



## Terms & Conditions 2019

Our aim is to provide all our guests with a safe, peaceful and enjoyable camping and touring holiday. We therefore ask that you read the following terms and conditions carefully to ensure that your stay with us will meet your needs and expectations. Any persons in breach of these 'Terms and Conditions', or who behave in such a manner to cause offence to other guests and/or staff members, may be asked to vacate the Park, together with all members of their party, with no refund of fees paid and we will not be liable for any extra costs incurred by you. The Park owners reserve the right to change or modify these rules at any time without giving prior notice.

### 1. Bookings

We cater for families and couples only and do not accept mixed/same sex groups. There is a maximum of six family members per pitch (including infants).

All extras, including joining party members (not to exceed maximum pitch occupancy as stated above), must be agreed and paid for before arrival. Extras will not be permitted at, or after, the time of check-in. Extras are considered part of the booking and therefore we regret that no refunds will be given.

We reserve the right to refuse any booking – our decision is final.

Bookings can be made in the following ways:

- Using our secure online booking system [www.trevalgantouringpark.co.uk](http://www.trevalgantouringpark.co.uk)
- By telephone on +44 (0) 1736 791892 using a debit/credit card.

The person making the booking must be a staying member on the pitch for the duration of the holiday and be over 18 years of age (at the time of booking) and undertakes responsibility for all members of the booking. No third party bookings accepted.

You can book to arrive on any day for any number of nights.

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Details of your booking can be checked at any time via your online account (if you have supplied a valid email address) or by using the booking number and your surname.

Provisional bookings will be held for 24 hours only.

There is no guarantee that pitches can be extended beyond the dates originally booked.

Please note that if you make multiple bookings to enable your desired length of stay, you will be required to move pitches for each new check-in date and guests in previous years have found this to be inconvenient. We therefore strongly recommend against making 'follow-on' bookings, especially if you are staying in a tent.

### **2. Contract**

By making a booking you are entering into a contract with Neil and Annette Osborne, Trevalgan Touring Park, St Ives, Cornwall, TR26 3BJ.

A contract exists as soon as we have issued our confirmation form.

We accept no responsibility for mistakes made when booking and taking a payment over the telephone so please ensure that you check your confirmation carefully and inform us immediately of any discrepancy.

The contract is strictly non-transferable.

The terms contained in this contract do not affect your statutory rights.

### **3. Privacy**

Your privacy is very important to us and our 'Privacy Policy' and 'Cookie Policy' can be downloaded via our website:

[www.trevalgantouringpark.co.uk/documents/TrevalganPrivacyPolicy.pdf](http://www.trevalgantouringpark.co.uk/documents/TrevalganPrivacyPolicy.pdf)

[www.trevalgantouringpark.co.uk/cookie-policy](http://www.trevalgantouringpark.co.uk/cookie-policy)

#### **4. The price of the holiday**

The prices listed include VAT. Once you have made your booking and paid the non-refundable deposit – 20% of the total holiday cost (minimum deposit value is £35 or the full amount must be paid if the total value of your stay is less), the price of your holiday will not be subject to any change unless the rate of VAT increases.

The remaining balance must be paid at least 42 days (six weeks) before the start of the holiday. You can choose to pay your balance via your online account or by calling our reception. If the balance is not paid in time then we are entitled to cancel the holiday and retain your non-refundable deposit.

Only one discount or special offer can be applied per booking. Once you have made a booking, any offers that may subsequently become available cannot be applied to an existing booking. You may be required to prove eligibility for some discounts at the time of check-in.

It is regretted that no refunds are given if you choose to depart prior to the end of your booked stay.

***Holiday cancellation insurance is the responsibility of the customer.***

#### **5. Cancellation**

You may cancel your holiday at any time and it will be effective on the date it is received by us in writing or via email.

However, please note:

- The deposit paid at the time of booking (see section 4 above), is non-refundable in all circumstances.
- The full cost of your stay becomes non-refundable 42 days (six weeks) prior to the start of your holiday.

***Holiday cancellation insurance is the responsibility of the customer.***

In the unlikely event that we are unable to provide you with your booked holiday, and need to cancel your booking before the holiday is due to start, you are entitled to a full refund. We cannot be held responsible for any other costs that you may incur in this circumstance.

### **6. Pitch requests**

Requests for specific pitches can only be made for guests staying five or more nights (subject to availability).

Every endeavour will be made to allocate guests to the pitch of their choice. However, as unforeseen circumstances can arise from time to time, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch and cannot be guaranteed.

### **7. Multiple pitch requests**

We fully understand that some couples and families like to come camping together, and we do not wish to cause our guests disappointment or distress, therefore it must be fully understood that we can only guarantee multiple pitch requests for bookings of five or more nights (subject to availability).

If you book less than five nights (especially during the high season) it is unlikely that we will be able to accommodate bookings on adjoining or neighbouring pitches.

### **8. 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.

We regret that gazebos/day tents/event shelters are no longer accepted at Trevalgan.

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.

Only one electrical feed per pitch can be plugged into the electrical supply. Additional feeds/adaptors will not be permitted.

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.

Only one car per booking is allowed and must be parked within the parameters of the pitch (we regret that second cars are no longer accepted at Trevalgan).

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

### **9. Arrival and departure times**

Pitches are normally ready by 12 noon and we ask that you do not arrive before this time unless specifically agreed in advance.

Please advise us if you are likely to arrive later than 6pm.

Latest arrival/check-in time is 9pm (you will not be permitted on to the Park after this time and, as we do not have a late arrivals area, we suggest that you make alternative accommodation arrangements and you will be able to check-in from 8.30am the next day).

Pitches must be vacated no later than 11am on the day of your departure.

If we have not heard from you within 48 hours of your expected arrival date we reserve the right to cancel and re-let your pitch.

### **10. 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:

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- 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.

### **11. 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.

Small kites are permitted but only in the designated games area.

***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).

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.

### **12. 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 door ways or outside windows which may cause distress to our staff or your fellow campers.

### **13. Dogs**

***Maximum of two well-behaved dogs per pitch.***

If you bring your dog with you when you stay with us we ask that you:

- Keep your dog on a short lead (max. 2 metres) on the Park at all times
- Clean up any fouling
- Take your dog with you at all times when you go off site.

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, if in our opinion, it is inappropriate for a family site.

For health and safety reasons, and for the comfort of other Park guests, we do not allow dogs in the games area, the children's play area, any part of the amenities building, the games room or the reception/shop. Please make use of the tether rings.

### **14. Chemical toilet emptying**

All chemical toilets must be emptied at the designated point only which is located on the end of the toilet/shower block.

Only 'green' environmentally friendly biodegradable liquids are permitted.

### **15. Day visitors**

Day visitors must be pre-arranged with reception prior to arrival (unannounced visitors may not be permitted to stay).

Only one vehicle per pitch will be permitted at any one time.

All visitors must report to reception on arrival with their car registration number.

Parking for visitors is in the designated car park only and we regret that, due to limited space, visitors will be required to take their vehicle with them at all times when leaving the Park.

Day visitors are not permitted to use the Park facilities. Maximum permitted visiting time is three hours.

As a matter of courtesy to other Park guests, we ask that all day visitors vacate the Park no later than 10pm.

Visitors are advised that dogs are not permitted in the Games Area on Pitches 108 to 135 and that dogs cannot be left unattended in cars at any time (please do not bring your dog if it cannot accompany you on your visit). Section 13 (above) applies.

Day visitors must adhere to the Park rules as set out in the 'Terms & Conditions' at all times and we will not tolerate any rudeness or aggression from day visitors.

## **16. 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 after 9pm).

We do not allow lorries/lorry conversions or other commercial vehicles on the Park, this includes towing vehicles.

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.

## **17. Accessibility**

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park (this can be downloaded via our website [www.trevalgantouringpark.co.uk/documents/TrevalganAccess.pdf](http://www.trevalgantouringpark.co.uk/documents/TrevalganAccess.pdf)).

## **18. Complaints**

If you have a complaint during your holiday please raise it with a member of staff immediately and we will endeavour to find a resolution.