



FAMILY HOLIDAY HOME, CARAVAN, AND CAMPING SITE - BOOKING TERMS & CONDITIONS

Please make sure that you are familiar with all our Booking Terms & Conditions before making a booking with us here at Perran Quay. These terms and conditions have been implemented in order to make sure that all of our guests here at Perran Quay have a safe and enjoyable stay with us.

We thank you in advance for your cooperation.

1. General –

- a. This policy encompasses all areas and bookings throughout the site. The site management reserve the right to change or add to these terms & conditions if they deem it required.
- i. Please make sure you are familiar with all of policies in place, especially our site rules and regulations, which can be found on our website. [2]
- b. Perran Quay Holiday Park is a family run business, aimed at providing families with a safe and enjoyable stay.
- c. We ask that all individuals who visit Perran Quay to comply with our policies in place.
- i. If you, or any other party members do not comply, we may terminate your stay and/or prohibit any future use of the site.
- d. The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender, and their party, being asked to leave the site by a member of staff.
- e. Please consider other users of the site and we ask that all members of your party and any guests, always conduct themselves with due regard to the health and safety of themselves and others.
- f. For a full list of our **Site Rules & Regulations**, please see our website. It is your responsibility to ensure that you are familiar with these prior to any stays at Perran Quay. [3]

2. Your Booking –

- a. We do not accept same sex groups, or group bookings of any more than 3 pitches or holiday homes, or a combination of both.
- i. If you are unsure, please speak with a member of staff to check whether your booking would be accepted prior to making any bookings. [1]
- ii. This decision is ultimately left to the site management, with their decision being final.
- b. All bookings must be made in advance. We are unable to accept any 'walk-in' bookings.

- i. We are unable to accept 'same day' bookings, we only accept bookings made at least 48 hours prior to the arrival date.
- c. We operate with a 3-night minimum stay throughout all units and booking types, except for Summer School Holidays.
- d. During the Summer School Holidays, we operate on a Saturday to Saturday, minimum 7 nights stays. These dates can change each season, for further information please contact us [1], or visit our website [2].
- i. Advanced bookings for the Summer and May school holidays are highly advised.
- e. We accept advance bookings on the assumption and understanding that you provide the correct information at the time of booking. If this information is deemed incorrect when you arrive to the site, the management reserve the right to refuse the booking.
- i. For further information on what information is requested, please see *Section 4: Requested Information when making a booking*.
- f. In order for any booking to be confirmed, a deposit must be paid. The deposit amount is 25% of the booking total.
- i. Any bookings which are made on the booking system without a deposit paid, are automatically cancelled after 6 hours.
- g. Balances for bookings must be settled either, 2 weeks prior to arrival for touring and tent bookings, or 4 weeks prior to arrival for holiday home bookings.
- h. Backpackers, wherever possible, will be accommodated. Please notify us at the time of booking.
- i. A backpacker is defined as a camper who arrives on site by foot, bicycle, or public transport, but not with their own form of motorised vehicle.

3. Unit Types –

Touring Caravans & Motorhomes

- a. Unfortunately, we are unable to allow fifth wheel caravans on to site.
- b. Our fully serviced hard standing pitches are 9m in length.
 - i. We are unable to accept units any larger than this. (Sizes should also include the tow hitch of caravans)
 - ii. These pitches are split into 3 sections, each 3 metres in width. For further information please see our website for further details. [4]
- c. The majority of our grass touring pitches here at Perran Quay are suitable for varying sizes of unit, but if your unit is over 8 metres in length, then we would ask that you contact us to discuss the most appropriate pitch. [1]
- d. Only units designed for the purpose of sleeping may be used for that purpose whilst on site.
 - i. Cars and vans may not be used for sleeping.
- e. If you have a European or American designed unit, please contact us prior to booking so that we can allocate the most appropriate pitch.
- f. If your unit is unique in nature in anyway, then please contact us before making a booking so that the most appropriate pitch can be found.

Tents

- g. If your tent is above 8 metres by 8 metres in size, then please contact us prior to making a booking so that the most appropriate pitch can be found.

4. Requested Information when making a booking –

When making a booking with us here at Perran Quay, we ask that you provide the following information:

- a. The main party member is the individual whose name the booking is made under. All correspondence regarding the booking will be held with this person.
- i. We ask that the following details are provided: Full Name, Full Address, Postcode, Best Contact Telephone Number (Mobile and Landline are accepted), Email Address (providing that the individual is happy to be contacted in this manner)
- ii. This individual must be over the age of 18.
- b. For all other party members included within the booking, we ask that full names are provided, along with ages of any individuals under the age of 18.
 - i. This is the age at the time of the booked stay on site, not at the time of booking.
- c. An accurate unit type and size must be given so that it is possible to ensure that the most appropriate pitch can be allocated.
 - i. Please see *Section 3: Unit Types* for further information on accepted units.
 - ii. This also includes any ancillary equipment you intend to use, i.e., awnings, gazebos, or pup tents. We do not charge extra for these but cannot always guarantee that it will be possible to have them all erected.
 - iii. Only one piece of additional ancillary equipment is permitted per pitch.

- d. Any disability requirements so that we can discuss these with you to make sure that we can meet both your needs and expectations.
- e. Any special requirements or other information which may need to be considered.
 - i. We will try our upmost to accommodate these requests, but this cannot be guaranteed.

5. Touring and Tent Pricing –

- a. The pricing for all touring and tent pitches are calculated on a per night basis.
 - i. These will of course vary throughout the year, please see our website for pricing and availability. [2]
- b. The base cost for any pitch is for 2 adults and an electric hook-up connection point.
 - i. All pitches have electric hook up points, we do not offer non-electric pitches.
- c. Pricing for party members is based on the age of the guest, when they are staying on site, not at the time of booking.
 - i. **Adult** – any individual over the age of 14 years old.
 - ii. **Child** – Any child between the ages of 3 and 14.
 - iii. **Infant** – any child upto and including 2 years old.
- d. For touring caravans/motorhomes, one awning is included within the price. For other units, and pup tents or gazebos, please add this to your booking.
- i. Please follow any guidance given upon arrival regarding where units/awnings/gazebos may need to be placed.
- e. Dogs are permitted on site, at a maximum of 2 per pitch. These are charged as extras, per night, please see our website for further pricing information. [2]
- f. One car is permitted, per pitch. Extra vehicles are charged at £3.00 per night, maximum of one extra vehicle per pitch.
 - i. This vehicle must be parked in the overflow carpark as only one vehicle is permitted past the barrier at any given time.

6. Holiday Home Pricing –

- a. The pricing for all holiday homes is calculated on a per night basis.
 - i. These will of course vary throughout the year, please see our website for pricing and availability. [2]
- b. The base cost of the holiday home is inclusive of all party members, providing this does not exceed the site-imposed limit for that unit.
- c. There is a cleanliness and breakages deposit which is included with all holiday homes. This deposit is fully refundable within 14 days of the departure date of any stay, should everything be left as it was found on arrival.
 - i. *For Lodges and Holiday Homes with hot tubs*, this deposit is £100.00.
 - ii. *For other Holiday Homes*, this deposit is £50.00.
 - iii. There is no deposit payable for the *Camping Pods*.
 - iv. Please report any issues of cleanliness, damages, or lack of inventory to a member of staff as soon as possible after your arrival.
- v. For further information, please feel free to contact us. [1]

- d. Electricity and gas supply is included within this base cost.
- i. All supplies are monitored, if it is deemed usage is excessive a member of staff will speak with you regarding this.
- e. Provided with each bed within the holiday home will be pillows and duvets.
 - i. No bedding is provided for sofa beds, we recommend guests bring a sleeping bag for this purpose.
 - ii. Sofa beds are suitable for 1 person only.
- f. Bed linen can be provided at a cost of £15.00 per bed.
 - i. Alternatively, guests bring their own bedding, which require them to bring the bottom sheet, duvet cover and pillowcases.
- g. One car is permitted, per holiday home. Extra vehicles are charged at £3.00 per night, maximum of one extra vehicle per holiday home.
- h. This vehicle must be parked in the overflow carpark whilst on site.
- i. Only 'Pet Friendly' Holiday Home's welcome pets. For those which are Pet Friendly, at a maximum of 2 per holiday home. These are charged as extras, per night, please see our website for further pricing information. [2]

7. Check In Times –

Touring & Tenting Pitches –

- a. Check in time is **2 pm**.
 - i. Please note, we do not have any space for any early arrivals, so any early arrivals will unfortunately be asked to leave the site.
 - ii. During our 'peak season', please feel free to call us any time after 12 pm on the day of your arrival and we will be able to update you as to whether check in time can be moved forward.
 - iii. Out of season, please feel free to call us the day before you are due to arrive, when we will be able to update you as to whether there is any movement with regard to arrival time.

Lodges, Holiday Homes, and Camping Pods –

- b. Check in time is **5 pm**.
 - i. During our 'peak season', please feel free to call us any time after 2 pm on the day of your arrival and we will be able to update you as to whether check in time can be moved forward.
 - ii. Out of season, please feel free to call us the day before you are due to arrive, when we will be able to update you as to whether there is any movement with regard to arrival time.
 - iii. A member of staff will give you a call on the day of your arrival once your holiday is ready for your arrival.

8. Check Out Times –

Touring & Tenting Pitches –

- a. Check out time is **11 am**.

- i. Please be thoughtful of others when considering departure times. We ask all parties to leave the site promptly by 11 am.
- ii. Please leave your pitch clean and tidy so that we are able to have the pitch ready in time for the next arrivals.
- iii. If you have borrowed any equipment, please return this before departure.
- b. If you leave a unit or other property on the site without prior agreement from the site management or payment, we shall be entitled to make the most suitable arrangements, as we deem fit, for the removal or storage of such property. The expense of such storage or removal shall be charged to you. If there is a failure for this account to be settled, we may make further arrangements as we deem fit to dispose of the property to reimburse ourselves for the out-of-pocket expenses and recovering any unpaid fees due.

Lodges, Holiday Homes, and Camping Pods –

- c. Check out time is **10 am**.
 - i. Please be thoughtful of others when considering departure times. We ask all parties to leave the site promptly by 10 am.
 - ii. Please leave your holiday home clean and tidy so that we are able to have it ready in time for the next arrivals.
 - iii. As per **Section 6 (c)**, the cleanliness and breakages deposit may be partially refunded or held, should there be any issues.
 - iv. If you have borrowed any equipment, please return this before departure.

9. The Welcome –

- a. Upon arrival, please report to the site reception for the check in process.
 - i. During our 'peak season', the check in process will be conducted outside of the reception in an attempt to reduce queues and waiting times.
- b. All party members, vehicles, and units must be confirmed with a member of staff before entering the site.
 - c. Welcome packs will be issued at this point, which will contain any useful information about the site during your stay.
 - d. Barrier cards are to be issued on your arrival to the site, which allows access to the site via our barrier.
 - i. Only one barrier card is to be issued per pitch.
 - ii. Lost barrier cards are charged at £10.00 per lost card.
 - iii. Please return all barrier cards on your departure from the site. Failure to do so, will result in a bill of £10.00 being issued to you after your departure.
 - e. Once the check in process is complete, you will be shown to your pitch/holiday home by a member of staff.

10. Touring & Tent Pitching –

- a. All pitches are allocated at the time of booking. If a pitch is available, then we are able to accept certain pitch requests.

- i. We will do our upmost, but we cannot always guarantee this pitch at the time of arrival. Factors such as pitch condition or human booking error, from either party, can occur.
- ii. If it is not in peak season, you may be offered a choice of available pitches.
- b. After the completion of the check in process after your arrival to the site, a member of staff will show your party to your pitch.
- c. For the safety of all parties, we have a '3 metre rule', all units must be at least 3 metres apart, and remain within your pitch markings, in order to protect against risks of fire.
 - i. This includes caravans, awnings, tents, gazebos, and any other ancillary equipment.
 - ii. All loose items must be kept within your pitch.
 - iii. The one vehicle per pitch can be parked either within the pitch markings, or in front of your pitch if more suitable.
- d. You must ensure that any electric cables from the hook-up point to your unit, as well as your unit's installation are safe.
- e. All units should be protected by a RCD (Residual Current Device).
 - i. For tents, this must be incorporated into a purpose made mains supply unit designed for tent camping conditions. If you are new to camping and unsure of this, please feel free to contact us. [1]
 - ii. For further information on the electricity supply, please see our *Site Rules & Regulations*. [3]

11. Your Holiday –

- a. Perran Quay Holiday Park is for recreational and holiday use only. Guests are not permitted to use the site as a base for running a business, carrying out any works, or as a main place of residence.
- b. At the discretion of the site management, some customers may stay on site in their own conventional unit, whilst working in the local area. This must be agreed with the site management prior to any booking being made.
- c. The site management reserves the right to terminate any bookings which contradict either 10a or 10b, under these circumstances no refunds are to be issued.
- d. The maximum stay permitted on site is 28 days, after which time you must vacate the site for a further period of at least 28 days, before any future bookings can be fulfilled.
- e. Sleeping in private cars or vans with side and rear windows, which are not specifically designed for internal sleeping accommodation, is not permitted in any areas of the site.
 - i. A tent attachment for changing purposes must be erected.
- f. Our ultimate aim at Perran Quay Holiday Park is that all of our guests enjoy their stay. Therefore, we ask that no individual should trade on site, or tout or engage in commercial advertising.
- g. Sign written cars or vans are not permitted on site. Please do not leave your unit unoccupied overnight during your stay without first consulting with a member of staff and ensuring the contact details held on record are full and correct.

- i. The management reserves the right to request that your unit not be left unoccupied overnight, under certain circumstance, for example severe weather conditions.

12. Holiday Cancellation & Refund Policy –

- a. When making a booking, a 25% deposit must be paid in order to secure your booking.
 - i. This deposit is non-refundable.
- b. An administration charge of £35.00 is to be added to any booking cancellations or refunds offered.
- c. If you have to cancel your holiday at any time before 6 weeks until your holiday start date, you will not be liable for the remaining cost of the holiday.
- d. If you have to cancel your holiday within 6 weeks of the start date of your stay, you will be responsible for the full remaining balance of your holiday.
- e. We offer a *Holiday Cancellation Policy*, which is not automatically included on any stay, which would allow you to be covered for the sum insured, given that the reason you have to cancel meets the following criteria:
 - i. Death of a member of the party.
 - ii. Serious illness of a member of your party.
 - iii. Redundancy of any of the members of a booked party.
- f. We may ask for evidence to be supplied along with the request to authorise any claims. These will be handled on an individual basis.
- g. If you decide to take out this policy, we will refund all monies paid (except for the non-refundable deposit and the appropriate *Holiday Cancellation Policy* fee).
- h. The cost of our *Holiday Cancellation Policy* is dependant upon the cost of your stay, shown below:
 - i. Holiday price upto £100.00 = £7.50.
 - ii. Holiday price upto £200.00 = £15.00.
 - iii. Holiday price upto £300.00 = £22.50.
 - iv. Holiday price upto £400.00 = £30.00.
 - v. Holiday price upto £500.00 = £37.50.
 - vi. Holiday price over £501.00 = £45.00.
- i. Exclusions from this policy taking effect include:
 - i. Wilfully self-inflicted injury.
 - ii. Intoxication due to drugs and alcohol (other than those prescribed to you by your local GP).
 - iii. Wilfully self-inflicted illness.
- j. All events which may require you to cancel your booking must:
 - i. Occur after the acceptance of your booking.
 - ii. Relate to yourself and the named party members as provided at the time of booking.

13. Lost Property –

- a. We kindly ask all guests to hand any items of lost property into the site reception as soon as possible after finding the item.
- b. All items of lost property will be kept for one calendar month. Any uncollected items will be donated to a local charity or church, including any

monies from the sale of such items. If items are not required by these charities, they will be disposed of.

- c. Any items which the owner is clearly identifiable, will be returned to the owner immediately, if still on site.
 - i. If the owner is not on site, a member of staff will contact you to discuss the best way to get the item back to you. Perran Quay will not be liable for any costs incurred returning items.
- d. *Credit or Debit Cards* – if we are not able to locate the owner of any cards, we will report this to the card issuer who will direct staff members in the best course of action.
- e. Any items found which are in any way suspicious or cause alarm to holiday makers or staff members, will be reported to the police and their direction is to be followed.
- f. Unclaimed perishable goods will be disposed of the morning after being found.
- g. When retrieving any items, claimants may be asked to provide evidence or a description of the item(s).
 - i. The claimant may be asked to sign for items, providing their full name and address.

14. Privacy Policy –

- a. To see our Privacy Policy, please speak with a member of staff or see the link at the bottom of the homepage of our website. [2]

15. Liability –

- a. Perran Quay are unable to accept responsibility for the loss or damage to the property of guests, including personal belongings, touring caravans, motorhomes, camping equipment, cash, jewellery, motor vehicles, and any other items, however caused during your stay.
- b. The site's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of any accommodation/pitch, booked in good faith, not being available owing to exceptional weather conditions, flood, or fire, or any such other cause

beyond the site's control.

16. Queries or Complaints –

- a. If during your stay you have any queries or complaints, we would welcome you to raise these with a member of staff on site. Our overall intention is to make sure that all guests can have a safe and enjoyable stay.
- b. Any causes of complaint must be raised with a member of staff, who will endeavour to resolve any issues.
 - i. If it is not possible to resolve the issue, we would then encourage you to speak with the site managers.
- c. If any complaint cannot be resolved in a manner which you deem as reasonable, we would welcome you to put the complaint in writing for further consideration.

Ultimately, the final decision on any issues will fall with the site management team.

Useful Links –

[1] – Telephone: 01872 572561. Email: perran-quay@outlook.com

Site Address: Perran Quay Holiday Park, Hendra Croft, Rejerrah, Newquay, TR8 5QP

[2] – www.perran-quay.co.uk

[3] – Please select the link entitled '**Site Rules & Regulations**', located at the bottom of the webpage.

[4] - <https://www.perran-quay.co.uk/touring-holidays>