

Please read these terms and conditions carefully before making a booking request. These terms outline how to make a booking, how you and we may change or end a booking contract, what to do if there's a problem and other relevant information for your stay. These terms apply to all booking contracts made with Trevarrian Holiday Park.

We also have a frequently asked questions section on our website which may be useful.

## 1.1 Changes

We may need to update our terms and conditions at times. You can always find the latest version here on our website.

## 1.2 Contacting Us

If you have any questions or wish to discuss your booking with us please contact us

Address: Trevarrian Holiday Park

Mawgan Porth

Newquay

Cornwall

TR8 4AQ

Phone: 01637 860381

Email: [holiday@trevarrian.co.uk](mailto:holiday@trevarrian.co.uk)

1.3 We advise all guests to have holiday insurance to cover bookings made with Trevarrian Holiday Park.

## 2. Bookings

Trevarrian Holiday Park is a family run holiday park catering for families and couples only. We do not accept group bookings of three or more persons or singles unless by prior arrangement with management has been made. Even numbered mixed parties will only be accepted at our discretion (generally out of season) and a security deposit may be required. In the event of such a party arriving without prior agreement we reserve the right to refuse the booking on arrival without refund. A single person supplement may be charged at the rate of one extra adult per day during peak season.

### 2.1 Minimum Ages

The lead party member must be aged 18 years or over.

### 2.2 Booking Requests

Requests can be made online, via telephone or email. We will request details from your party including name of the lead booker and ages of children within the party.

### 2.3 Pitches

We have a mix of non electric and electric hook ups ( Please see Static Caravan T+Cs for information on that particular pitch) Non-electric pitches can be booked at anytime for any duration.

A minimum of 3 nights booked at Bank Holiday for electric pitches.

Min of 5 nights must be booked during the boardmasters festival

### 2.4 Electric Pitches

The electric supply on pitches is 16amp/240v. We cannot guarantee a full supply during periods of high demand or under conditions out of our control

2.5 Pitches are available from 12noon on the day of arrival and must be vacated by 11am on the day of departure.

## 2.5 Choosing Pitches

Where possible we do our best to allocate you a pitch of your choosing, with or near friends and family if requested at no extra charge. At busy times or due to unforeseen circumstances this may not always be possible and is therefore at the discretion of the Park Manager. We give no guarantees on pitch selection.

## 2.6 Provisional Bookings

It is possible to reserve a holiday with us however no booking is confirmed until a deposit has been taken and a booking confirmation received.

## 2.7 WE RESERVE THE RIGHT TO REFUSE THE BOOKING TO ANY PERSON OR GROUP OF PERSONS AT OUR DISCRETION.

## 3. Static Caravan

The Static Caravan has a maximum occupancy of 6 guests. It is available for bookings on a Saturday to Saturday basis. Check in is from 2pm on the day of arrival, we reserve the right to delay check in times if necessary but you are welcome to use the holiday park facilities before that time. Check out is no later than 11am on the day of departure. £100 deposit is required at the time of booking to confirm the reservation and the balance is due 2 weeks prior to arrival. All bed linen is provided (this does not include towels). Gas, electric and water are included in the price quoted. There is space for 1 car outside the caravan and we request any extra cars to be left in the car park opposite the leisure complex. There is strictly no smoking in the caravan. No gazebos, tents or similar are permitted on the pitch. On arrival a £50 key deposit is required, this covers lost keys, breakages and extra cleaning required. Accommodation should be left in a reasonable state on departure. Please note liability is not limited to the £50 deposit and responsibility rests with the party leader (name it is booked under) We reserve the right to enter the static caravan under special circumstances and in the case of an emergency.

### 3.1 Cancellation of Static Caravan

If you cancel your booking in the Static caravan 4 weeks or more before your arrival date we will refund all money paid over and above the required deposit of £100 per week, plus a £10 administration fee. If you cancel less than 4 weeks before your arrival date we will charge a percentage of the overall cost.

15-28 days before arrival will incur a cancellation charge of 80% of the total booking

14 days or less before the date of arrival will incur a cancellation charge of 100% of the total booking.

## 4. Deposits

Deposits are taken to reserve and secure your holiday booking. Holiday deposits are £40 per week booked (taken from holiday cost total) plus £2 booking fee. All deposits are non refundable. It is however at the manager's discretion whether deposits will be allowed to be carried over to future bookings in the event of a cancellation. Where possible we will do our best to liaise with a customer regarding alternative dates. We cannot guarantee this will always be possible.

## 5. Paying for your holiday

The remaining balance for your holiday will be due on arrival. This can be paid via cash, cheque or card. We accept full payment online before arrival.

## 6. VAT

The price quoted will be the price including any VAT where payable

## 7. Booking Confirmation

We will send a booking confirmation to the email address provided at the time of booking. If you do not have an email address please provide a postal address and we will send your confirmation that way.

It is your responsibility to let us know if your confirmation has not been received. Once you have received your confirmation you must check all the details are correct and notify us as soon as possible if there are any discrepancies.

## 8. Early/Late arrivals and departures

Pitches are available from 12noon. Early arrivals are requested to wait up on the football pitch until your pitch becomes available. We do our best to make your pitch available to you as soon as possible.

Late departures must be reported to reception.

Late arrivals must report to reception or if closed the bar. You will then be advised of the best course of action. We do not permit arrival and set up of pitches after dark in order to minimize disruption to other guests.

It is not possible to offer part refund if you decide to leave early. Once you have told us of your decision and a pitch is vacated we reserve the right to re-let the pitch

## 9. Park Behaviour

We want all our guests to have a fantastic holiday and enjoy their time spent with us at Trevarrian Holiday Park. We therefore reserve the right to refuse bookings if we feel a person will compromise the enjoyment and safety of guests and staff.

Antisocial behaviour of any kind is not tolerated on site and any persons behaving in such a way will be asked to leave without refund. We reserve the right to terminate bookings at anytime, without compensation or refund.

### 9.1 Noise Policy

Our main aim is to ensure you enjoy your time with us, however we do ask that you take into consideration those around you, who may not enjoy themselves in the same way as you do. We ask that guests keep noise to a minimum, which includes not playing loud music, particularly after 8pm when young children may be sleeping.

### 9.2 Alcohol and Drugs

We only sell alcohol to over 18s. We reserve the right to request to see ID. We reserve the right to refuse to serve alcohol to anyone, regardless of age, at the managements discretion.

We also reserve the right to refuse entry on site or into our facilities to any person that appears tp be under the influence of alcohol or drugs. We have a strict no drug use on site and anyone found to be in possession or under the influence will be asked to leave with no refund.

### 9.3 Smoking

Our facilities are all strictly no smoking, including the use of E ciigarettes. We request anyone wishing to smoke does so in the smoking areas outside and disposes of their rubbish appropriately.

## 10. Cars

All holiday park roads are subject to Road Traffic Law. The maximum speed limity on site is 5mph.

There is space for 1 car with each pitch. We do not charge for extra cars but we do insist no cars are to be parked on the roads or obstructing other pitches. There are 2 car parks on site (opposite the leisure complex and up by the football pitch) and we request extra cars to be parked here.

## 11.Dogs

We welcome well behaved dogs at Trevarrian Holiday Park. Charges do apply per dog and they must be added at time of booking. Dogs must be kept on leads at all times except in the designated dog walk area. Dogs can be exercised on site only on the dog walk area, they are not permitted on or around the football pitch. Dogs must be under the control of a responsible adult at all times. Please note dogs are not allowed in our lounge bar with the exception of guide dogs. We ask that you clean up after your dog and dispose of waste in the appropriate bin. If dogs display unsocial behaviour or cause disruption we reserve the right to terminate a booking without compensation or refund.

## 12. Children Supervision

Children remain the responsibility of parents or guardians at all times. The use of facilities requires adult supervision. Unaccompanied children will not be allowed entry to the swimming pool, bowling centre or indoor play. Outdoor play areas are not staffed and also require adult supervision.

We also ask that teenagers are not be allowed to roam around the site late in the evening as this can be intimidating to others.

## 13. Personal Property

We accept no reponsability for personal property on site. We will do our best to reunite any items left behind or found on site but any posatge required must be paid by the person requesting return

#### 14. Entertainment

We aim to provide the entertainment listed when advertised. However there may be times when unforeseen circumstances make this impossible. We will always try to change or alter the scheduled entertainment but reserve the right to change or cancel entertainment without prior notice.

#### 15. Swimming Pool

Our swimming pool is unsupervised and the facility is used at your own risk. There are rules in place for your enjoyment and safety.

During busy times we ask guests to strictly adhere to the capacity numbers and therefore implement a 1 hour session per guest to allow all guests to make use of the facility.

#### 16. Bowling Centre

The Bowling Centre is used at your own risk. Staff are on hand to advise and guide during the use of this facility.

#### 17. Indoor Play

The indoor play is unsupervised and strictly for the use of under 8s only. We ask all rules are adhered to whilst using the facility but you do so at your own risk.

#### 18. BBQs

We request no BBQs are used on the grass and that BBQ safety is followed when using.

#### 19. Health and Safety

We require all guests to observe the rules, safety signs/booklets or directions from staff. A copy of our Health and Safety policy can be viewed in reception upon request.

#### 20. Legal Responsibilities

Use of our facilities, amenities and leisure at Trevarrian Holiday Park is at your own risk. We do not accept liability for loss or damage to persons and/or property whilst on site.

We do not knowingly allow anyone to use or stay at our park who has an unspent criminal conviction, or entry on a criminal register(including sex offenders register), or any order indicating antisocial behaviour, violence, abuse, or public disorder, or is a convicted sex offender subject to the notification requirements of the Sexual Offences Act 2003, or is subject to a Risk of Sexual Harm Order or Child Abduction Notice. By making a booking, you are confirming that the above does not apply to anyone in your party. If it later becomes known to us that this is the case, we reserve the right to cancel your booking and require you and all members of your party to leave the holiday park without refund.

We are not responsible nor issue refunds for events beyond our control. This includes but is not limited to acts or threats of terrorism, war, significant risk to human health such as outbreak of serious disease, natural disasters for example floods or extreme weather, the act of any government, national or local authority and all similar events outside of our control.

#### 21. Making a Complaint

If you feel you have cause for complaint whilst on site please inform a member of staff at reception. Our Park manager will do all he can to rectify the situation. Alternatively you can ring 01637 860381 to speak to the Park Manager. We do request you inform us of any problems during your stay as we cannot put things right or compensate complaints after you have left.

If after your holiday is over you still feel you have cause to complain, please email us at [holiday@trevarrian.co.uk](mailto:holiday@trevarrian.co.uk). Please along with your own name state the name that appears on the booking confirmation (if different) and the dates you stayed with us.

