



# Welcome

## Emergencies



Located at Reception



### In the event of an emergency

In the event of an emergency please dial 999 for the fire service, ambulance or the police.

An emergency telephone is located in the small building next to the reception/shop. This phone has been pre-programmed with emergency numbers.

Please notify Reception immediately if you have requested the assistance of the emergency services. If Reception is closed, please call **+44 (0) 7838 812 190**.



### In the event of a fire

- Please warn your fellow campers by shouting "FIRE, FIRE, FIRE!"
- Fire extinguishers are located around the site and marked on the site map as 'X'.
- Opening the fire extinguisher box sounds the alarm.
- The FIRE ASSEMBLY point is located in the CAR PARK.

## Nearby

### Medical

**GP & Minor Injuries Unit**  
*Monday – Friday, 8am – 8pm*  
The Stennack Surgery  
St Ives, TR26 1RU  
Tel: +44 (0) 1736 793 333

**Urgent Care Centre**  
West Cornwall Hospital  
Penzance, TR18 2PF  
Tel: +44 (0) 1736 874 113

**A&E / Maternity Unit**  
Royal Cornwall Hospital  
Truro, TR1 3LJ  
Tel: +44 (0) 1872 250 000

**Dentist**  
Carbis Bay Dental Care  
Carbis Bay, TR26 2SF  
Tel: +44 (0) 1736 793 090

**Chemist**  
Boots (Stennack Surgery)  
St Ives, TR26 1RU  
Tel: +44 (0) 1736 795 047

**Vet**  
St Ives Veterinary Surgery  
Trenwith Lane  
St Ives, TR26 1DA  
Tel: +44 (0) 1736 798 333

### Petrol Station

**Texaco**  
St Erth, TR27 6JN

### Taxi

**ACE Cars**  
Tel: +44 (0) 1736 797 799

### Supermarkets

**Co-op**  
St Ives, TR26 1DB

**Tesco**  
Carbis Bay, TR26 2PN

**Sainsburys**  
Penzance, TR18 3AP

**Asda**  
Hayle, TR26 4EP

**Lidl**  
Hayle, TR27 5PN

**M&S**  
Hayle, TR27 5LX

Grid reference: SW490401

TREVALGAN TOURING PARK • TREVALGAN • ST IVES • CORNWALL TR26 3BJ  
T +44 (0)1736 791892 E [reception@trevalgantouringpark.co.uk](mailto:reception@trevalgantouringpark.co.uk) [www.trevalgantouringpark.co.uk](http://www.trevalgantouringpark.co.uk)

Park Plan



Pitch types

- HARD-STANDING MULTI-SERVED .....
- MULTI-SERVED .....
- SERVED .....
- NON-SERVED .....

Services

- WATER/GREY WASTE .....
- FIRE EXTINGUISHER .....
- DOG-FREE ZONE .....
- RECYCLING/REFUSE .....
- MOTORHOME SERVICE AREA .....
- CAR PARK .....
- FIRE ASSEMBLY POINT .....
- BUS STOP .....

Reception and shop

- 
- 
- 
- 
- 
- 

Facilities block

- 
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 

Sadly, this facility is currently unavailable due to COVID-19 restrictions.

## Our Facilities



**Reception:** Please do not hesitate to speak to one of our friendly reception team who will be more than happy to help with any information you may need to make your stay with us as enjoyable as possible.

**Open 8.30am – 6pm**

**(till 8pm during July/August)**



**A well-stocked shop** for basic camping essentials... the all important ketchup and tin of beans, plus lots of wonderful local produce, ice cream, hot drinks, etc. We try to minimise single-use plastics and stock as many environmentally friendly products as possible.

**Open 8.30am – 6pm**

**(till 8pm during July/August)**



**Bakery** items must be ordered by 6pm. (8pm during July/August). You can call to order and pay over the phone +44 (0) 1736 791 892. **Collection from 8.30am**



**Gas:** We offer exchange on certain Calor and Camping Gaz bottles. Please note that we do not sell gas regulators.

**Open 8.30am – 6pm**

**(till 8pm during July/August)**



**Second-hand books** to buy/swap with all proceeds going to our chosen charity.

**Open 8.30am – 6pm**

**(till 8pm during July/August)**



**Freezers for ice packs** Please name for identification. Strictly no food.

**Accessible 24 hours**



**The Games Area** has goal posts and plenty of space for family fun. Small kites are permitted in this area only.

**Open 9am – 9pm**



**The Play Area** has multi-age equipment for children up to 12 years. Children must be supervised at all times.

**Open 9am – 9pm (or dusk if earlier)**



**The Games Room** has coin operated pool tables and table football. You can also enjoy a game of table tennis (bats/balls can be purchased from the shop).

**Open 9am – 10pm**



### Inside the Facilities Block

Our luxury, underfloor heated washrooms offer free hot showers, family rooms with adjustable water temperature and pressure, two baby bathrooms, an accessible shower room (RADAR key access) and hairdryers. Sockets for personal items such as straighteners, toothbrushes and razors are also available.



Indoor dishwashing sinks with plenty of hot water and a fully equipped laundry with coin operated washing machines, tumble dryers and a spinner for hand washed items. An iron is also available.

**Closed for cleaning: 12 noon – 3pm**



### Outside the Facilities Block

Located on the end of the building is an external shower for rinsing-off sandy paws and wetsuits together with the chemical toilet disposal point (please no nappies, wipes, etc).



Sadly, this facility is currently unavailable due to COVID-19 restrictions.



## Dog Owners

- Please keep your dog on a short lead on the Park at all times.
- Please clean up any fouling and make use of the dog bins provided.
- Please observe the dog-free areas and make use of the tether points provided.
- Please take your dog(s) with you at all times when you go off site.
- Maximum of two well-behaved dogs per pitch.
- We reserve the right to refuse any dog and/or require that the owner removes their dog from the Park if it is a nuisance or danger to other guests or, in our opinion, it is inappropriate for a family site.

### Dog walks from the campsite

There is a network of local public footpaths from the campsite – maps are available from reception.

### Dog friendly beaches

**St Ives town centre** – Bamaluz and Lambeth Walk.

**Porthkidney Sands** – a fabulous, large beach for a great doggy run around (car parking is next to St Uny Church and then take the footpath across West Cornwall Golf Club down to the dunes/beach).

**Longrock Beach** (between Penzance and Marazion) – car parking is next to the beach.

### Specialist dog food

A comprehensive selection of natural and raw food ranges are available from [www.naturalcornishpet.co.uk](http://www.naturalcornishpet.co.uk). This specialist shop is open seven days a week and is a short drive away at St. Erth.



## WiFi

To log on to ClubWiFi's high speed network, please follow these simple steps:

- Connect to the ClubWiFi Network.
- Wait for the Login Portal and select the account you wish to purchase.
- Your login details will be sent via SMS and email.
- You are now online and can start browsing!

### Technical assistance

If you have any issues connecting, please use ClubWifi's online guides: [www.clubwifi.co.uk/support](http://www.clubwifi.co.uk/support)

For further support contact ClubWifi directly either by email at [info@clubwifi.co.uk](mailto:info@clubwifi.co.uk) or call **+44 (0) 1626 270140**

## Please Note

- The entrance barrier is locked between 11.30pm and 7am.
- All quiet between 11pm and 7am.
- To report noise disturbance at night please call or text +44 (0) 7838 812 190.
- Latest check out time is 11am.

## Trevalgan App

Download the free Trevalgan app for further information, including bus timetables, tourist info, takeaway food options and local walks.



[CLICK TO DOWNLOAD](#)



[CLICK TO DOWNLOAD](#)

# Our Park Rules

## Pitches

It is your responsibility to ensure that the correct size unit (caravan / tent / trailer tent / folding camper / campervan / motor home) has been stipulated at the time of booking (maximum unit size is 8m including guy ropes). Only one unit per pitch is permitted (tents cannot be substituted for an awning). Should you subsequently alter your requirements we cannot guarantee to provide you with an appropriate sized pitch.

Pup tents (maximum size 2x2m) are permitted at our discretion, but this will depend on the size of your allocated pitch and main unit – if we deem that there is insufficient room on the pitch or you are causing an obstruction/ hazard, or you are encroaching onto a neighbouring pitch, then we will require the item to be moved or removed. Children's tents are not permitted on the hard standing pitches.

Gazebos/day tents/event shelters are strictly prohibited.

Solar and outdoor showers are not permitted.

All guy ropes must be sited on your pitch only and must not be tied to trees, shrubs or any structure. Your guy ropes must not encroach onto the neighbouring pitches or thoroughfares.

Your pitch number, pitching instructions and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the correct pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

We allow a maximum of two cars per booking but we may require the second car to be parked in the car park if we deem that there is insufficient room on the pitch (the pitch price includes one car only – additional cars will be charged as per the tariff).

We regret we do not accept American style motor homes, boats or motorised water craft on the Park.

## Power and Electric Vehicle Charging

Payment for a pitch that includes a 16amp electric hook-up is only suitable for light use in your unit ie. appliances such as kettles and fridges that are designed for camping, lighting and for charging handheld electronic devices.

Only one electrical cable can be plugged into the post and adaptors to increase your electrical capacity are not permitted.

The hook-up post is not designed to power large domestic appliances such as space heaters in tents and awnings or for charging Electric Vehicles which will overload our system and interrupt the power supply on your own pitch and those around you and is therefore not permitted.

## Holiday behaviour and standards

By making a booking with us you have entered into a contract in which you undertake, on behalf of yourself, the people in your party (including children), and any visitors to adopt the following standards of behaviour:

- Not to create any undue noise or disturbance to fellow guests at any time and radios and TVs must always be kept on a low volume (all quiet between 11pm and 7am). We do not consider it acceptable for neighbouring pitches to have to endure other people's entertainment – if this is the case, then we will require it to be turned down or turned off. Our decision is final.
- To act in a courteous and considerate manner towards us, our staff and guests.
- To supervise children properly so that they are not a nuisance or a danger to themselves or others (all children and teenagers must return to their pitches no later than 10pm).

- To ensure all ball games are played in the games area provided so not to cause a nuisance or danger to other guests.
- You further agree that you will not:
  - Commit any criminal offence at the Park or undertake any criminal activity.
  - Commit any acts of vandalism or nuisance.
  - Keep or carry any firearm or any other weapon at the Park.
  - Use any unlawful drugs.
  - Carry on any trade or business while on the Park.

## Health and safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the Park is 5mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance.
- The provisions of the Highway Code apply on the Park.
- The park barriers are locked between 11.30pm to 7.00am and we ask that you do not drive around the site during these hours.
- No recreational or remote control vehicles can be used on the Park, this includes motorised scooters.
- Bicycles must be ridden with care and consideration on the Park and cyclists must adhere to the 5mph speed limit. All children are required to wear cycling helmets.
- Skateboards, scooters and rollerblades are not permitted.

## Our Park Rules continued

### Health and safety continued

- Small kites are permitted but only in the designated games area.
- All items of equipment brought onto the Park must be maintained to proper safety standards and hold appropriate insurance, including third party cover.

Persons using Trevalgan Touring Park and its facilities do so entirely at their own risk and we do not accept liability for the loss or damage to persons and/ or property beyond our control.

### Barbecues/fires

The lighting of fires, fire pits, chimineas, wood burners, Chinese lanterns etc is strictly prohibited. Any fires will be extinguished.

All barbecues (charcoal or gas only) must be raised off the grass (blocks are available for use with disposable barbecues) and must be fully extinguished after cooking (and no later than 10pm).

### Smoking

Smoking (including e-cigarettes for vaping) is strictly prohibited in all buildings and the play area and we ask guests to refrain from smoking in doorways or outside windows which may cause distress to our staff or your fellow campers.

### Chemical toilet emptying

All chemical toilets must be emptied at the designated points only which are located on the end of the toilet/ shower block and at the motorhome service area.

Only 'green' environmentally friendly biodegradable liquids are permitted

### Day visitors

Please refer to our Covid-19 Policy for the current guidance on day visitors.

### Other

No mechanical or repair work is to be undertaken on the Park. Please notify reception if you have requested the assistance of a breakdown vehicle (no breakdown vehicles on site before 9am or after 9pm).

We do not allow lorries/lorry conversions or other commercial vehicles on the Park, this includes towing vehicles. Please call or email reception if you are in any doubt.

The use of generators is not permitted.

Cutting or damaging trees and shrubs and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes/guy lines/washing lines to, or driving nails into, trees and shrubs.

Some facilities may be reduced or curtailed according to the season – please check at the time of booking if you are in any doubt to avoid disappointment.

Please ensure the safety and security of your belongings during adverse weather conditions as the Park cannot be held responsible for any damages.

We cannot accept liability for facilities/amenities becoming unavailable due to circumstances beyond our control. Our guests' comfort and safety are paramount and we will always endeavour to have facilities available for use again as soon as possible.