

Tregarton Park Booking Conditions 2018

OPENING TIMES:

Park Opens	Thursday 29th March
Shop	Saturday 12th May
Swimming Pool	Saturday 12th May
Takeaway	Friday 25th May

CLOSING TIMES:

Swimming Pool	Monday 14th September
Takeaway	Monday 14th September
Shop	Monday 14th September
Park Closes	Monday 1st October

YOUR CONTRACT

Is with Tregarton Park, Gorran, St. Austell, Cornwall, PL26 6NF. A non-refundable deposit/payment is required when making your booking, this forms a contract between yourself and Tregarton Park. This means any information you have given to us either by telephone or in writing is confirmed.

YOUR BOOKING

The balance of your holiday is due before your arrival (see your confirmation for due date). Your booking will be cancelled if you fail to pay your balance by the stated due date

We regret refunds cannot be made if you leave the park early.

We reserve the right to decline a booking or terminate a holiday, without compensation, if in the opinion of the proprietors or staff the unreasonable behaviour of guests may lead to a situation that could prejudice the service, safety or comfort of the other guests or staff.

We welcome bookings for any day of the week and will try our best to meet a request regarding pitch location or a specific pitch on the park, however this is not always possible due to our flexible daily booking system.

We reserve the right to amend the cost of your holiday and published tariffs, without notice, if the rate of VAT changes.

If you fail to cancel your holiday following the correct procedure, or fail to arrive, the balance will be deducted automatically.

CANCELLATIONS

Should you need to cancel this must be received in writing by email/post at least 7 days prior to your arrival date. If the pitch is re-let you will not be liable for the outstanding balance, if the pitch is not re-let you are liable to pay the outstanding balance. **WE STRONGLY RECOMMEND THAT YOU TAKE OUT YOUR OWN CANCELLATION INSURANCE AS NO REFUNDS ARE GIVEN**

OPTIONAL CANCELLATION PLAN (Only available at the time of booking)

Unforeseen circumstances may make it necessary for you to cancel your booking. No refunds are given, except under the terms of the cancellation plan. We therefore cannot emphasise too strongly the wisdom of taking up this plan charged at £1 per night. We guarantee that this payment protects you up to and including the day before your holiday commences against loss of monies already paid (excluding premium) due to redundancy, jury service, accident, injury, illness or death of any member of your party or close relation. Supporting evidence e.g. Doctors Certificate, Redundancy Notice is required. Original documents required – fax/photocopies are not acceptable. This supporting evidence should be sent to us by recorded delivery. Adverse weather conditions are not covered by this plan.

AMENDMENTS

If you wish to amend your booking you must telephone the reception on 01726 843666 as soon as possible, as changes to your booking CANNOT be made within the 7 days prior to your arrival.

Tregarton Park Rules 2018

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There is a 10 mph speed limit throughout the park.

Bicycles are allowed as long as they are ridden in a safe and controlled manner. Riders may be banned if this request is not adhered to.

Dogs must be kept on a short lead at all times. They must not be allowed to foul the park or recreation area, a dog exercise field is provided. As a responsible owner we expect you to clear up any dog mess. Dogs are not allowed in the swimming pool complex, the toilets, showers or the launderette. Dogs **MUST NOT** be left unattended on the park.

The swimming pool may be closed during adverse weather conditions or general maintenance/repair. ALL children under 15 yrs must be accompanied by a responsible adult when in the pool complex at all times. Dinghies, surfboards and inflatables are prohibited. Bicycles/roller blades/skates are not allowed in the toilet block or swimming pool area. We try to maintain the water temperature at an average of 80 degrees. This is not always possible if the weather is inclement.

Children are the responsibility of their parents or guardians at all times. Children under 7 yrs must be accompanied to the toilets, showers and launderette by a parent. The proprietors and staff reserve the absolute right to refuse entry to the swimming pool, toilets, showers and launderette by unaccompanied under aged children. All children are expected to be back at their pitch with their families by 10pm.

Please think of others when using the washing-up sinks (no unsupervised under 7yrs) if people are waiting please take your dishes away to dry them.

Motor caravans... please use the Dump Station, located at the top of the park, to discharge waste water. Chemical waste disposal points are situated at the toilet block and next to the dump station.

Radios and televisions should be used considerately during the day and on low volume before 8am and after 10.30pm.

Washing should be hung out to dry in a discreet manner.

The lighting of fires is strictly forbidden. We do allow purpose made barbecues if used sensibly.

Only breathable ground sheets to be used in the awnings of caravans and motorcaravans.

There is a maximum of 5 persons per pitch. An additional pitch may be required if there are more people.

All waste/grey water **MUST BE** collected and emptied at the service points. All water must not be allowed to run onto the pitch or into the hedgerow. You cannot connect a hose pipe to the municipal water taps.