pool with 2 Heated Indoor Pools
- Dare to tackle the high-flying Aerial Adventure
- Direct access to the large unspoiled Sand Dunes
- Keep the fun coming in the Sports Drome whatever the weather

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Pool with two pools and Water Flume
- Outdoor Pool
- Outdoor Lazy River

Sporty stuff

- Nature Trail
- Learn to Bike Coaching
- Archery Coaching
- Aerial Adventure
- Climbing Wall
- All-Weather Multi-Sports Court
- Football Coaching

Time to play

- RNLI Water Safety
- Adventure Golf
- Kart Hire
- Bungee Trampoline
- Pool Tables
- Junior Segways Stage 1 & 2
- Segways
- Pic n Paint Pottery
- Bug Hunt

Just for kids

- Balance Bike Coaching
- Treasure Trail
- Grass Head Creations
- Mini Sports

Convenience on your doorstep

- Mini Market
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Mash and Barrel Bar & Restaurant
- Burger King®
- Papa John's Pizza® (delivery service available)
- Cook's Fish & Chips
- 2 Show Bars
- Top Live Entertainment

Your accommodation choice at Presthaven:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£455	£415	£490
Mid season from	£475	£475	£575
High season from	£685	£615	£685

Remember to check our website or call for our best prices!

Drive times (approx)

 Liverpool 1hr | Holyhead 1hr 30mins | Cairnryan 5hrs 10mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. Heated outdoor pool and Lazy River is open from end of May until the end of August (weather permitting).



HAFAN Y MÔR

Near Pwllheli, North Wales



Hafan y Môr Holiday Park is one of the UK's biggest parks – and every inch is filled with family fun.

Work up a serious appetite making your way around all the activities in the Dragon Lakes Adventure Village. And when you're feeling hungry, grab a bite in the Coast House Bar and Grill or a yummy cake from the Cakery. If you need to put adventures on pause for a sec, just stop – and drink in the glorious scenery all around you. This park is the perfect retreat and holiday for toddlers and babies.

Park highlights

- Dragon Lakes Adventure Village with Aerial Adventure and boat hire
- Multi-lane water slide
- Direct beach access
- Heated Indoor Pool
- Oodles Family Amusement Centre
- Par 3 Golf Course (or try the Adventure Golf)
- Aerial Adventure Ropes Course

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Pool with two pools
- Water Flumes
- Multi-lane Water Slides
- Pedalos

Sporty stuff

- Archery Coaching
- Football Coaching
- Scooter Hire
- Climbing Wall
- All-Weather Multi-Sport Courts
- Nature Trails

Time to play

- RNLI Water Safety
- Adventure Golf
- Football Kickabout
- Pool Tables
- Segways
- Seaside Slime
- Seaside Squad Sand Art
- Bungee Trampoline
- Kart Hire
- Learn to Bike Coaching
- Bug Hunt
- Pond Dipping
- Rock Pooling

Perfect for Tots

- Pic n Paint Pottery
- 4x4 Off Roaders
- Mini Aerial Adventure
- Beach Explorer
- Balance Bike Coaching
- Paint and Rhyme Time

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Coast House Bar and Grill
- Cakery
- The Pizza Deck
- HMS Glendower Bar
- Cook's Fish and Chips
- Papa John's Pizza® (delivery service available)
- 2 Top Entertainment Venues

Your accommodation choice at Hafan y Môr:

Standard apartment, Comfort apartment, Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£479	£440	£525
Mid season from	£529	£510	£640
High season from	£710	£645	£755

Remember to check our website or call for our best prices!

Drive times (approx)

Holyhead 1hr 30mins | Liverpool 2hrs 10mins | Cairnryan 6hrs 15mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. Heated outdoor pool is open from end of May until the end of August (weather permitting).

This park is
perfect for a break
away with your
under 5's



GREENACRES

Near Porthmadog, North Wales



Greenacres offers everything from massive sandy beaches and mountains to its neighbouring nature reserve.

The park facilities are second to none, so it's a great holiday location for those always on the go. Visit nearby Snowdonia, the famous Italianate village of Portmeirion or enjoy the magnificent miles of Black Rock Sands Beach – the choice is yours.

New for 2021 is the brand-new jaw-dropping events arena coming in spring. Prepare to be spellbound by the innovative flexible space creating magical, cosy corners one evening and huge gala events spaces the next.

Park highlights

- Direct access to a long sandy beach and a neighbouring Nature Reserve
- Adventure Golf
- State-of-the-art entertainment venue

NEW for 2021!

- NEW - State-of-the-art entertainment venue
- NEW - Papa John's Pizza®

Wet 'n' Wild

- Heated Indoor Pool
- Outdoor SplashZone
- Paddling Pool

Sporty stuff

- Archery Coaching
- Kart Hire
- All-Weather Multi-Sports Courts
- Indoor SportsDrome
- Football Coaching
- Learn to Bike Coaching
- Football Kickabout
- Nature Trail

Time to play

- RNLI Water Safety
- Adventure Golf
- Pool Tables
- Bug Hunt
- Junior Segways
- Treasure Trail
- Bungee Trampoline
- Creature Creations
- Pebble Art
- Den Building

Just for kids

- Mini Sports
- Seaside Squad Sand Art
- Grass Head Creations
- Plant Pot Art

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Mash and Barrel Bar & Restaurant
- Cook's Fish & Chips
- Top Live Entertainment
- Millie's Cookies
- Papa John's Pizza®
- State-of-the-art Entertainment Venue coming in spring 2021

Your accommodation choice at Greenacres:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£485	£435	£520
Mid season from	£540	£535	£640
High season from	£705	£675	£780

Remember to check our website or call for our best prices!

Drive times (approx)

 Holyhead 1hr 30mins | Liverpool 2hrs 15mins | Cairnryan 6hrs 20mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting). Entertainment venue image is used for representational purposes.



QUAY WEST

New Quay, West Wales



Enjoy wonderful open sea views across to picturesque New Quay or watch out for the bottlenose dolphins as they swim in the bay.

In the park you'll never be short of things to do with a childrens' outdoor SplashZone, heated indoor swimming pool, family shows, live music and dancing every day. It's easy to see why Quay West is among the best.

Park highlights

- Mash and Barrel: Bar & Restaurant with terrace seating
- Direct access to sandy beach
- Zip wire for thrilling fun

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Heated Pool
- Paddling Pool
- Toddlers Slide
- Heated Outdoor Pool
- Outdoor SplashZone
- Water Slide
- Water Flume

Sporty stuff

- Archery Coaching
- Tennis Courts
- Football Coaching
- Learn to Bike Coaching
- Aerial Adventure

Time to play

- RNLI Water Safety
- Crazy Golf
- Pool Tables
- Indoor and Outdoor Play Area
- Segways – Junior
- Beach Explorer
- Nature Trail
- Treasure Trail
- Bungee Trampolines

Just for kids

- Mini Sports
- Paint and Rhyme Time
- Pic n Paint Pottery
- Seaside Slime
- Grass Head Creations
- Bug Hunt

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Mash and Barrel Bar & Restaurant
- Live Lounge
- Top Live Entertainment
- Papa John's Pizza®

Your accommodation choice at Quay West:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£500	£435	£520
Mid season from	£540	£500	£600
High season from	£685	£660	£785

Remember to check our website or call for our best prices!

Drive times (approx)

 Liverpool 3hrs 20mins | Holyhead 4hrs

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting).



KILN PARK

Tenby, South Wales



Just a 15 minute walk from the historic town of Tenby in the Pembrokeshire Coast National Park.

In the park there's everything that you can wish for to ensure a fabulous, action-packed family holiday - enjoy the first-class activities, superb swimming pools and great family entertainment.

The park has direct access over the dunes to Tenby's Blue Flag sandy beach.

Park highlights

- Direct access via coast path to the sandy beach and Tenby
- Paddling Pool

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Heated Indoor Pool
- Heated Outdoor Pool with fun slide
- Outdoor dancing water SplashZone

Sporty stuff

- Archery Coaching
- Football Coaching
- Football Kickabout
- Kart Hire
- Learn to Bike Coaching
- Target Shooting
- Tennis Courts
- All-weather Multi-Sports Range
- Bowling Alley
- Sports Field

Time to play

- RNLI Water Safety
- Crazy Golf
- Pool Tables
- Segways – Junior
- Bungee Trampoline
- Treasure Trail
- Beach Explorer
- Pond Dipping
- Sand Sculptures

Perfect for Tots

- Mini Sports
- Balance Bike Coaching
- Seaside Slime
- Seaside Squad Sand Art
- Story and Paint
- Precious Prints

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Harbwr Lights Bar & Restaurant
- Cook's Fish & Chips
- Live Lounge
- Top Live Entertainment
- Millie's Cookies
- Papa John's Pizza® (delivery service available)

Your accommodation choice at Kiln Park:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£515	£440	£555
Mid season from	£549	£540	£720
High season from	£775	£720	£955

Remember to check our website or call for our best prices!

Drive times (approx)

 Liverpool 4hrs 45mins | Holyhead 5hrs | Fishguard 1hr

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting).



DONIFORD BAY

Watchet, Somerset



Doniford Bay Holiday Park sits in the centre of the stunning Somerset coast.

There's everything you'd expect from a Family Fun park, including heated pools with awesome water slides inside and out. Out of the water, there's the zip wire, climbing wall and an exciting Leap of Faith for thrill-seekers, as well french Boules, crazy golf and tennis courts, if you fancy something a little more sedate.

Park highlights

- Outdoor Pool
- Indoor Pool with Water Slides
- Pop over and see England's longest steam train at West Somerset Railway

Wet 'n Wild

Book a session in one of our fantastic swimming pools.

- Heated Indoor Pool with water slide
- Paddling Pool
- Heated Outdoor Pool
- Multi-lane Water Slide

Sporty stuff

- Archery Coaching
- Football Coaching
- Tennis Courts
- All-weather Multi-Sports Range
- Junior Segways
- Football Kickabout
- Learn to Bike Coaching
- Target Shooting

Time to play

- RNLI Water Safety
- Crazy Golf
- Leap of Faith
- Kart Hire
- French Boules
- Climbing Wall
- Zip Wire
- Bug Hunt
- Creature Creations
- Nature Trail

Perfect for Tots

- Mini Sports
- Learn to Bike Coaching
- Beach Explorer
- Pic n Paint Pottery
- Precious Prints
- Seaside Slime

Convenience on your doorstep

- Mini Market with in-store bakery
- Launderette
- Hire Service

Eat, drink & be entertained

- Café Bar and Grill
- Cook's Fish & Chips
- Ice cream stand
- Live lounge
- Top live entertainment

Your accommodation choice at Doniford Bay:

Standard Caravan, Deluxe Caravan & Prestige Caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£465	£430	£530
Mid season from	£470	£475	£599
High season from	£685	£610	£725

Remember to check our website or call for our best prices!

Drive times (approx)

Liverpool 4hrs 45mins | Holyhead 5hrs | Cairnryan 8hrs

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. Outdoor pool is open from end of May until the end of August (weather permitting).



BURNHAM-ON-SEA

Burnham-on-Sea, Somerset



Just a 15 minute walk from the traditional seaside resort of Burnham-on-sea.

A beautifully landscaped, flat park with two picturesque lakes where you can enjoy peaceful afternoons by the side of the lake fishing.

You'll never be bored here with loads for kids to do...and grown-ups too. It's up to you, take your pick from heated indoor and outdoor pools to thrills of the Climbing wall or Leap of Faith for thrill-seekers, there's excitement around every corner. Outside of the park, you can visit Cheddar Gorge or Exmoor.

Park highlights

- Beautifully landscaped, flat park with two picturesque lakes where you can enjoy some fishing
- Explore Weston Pier and Fleet Air Arm Museum nearby

Wet 'n Wild

Book a session in one of our fantastic swimming pools.

- Heated Indoor Pool
- Paddling Pool
- Water Flume
- Heated Outdoor Pool
- Pedalos

Sporty stuff

- Archery Coaching
- Football Coaching
- Learn to Bike Coaching
- Tennis Courts

All-weather Multi-Sports Range

- Fishing
- Football Kickabout
- Target Shooting

Time to play

- RNLI Water Safety
- Crazy Golf
- Leap of Faith
- Boating Lake
- Vertical challenge
- Bungee Trampoline
- Kart Hire
- Climbing
- Bug Hunt
- Den Building
- Creature Creations

Perfect for Tots

- Mini Sports
- Balance Bike Coaching

Treasure Trail

- Masks and Bobble
- Seaside Slime
- Pic n Paint Pottery
- Precious Prints
- Seaside Squad Sand Art
- Seaside Slime
- Pond Dipping

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service

Eat, drink & be entertained

- Mash and Barrel
- Cook's Fish & Chips
- Papa John's Pizza®
- Live lounge
- Top live entertainment

Your accommodation choice at Burham-on-Sea:

Standard Caravan, Deluxe Caravan & Prestige Caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£479	£435	£535
Mid season from	£490	£495	£599
High season from	£710	£650	£760

Remember to check our website or call for our best prices!

Drive times (approx)

 Liverpool 4hrs 30mins | Holyhead 5hrs 30mins | Cairnryan 7hrs 25mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. Outdoor pool is open from end of May until the end of August (weather permitting).



DEVON CLIFFS

Exmouth, Devon



If you want top of the range, it's all here - the best facilities in a beautiful setting.

Devon Cliffs has acres of fun for the family, with gorgeous sea views and cliff top views at South Beach Cafe. Packed full of facilities and fun, lovely pools and all those important little extras that create a really special family holiday experience.

Park highlights

- South Beach Café with panoramic sea views
- Direct sloping access to large sandy bay
- Surf and Paddle School

Wet 'n' Wild

Book a session in one of our fantastic swimming pools.

- Indoor Heated Pool with multi-lane water slides and water flumes
- Multi-level Heated Outdoor Pool

Sporty stuff

- Archery Coaching
- Football coaching
- All-weather multi-sport range
- Learn to Bike Coaching
- Aerial Adventure
- Climbing wall
- Surfing
- Football Kickabout

Time to play

- RNLI Water Safety
- Crazy Golf
- Bug Hunt
- Climbing Wall
- Bungee Trampolines
- Segways
- Seaside Squad Sand Art
- Pic n Paint pottery
- Nature Trail
- Treasure Trail

Just for kids

- Mini Sports
- Dinosaur Coast Discovery
- 4x4 Off-roaders
- Mini Aerial Adventure
- Balance Bike Coaching
- Seaside Slime

Convenience on your doorstep

- Mini Market with in-store bakery
- Fun Shop
- Swim Shop
- Launderette
- Hire Service
- Cash Machines

Eat, drink & be entertained

- Mash and Barrel Bar & Restaurant
- South Beach Café
- Papa John's Pizza® (delivery service available)
- Burger King®
- Cook's Fish & Chips
- Millie's Cookies
- 2 Show Bars
- Top Live Entertainment

Your accommodation choice at Devon Cliffs:

Standard caravan, Deluxe caravan & Prestige caravan

Early booking price guide per family	3 Nights Arriving Friday	4 Nights Arriving Monday	7 Nights Arriving Monday, Friday or Saturday
Low season from	£485	£440	£575
Mid season from	£530	£540	£680
High season from	£795	£700	£875

Remember to check our website or call for our best prices!

Drive times (approx)

Liverpool 5hrs 30mins | Holyhead 7hrs | Cairnryan 8hrs 15mins

Please Note

Activities, facilities and entertainment vary and some activities may have a small charge. Height/weight and/or age restrictions may apply. Session bathing will occur. SplashZone open from end of May until end of Aug (weather permitting).



How to book

General Information

How to Book

You may book your holiday online at Stenaline.co.uk/Haven, at your travel agent or direct with Stena Line by telephone with a debit/credit card.

1. Choose your holiday park and take a note of your accommodation type, your preferred departure and return date/time.
2. Passenger Registration. It is a legal requirement for all ferry companies to take details of every passenger travelling. When you book, please be prepared to give the following information for each passenger: surname, forename, gender, age, date of birth (of all passengers), nationality, direction of travel (outward/homeward /both ways) and details of any particular needs.
3. Our dedicated and friendly team will be delighted to assist you with all your holiday requirements. During busy periods, an automatic queuing system operates and all calls will be answered in sequence. Call us on: 08445 768 768 Open: 08:00 – 22:00hrs (Mon - Fri) & 09:00 – 22:00hrs (Sat & Sun). Opening hours on public holidays may vary.
4. When you have requested your booking by telephone, please make a note of the reference number you will have been given for future use.
5. A deposit of £50 or 10% of the total holiday cost, whichever is the greater, is required if you book a Flexi ferry fare as part of your holiday. If you book an Economy fare, full payment of the ferry fare is required in addition to the £50/10%. For bookings made within 45 days of departure full payment is required at time of booking.
6. You will receive a confirmation e-mail/invoice which will give you all the information you need about your holiday and the conditions which apply. It will also tell you when your balance is due.
7. Tickets and relevant travel information will be emailed to you when full payment has been received. Fee of £5 to send by post.
8. If you require further assistance or wish to make an amendment after booking your holiday, please call 08445 768 768 quoting your booking reference number.

General Information

Travel Arrangements

Your travel arrangements are made through a collaboration between Stena Line Travel Group AB, with whom you book your accommodation, and Stena Line Limited with whom you book your ferry travel.

Cots and High Chairs

Cots, high chairs, bed rails or payable activities have to be booked and paid for with Haven directly. Please call Haven on 01442 942 220 quoting your Haven booking reference which is found on your accommodation voucher, to request the appropriate item(s) at least 7 days before your arrival on park.

Passports

Passports are not required by British or Irish citizens. If you hold any other passport, you must check with the British Embassy about visa requirements. It is recommended that even if you do not carry a passport, that you should carry some other form of photo identification e.g. a driving licence. Passports are required for all visitors to all other destinations.

Please check online for the latest information as this may be subject to change.

Passengers With Particular Needs

Stena Line is always pleased to make arrangements for anyone who requires assistance at ports or on board our ferries. Please let us know in advance when making your booking or by contacting reservations at least 48 hours prior to date of travel.

Children's Ages

Children in this brochure are categorised as follows:

- 0-3 years infant
- 4-15 years child
- 16 years or over is an adult

Variation of Services

We reserve the right, before you book, to vary the services described in our brochures and on our website, including prices and departure dates and times, and to designate a different ferry for a particular journey.

Financial Security

Stena Line Travel Group AB is fully bonded which provides for the security of monies paid for travel arrangements made by us.

Only one person travelling?

A person travelling alone by car pays the full price, plus all other supplements as applicable.

Taking Two or More Cars

All the prices in the price panels are based on taking one car, but a number of our self-catering holidays provide sufficient accommodation to merit taking two cars. Please select 2 cars when booking your accommodation to get our best available price.

Travel Insurance for your Haven Holiday

FROM ONLY £16.99 PER FAMILY (INCLUDING COVID COVER)

- Up to 8 children FREE on family policies
- No age limits

Buy online at special rates:
accidentgeneral.ie/stenaline
where you will find full details.



Accident & General is a multi-agency intermediary authorised and regulated by the Central Bank of Ireland. Regulated number 8954, a company independent from Stena Line Ltd and Stena Line Travel Group AB.

Terms of Business

These terms apply to contracts arranged by Stena Line Travel Group AB (STG or us or we), both for the provision of accommodation and as a disclosed agent for Stena Line Limited, Stena Line Irish Sea Ferries Limited or Stena Line BV (the ferry operator) in relation to ferry bookings and any other supplier specified in the written confirmation issued to you when you make a booking. The provisions set out in these Terms of Business will be subject to the terms of business of the ferry operator, any other supplier or the disclosed agent of any other supplier that is providing or arranging an element of your holiday. Unless otherwise agreed you can choose the individual products or services (or a combination of these) from those set out on our website. STG's registered office address is Kungsatan 6, 252 21 Helsingborg, Sweden.

Your Holiday Contract

When a booking is made the 'lead name' on the booking guarantees that he or she has the authority to accept and does accept on behalf of all members of your party the terms of these booking conditions. A contract will exist, and is binding on both parties, once STG has confirmed your booking via e-mail and you have paid the deposit or full payment by the agreed date.

Your contract is made on the terms of these booking conditions which are governed by English law and the jurisdiction of the courts of England and Wales. If you live in Scotland, Northern Ireland or the Republic of Ireland the courts of Scotland, Northern Ireland or the Republic of Ireland (as appropriate) can deal with any disputes.

Your Financial Protection

STG provides full financial protection for bookings made with us through a bond held with the Swedish public authority 'Kammarräkningen'. For further information see www.kammarraketen.se. This means that when you book your ferry travel and accommodation together with us, your monies are secure. This bonding does not apply to the purchase of individual products and services, such as accommodation or ferry only arrangements.

Your Travel Insurance

We strongly recommend that you purchase appropriate travel insurance at the time you pay your deposit. If you do not purchase travel insurance, you may not be able to recover cancellation charges, medical costs, repatriation and other expenses that may arise if things do not go according to plan.

Your Holiday Price

When you make your booking you must pay a deposit of £50 or 10% of the total holiday price if greater, when you choose a Flexi ferry fare as part of your holiday. If you choose an Economy ferry fare you must pay the ferry part of the booking in full at the time of booking plus £50 or 10% of the total cost of the accommodation price, whichever is greater, as your deposit. If you are booking non-refundable accommodation the full payment of the total holiday price is due at the time of booking.

Full payment of the total holiday price must be received no later than the days before commencement of your holiday as set out below or at the time of booking if that is within the days before outward travel set out below:

Ferry + self-catering accommodation:
At least 45 days before the date of outward travel
The payment arrangements for some bookings may vary from this and if so, you will be advised at the time of booking.

If the deposit and/or full payment is not received on time, we reserve the right to cancel your travel and/or accommodation arrangements and retain any deposit. Any monies paid to your travel agent are held by the agent on our behalf at all times.

Payment may be made by major credit or debit cards.

For all telephone bookings a £10 service fee applies.

Ferry tickets will be booked on behalf of the ferry operator.

Please note that we reserve the right to vary the prices shown on our website at any time before you book. You will be advised of the current price at the time of booking. Once you have booked we will not increase your holiday price other than for changes in VAT or any other Government imposed levy. If these changes result in a cost increase for us, we retain the right to pass these additional charges onto you to increase the price of your holiday by an amount equal to the increase.

If you change your booking before departure

If, after your booking has been confirmed, you wish to change your travel and/or accommodation arrangements in any way, we will do our utmost to make these changes but it may not always be possible.

Accommodation

An amendment fee of £10 per change will be charged for any changes to your accommodation requirements, including arrival date, accommodation or customer. Please note that non-refundable accommodation cannot be amended in any way.

When changing to a different date or accommodation, changes may be made as follows:

Self-catering accommodation: Up to 31 days before departure

Thereafter changes will be regarded as a cancellation and you will have to make a new booking. Changes may lead to additional costs arising from the change. Bookings can be modified or cancelled at no extra cost, within 7 days from the original date of booking, provided that these are made at least 40 days before departure. If you have paid the deposit, and you cancel, this will be refunded.

Ferry

If you wish to change your ferry booking, then a charge will be made in addition to any differences in fare or amendment fees levied by the ferry operator.

Amending by telephone: £10 per booking

Amending via website: Free of charge via My booking

Amendments to another departure time or date may also be subject to additional payment.

We shall not be held liable for amendments, changes to the travel schedule or cancellations of ferries.

Note: Certain travel arrangements (e.g. non-refundable accommodation bookings and selected ferry fares) cannot be changed after a reservation has been made and any such alteration request will incur a 100% cancellation charge.

After departure: If you do not use any part of the services covered by your booking e.g. accommodation, you will not be entitled to reimbursement.

If You Cancel Your Holiday

You may cancel your travel and/or accommodation arrangements at any time prior to departure. The cancellation must be submitted by telephone or e-mail stating your booking reference and departure date. The cancellation date is the date of receipt by us of the cancellation.

Cancellations can be made to the following telephone number: 08445 768 768.

Your Holiday Contract

You can also cancel by email at holidays@stenalinetravelgroup.com.

Our opening hours are 08:00 – 22:00hrs (Mon – Fri) & 09:00 – 22:00hrs (Sat & Sun). Opening hours on public holidays may vary. Your cancellation will be confirmed by us via e-mail. If a booking includes several products, the corresponding cancellation rules for every single product apply.

If you cancel your booking or do not commence your journey (for example, due to missed connections), cancellation charges will apply:

Cancellation charges (based on days before departure) for:

Self-catering

31 days or more 10 % of the total accommodation price*

16 – 30 days 20 % of the total accommodation price*

8 – 15 days 50 % of the total accommodation price*

0 – 7 days 100 % of the total accommodation price

*or deposit if greater

Ferries

As STG acts as an agent for your ferry travel, the cancellation charges that apply for the ferry element of your holiday are set out in the Terms of Business of the ferry operator.

If We Change Or Cancel Your Holiday

If we are aware of any change to the details shown on our website, we will inform you at the time of booking. After you have booked, it is unlikely that we will have to make any changes to your travel and/or accommodation arrangements, but we do plan the arrangements many months in advance.

If we make a major change to your holiday (i.e. a change of scheduled ferry departure time of more than 12 hours (8 hours in the case of short breaks), a change of ferry route, a change of holiday location or change to a lower standard of accommodation – any other change is 'minor'), we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel and/or accommodation arrangements of comparable standard from us if available, or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation appropriate to your booking.

If there is a minor change before you depart we will try to let you know (but are not obliged to do so) but you will not be entitled to cancel or receive compensation.

Period before departure within which notice of cancellation or major changes notified to you or your agent.	Amount you will receive from us for each paying adult or child included in the booking.
More than 8 weeks	Nil
29 – 56 days	£10
15 – 28 days	£20
13 days or less	£30

Force majeure relates to unusual and unforeseeable circumstances, the consequences of which neither we nor the supplier could avoid. Examples of which are war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, level of water, closure of ports, technical or engineering problems, significant building work ongoing outside of your accommodation, which is not known to us in advance of your outward travel date and building work from a third party (such as accommodation development) or other similar events beyond our control.

Complaints

If you have a problem during your holiday, you must inform the relevant supplier (e.g. Haven reception or ferry operator) immediately to give them an opportunity to put things right. If your complaint is not resolved locally, please let us know immediately, and follow this up within 60 days of your departure by sending an e-mail to holidays@stenalinetravelgroup.com. Stating your booking reference and other relevant information. Please keep your e-mail concise and to the point, and if possible include a daytime telephone number where we may contact you.

Complaints which are submitted after this period will not be considered.

Our liability to you

- (i) We accept responsibility for ensuring that your arrangements, which you book with us, are supplied as described on our website. If you have a special request for anything that is not automatically part of the travel arrangements you book through us please advise us when you book and we will pass this information on to the accommodation and/or ferry operator and/or any other supplier we work with. Where possible they will try and help you but we cannot guarantee that we, or the relevant accommodation and/or ferry operator and/or supplier, can meet your request. We will only be bound to comply with special requests to the extent that we have specifically agreed to do so in writing on your booking confirmation. If any part of your travel and/or accommodation arrangements is not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your holiday, unless the failure to perform or improper performance of any contractual obligation is caused by:

(a) your own fault or the fault of anybody else included in your booking or

(b) a third party unconnected with the provision of any service contracted for and the failure is unforeseeable or unavoidable, or

(c) (i) any unusual and unforeseeable circumstance beyond our control the consequence of which could not have been avoided even if all due care had been exercised;

(ii) an event which we or any supplier of services, even with all due care, could not foresee or forestall. In any event, our liability shall be limited to a maximum of twice the cost of your holiday arrangements.

(iii) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, our suppliers and sub-contractors, whilst acting within the scope of, or in the course of their employment in the provision of your travel and/or accommodation arrangements. Subject to (iii) below we will pay to you such damages as might have been awarded in such circumstances under English law.

(iv) if any international convention applies or governs any of the services or facilities arranged or provided by us, or provided by any of the relevant accommodation or ferry provider or other third party our liability will be limited in the manner provided by the relevant international convention. In respect of carriage by sea the Athens Convention 1974 applies.

You can obtain a copy of the Athens Convention 1974 from Stena Line Limited, Stena House, Station Approach, Holyhead, Anglesey, LL65 1DQ.

Passenger Rights Regulations

Your rights with respect to delays and cancellations pursuant to Regulation (EC) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 on the rights of passengers when travelling by sea and inland waterway are set out in the Terms of Business of the ferry operator.

Your rights and our responsibilities with respect to the carriage of disabled persons or persons with reduced mobility are set out in the Terms of Business of the ferry operator.

Your Liability To Us

Our relationship with you is based on the terms of this contract



Book online at:

stenaline.co.uk/haven

Reservations & Enquiries call:

08445 768 768

Visit your travel agent

Travel agents book online at agent.stenaline.co.uk
(Short Breaks and Holidays link).

Ferrycheck (24 hrs):

For up-to-the-minute travel information on sea conditions
and timetable changes, call before you leave home.

UK: 08705 755 755 or visit stenaline.co.uk/ferrycheck

ROI: 01 907 5300 or visit stenaline.ie/ferrycheck

Your travel agent is:

All bookings and travel are subject to the Stena Line Travel Group Terms of Business. Copies are available on request.

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