

## Terms & Conditions

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

Pitch fees cannot be refunded due to inclement weather, by you changing your mind, or by wishing to vacate your pitch early. The balance of pitch fees are to be paid 28 days before arrival. Your booking will be cancelled if you fail to pay your balance by the stated due date.

Bookings are not transferrable once the deposit is paid. However, at the discretion of the owners we sometimes permit a name change on a booking subject to an administration fee. Bookings can not be transferred to a following year.

Subject to space available and at our discretion we may accommodate movement in dates to bookings up to four weeks before the date of arrival, but will not accept changes after this time.

Treveague Campsite is a peaceful countryside campsite and so we kindly ask all campers to respect this and other campers by keeping the noise down, especially after 11pm. Music should cease at 10pm. Thank you.

To assist with this we ask for no vehicle movements around the site in the hours of darkness except in an emergency. If you arrive or leave in the dark then please use the arrivals area to park your car close to reception and the bins.

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

Unforeseen circumstances may make it necessary for you to cancel your booking. A cancellation will be effective on the date it is received by us in writing or via email. However cancellation charges are payable as follows: More than 28 days before your arrival date – value of deposit only. Less than 28 days before your arrival date – 100% of total holiday cost. We recommend you take out insurance against such an eventuality.

Please ensure that you book the correct accommodation at the time of booking. In particular, take note of the number of tents permissible on a pitch. A Campervan is something similar to a Volkswagon T5. A motorhome is a standard motorhome, and we have a length limit of 6.5m. Anything non standard or oversized may be turned away without return of pitch fees if it arrives and is not per the booking. If your accommodation blocks the views of other campers you will be asked to resolve the issue, move it (space permitting) or in extreme situations leave. If in doubt please talk to us before you make a booking.

Your booking has your pitch number on it which you chose when you made the booking. Please go to this pitch.

Please use site facilities responsibly and leave them as you would like to find them. Our facilities are checked daily but please let us know if there is any damage, loss or breakage immediately.

Arrival time is after 12noon and departure is by 10am.

Pitch prices are for 2 Adults and either:

- 1 car / motorbike with a tent/touring caravan/trailer tent or
- 1 motorhome.

There are extra charges for additional cars, children over 5 years of age, dogs, gazebos, boats and pup tents.

It is essential you let us know immediately if you need to cancel your booking. Please telephone us and confirm via e-mail or letter.

Maximum persons per pitch is 5. If you have more persons in your group or if your equipment exceeds your pitch area, two pitches will need to be booked. Please note that on a pitch, in addition to your car/tent/caravan/motorhome, one awning or gazebo or pup tent is allowed.

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.

One car can be accommodated per pitch, additional cars incur an additional charge and must be parked by the bins out of the way. This is to preserve the views for other campers.

In common with most campsites car charging is not permitted via the pitch hook ups. We are in the process of putting facilities in for car charging, but please check our FAQs on the website for their current status.

Boats and their trailers can sometimes be accommodated (subject to space availability), please let us know by email in advance to ensure we have space.

Open fires are only permitted in a fire pit with slabs underneath from the bin area. Only logs provided by us can be burned. We have fire pits for hire, and logs for purchase at reception. This must be 2 meters from your accommodation. You must also have a bucket or other container full of water in case the fire gets out of hand. Dedicated ash bins are in the bin area.

Gas or charcoal BBQs are allowed if located off the ground on slabs. Ash can be put in the dedicated bins in the bin area. No floating lanterns or fireworks.

Please use breathable ground sheets.

Quiet dogs are very welcome. Maximum of 4 per pitch. Always keep dogs on leads and never leave them unaccompanied. Please clear up after your dog, there are bins on the site for this. The beaches near by are generally dog friendly all year around. No dogs to be left in cars, caravans or motorhomes unattended at any time.

Children must be under supervision on all areas of the campsite at all times. There must be a responsible adult on each pitch, no persons under 18 unaccompanied.

Treveague Campsite Ltd does not accept responsibility for any injuries, loss or damage arising to any person using the site. Nor do we accept responsibility for any damage or loss occasioned to personal property, vehicles or pets whilst on the campsite. The weather can be changeable on the coast so it is your responsibility to ensure that your equipment is suitable. Also it is your responsibility to keep your valuables safe.

If anything is wrong or could be improved please let us know so we can correct it. We want you to have a great relaxing holiday and we are here to do everything we can to make it that way for you. We can be found in reception from 9am or around the campsite.

We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.