

1. GENERAL

1.1 - This policy of Perran Quay Touring Park covers all areas of the site. The management reserves the right to make alterations and/or additions to this policy, in special circumstances.

1.2 - This policy is available on our website (<http://www.perran-quay.co.uk/#!tcs/cxjp>) and/or at our site on request. A full set of all policies are available from the holiday site team. If you have any queries about the policy, please do contact us.

1.3 - We ask all individuals who visit our site to comply with our policy. If you or your party do not comply with the policy we may terminate your stay and/or prohibit future use of our site.

1.4 - The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the holiday site team.

1.5 - Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.

2. YOUR BOOKING

2.1 - We do not accept same sex group bookings. Please speak to a member of staff to check whether your booking would be accepted before placing any bookings. This will ultimately be up to the decision of the site manager.

2.2 - Advanced booking is advised during high season and bank holiday periods. Some of our holidays are subject to a set minimum number of nights which will be stated in our brochure and/or on our website.

2.3 - We accept advance bookings on the understanding that you provide correct information at the time of booking. If information is deemed incorrect when you arrive on site, reserving the right to refuse the booking if it cannot be accommodated.

2.4 - We ask for a deposit to be paid when making a booking, this being 25% of the total amount of your booking. We also ask that the remainder of your payment be made 2 weeks before your stay commences, unless prior arrangements have been made to pay on arrival.

2.5 - When you are placing your booking we ask you to provide:-

2.5.1 - an accurate unit size along with any ancillary equipment you intend to use during your stay (awning, pup tent, etc.) are required. We will try to accommodate larger units, but additional fees may apply;

2.5.2 - an expected arrival time so we can plan for your visit. If you expect to arrive after 8PM please call the site in order that the holiday site manager can ensure there is someone available to greet you at the later hour;

2.5.3 - any requirements for disabled guests so that we can discuss these with you to check for availability and making sure we can meet both your needs and expectations;

2.5.4 - any other information that you think we will need to take into account in your booking. We will try to accommodate special requests but these cannot be guaranteed.

2.6 - For the purposes of your booking, it is important that you specify what type of unit you are taking.

2.7 - Backpackers wherever possible will be accommodated - please advise us at the time of booking. A backpacker is defined as a camper who arrives on site by foot or bicycle, but not any form of motorised vehicle.

2.8 - Any additional party members/overnight guests must be agreed with the site management and booked into Reception between the hours of 8AM and 8PM. These will be charged at the appropriate price according to our tariff at the date

period in question. Failure to do so may result in you being asked to leave the site with immediate effect.

3. YOUR HOLIDAY

3.1 - Perran Quay Touring Park is for recreational use only. Campers are not permitted to use the site as a base for running a business, carrying out work or as a main place of residence.

3.2 - At the discretion of the holiday site manager, some Customers may stay on site in a conventional unit, whilst working in the local area.

3.3 - The maximum stay allowed is 56 days, after which time your pitch must be vacated. This limit may be less at certain times at the management's discretion. The management reserves the right to restrict/terminate such bookings at any time should they be deemed not to be recreational.

3.4 - Sleeping in private cars or vans with side and rear windows is allowed on site, provided the vehicle has specially designed internal sleeping accommodation such as fully reclining seats and fitted curtains. A tent attachment for changing purposes must be erected.

3.5 - We want all of our Customers to enjoy their holiday. Therefore, we ask that you do not trade on site and do not tout or engage in commercial advertising or display any advertising notices on a unit (a firm's car or van with name and description on the side is acceptable).

3.6 - Please do not leave your unit unoccupied overnight during your stay without first informing a member of the site team and leaving your contact details. The management reserves the right to request that your unit is not left unoccupied at night, under circumstances, for example severe weather conditions.

4. CANCELLATION & REFUND POLICY

4.1 - If you have to cancel your holiday with us here at Perran Quay, you will be responsible for the full cost of your holiday.

4.2 - We offer a Holiday Cancellation Policy, this is not automatically included in the cost of your holiday, which would allow you to be covered for the sum insured, given that the reason you have to cancel meets the following criteria:

4.2.1 - Death of a member of the party,

4.2.2 - Serious illness of a member of the party,

4.2.3 - Redundancy of any of the members of a booked party.

4.3 - If you decide to take out this policy with us, we will refund all monies paid (except for the non-refundable deposit and your Holiday Cancellation Policy fee) providing that written confirmation of your cancellation of your stay at least 6 weeks before the date you were scheduled to arrive. Evidence of the reasons for the cancellation, i.e. doctors note, confirmation from a previous employer, must also be supplied to support your written request.

4.4 - The cost of our Holiday Cancellation Policy is as follows:

- Holiday price upto £100.00 = £7.50

- Holiday price upto £200.00 = £15.00

- Holiday price upto £300.00 = £22.50

- Holiday price upto £400.00 = £30.00

- Holiday price upto £500.00 = £37.50

- Holiday price over £600.00 = £45.00

4.5 - Exclusions from this policy taking effect include:

4.5.1 - Willfully self-inflicted injury,

4.5.2 - Intoxication due to drugs and/or alcohol (other than those prescribed to you by your local GP),

4.5.3 - Willfully self-inflicted illness.

4.6 - All events which may require you to cancel your booking must:

4.6.1 - Occur after the acceptance of your booking,

4.6.2 - Relate to yourself and named members of your party as provided by yourself on your booking form.

5. THE WELCOME AND CHECK IN

5.1 - Pitches are available from 2PM for tents and touring pitches and 5PM for statics and lodges, unless agreed otherwise. Pitches will usually be held until 11PM of the day of arrival. Where a booking is not taken up by this time it will be considered cancelled, unless prior arrangement has been made with the site.

5.2 - On check in please make payment for your pitch fees, if you have not done so in advance.

5.3 - On arrival customers should make contact with a site team member in Reception here at Perran Quay. Admission to the site is at the discretion of the holiday site manager (or in their absence, another site team member).

5.4 - In the interests of security, day visitors must report to a site team member immediately upon arrival at the site. Entry and the subsequent parking will be at their discretion.

5.5 - In the event of poor ground conditions a pitch may not be available. Our team will endeavour to advise you in advance should this occur but no responsibility can be accepted if this is not possible.

5.6 - Please familiarise yourself with the site's fire regulations and fire fighting equipment and its location as soon as you arrive on site.

6. PITCHING

6.1 - On arrival you may chose a pitch from those remaining of the type you have booked (During peak season/bank holidays, your pitch may have already been allocated before your arrival). We will do our best to accommodate any preferences; but we cannot guarantee these due to management and safety issues.

6.2 - Our holiday site team will show you to your pitch and answer any queries you may have.

6.3 - In terms of your pitch, please note:-

6.3.1 - for your safety, we have a "six metre rule" which means that units (excluding guy ropes) must be 6 metres apart from adjacent units in order to protect against fire;

6.3.2 - the unit (along with any ancillary equipment) must fit within the confines of your pitch whilst maintaining the 6 metre rule. If this cannot be achieved you may need to purchase an additional pitch (if available) or remove the ancillary equipment, and;

6.3.3 - all loose equipment needs to be stored within the confines of your unit.

6.4 - You must ensure the mains electrical cable from the hook up point to your unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose made mains supply unit designed for tent camping conditions.

6.5 - You may park your vehicle(s) between units, provided that 3m clear space is left within the 6m gap. Vehicles on site should be parked at right angles to a slope where possible.

6.6 - The transfer or sub letting of pitches is not allowed without the management's approval.

7. THE EXPERIENCE

7.1 - It is important for Customers to respect and protect the site by working in harmony with neighbours, the local community, the environment and by observing and respecting each other's privacy. Maintaining high standards on site is of paramount importance and the involvement of our guests is fundamental to our success and the conservation of the countryside.

7.2 - In certain circumstances Customers may be required to change pitch or take down gazebos or awnings during their stay. If this is required a full explanation will be offered and a site team member will advise accordingly.

BBQs

7.3 - Barbeques must be purpose built and portable, standing clear of the ground. There must be no possibility of damage to the ground. Only gas or charcoal barbeques should be used.

7.4 - Campfires are not permitted on our site.

Pets

7.5 - Pets are welcome on site but you are responsible for the behaviour of your animals. Please ensure that your animals are not allowed loose on site and are kept on a lead no longer than 2 metres.

7.6 - We operate a limit of 2 pets per pitch.

7.7 - Please exercise animals in the areas provided or off site. You must ensure that your pets do not foul the site and you are responsible for cleaning up after them.

7.8 - If it is deemed a pet is creating a nuisance or causing disturbance to others, you will be asked to remove them from site. Please note we do not allow on site any breed of dog listed under the Dangerous Dogs act 1991.

7.9 - With the exception of assistance dogs, pets are not allowed in the toilet block or other buildings.

Recreation

7.10 - Designated recreational areas are indicated on site; where available. Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are not allowed in the vicinity of units. For safety reasons the flying of model aircraft and kites is prohibited.

7.11 - The Children's Play Area is for those aged 12 and under. Parent's are responsible for their child(s) safety.

7.12 - It is the responsibility of parents and guardians to ensure children are supervised at all times, whilst on site. Special consideration should be given to the use of toilet blocks.

7.13 The releasing of sky lanterns with naked flames is not permitted on our site.

Noise

7.14 - Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others.

7.15 - It is asked that between 11PM and 7AM, all noise be kept to a minimum. (Music players must be switched off after this time.) Those who do not comply may be asked to leave the site.

7.16 - Generators may be used at the discretion of the site team who will advise of the most appropriate running times. We may ask you to refrain from using them if they cause a disturbance.

Vehicles

7.17 - Vehicle movement on Site is prohibited between 11PM and 7AM.

7.18 - Vehicle drivers, motorcyclists and cyclists are required to adhere to the Site's 5 MPH speed limit.

7.19 - All cycles should have appropriate lighting if used at a time when it should be required.

7.20 - Essential repairs can be carried out so that an unserviceable vehicle can leave site, however, general maintenance and servicing is not allowed.

7.21 - Drivers of vehicles, including motorcycles, must hold a full and current driving licence in order to drive on Club Sites.

7.22 - Commercial vehicles (vehicles used for work-related purposes, carrying goods or fare-paying passengers) and sign-written are not permitted on site.

Sanitation

7.22 - Servicing chemical toilets must only be done at a chemical disposal point, using water from that source.

7.23 - To avoid possible damage to sewerage systems we support the use of bio-degradable chemical fluids that do not affect the natural bacterial balance within the system.

7.24 - Rubbish should be recycled wherever possible.

8. YOUR DEPARTURE

8.1 - Pitches should be vacated by 10AM on the day of departure, unless otherwise agreed. Please ensure you leave your pitch clean and tidy on departure.

8.2 - If you leave a unit or other property at a site without paying or prior arrangement, we shall be entitled to make such arrangements as we may deem fit for the removal or storage of such property. The expense of such storage or removal shall be charged to you. If you fail to pay such an account within 14 days of an account being rendered, then we may make such further arrangements as we may deem fit to dispose of the property to reimburse ourself for out-of-pocket expenses and to recover any unpaid fees due.

9. LOST PROPERTY

9.1 - All items of lost property will be retained for one calendar month. Items not claimed after this period will be donated to a local charity or church close to the site, this includes any monies. Any items that are not of use to any of the local charities will be disposed of.

9.2 - Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone if possible. If it is not possible to contact the owner the items will be passed to the police.

9.3 - Owners are responsible for the cost of reclaiming their goods. The following items are excluded from this policy:

9.3.1 - credit or debit cards. Reported to the card issuer. The card issuer will then advise what further action is necessary;

9.3.2 - items where there is any suspicion of danger to employees or to the public. The police will be contacted immediately in such circumstances for advice;

9.3.3 - unclaimed perishable goods are disposed of the following morning;

9.3.4 - any item that has clearly been abandoned; or

9.3.5 - where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.

10. PRIVACY POLICY

10.1 - Information is collected from an individual when completing a "Contact Us" form, interacting with surveys/reviews on our website and/or whilst making a booking online.

10.2 - Information collected includes: Full Name (we ask for the names of not only the 'leader' of the booking party, but also for each member within the party), e-mail address, mailing address, contact telephone number (landline and/or mobile) and also, in the case of bookings, credit/debit card information.

10.3 - Any information taken from an individual will be used and stored lawfully.

10.4 - We may use your information in order to:

10.4.1 - Improve our customer service.

10.4.2 - Process transactions. Your information will not be swapped, sold or given to any other 3rd party, unless with the individuals consent, it is required in order to offer the service advertised, or where disclosure is required by law.

10.4.3 - Send Newsletters and/or offers available here at Perran Quay. From time to time we may have certain offers available or newsletters, which parties who have previously visited the site may be interested in. (It is also possible to unsubscribe from any future correspondence on request).

10.5 - The site does contain links to other websites. We are not responsible for either content, or privacy of information on these relevant sites.

10.6 - No personally identifiable information shall be displayed on the website for other users to see.

10.7 - We will only correspond with the 'leader' of the party. It is your responsibility to inform other members of your party of what information has been provided to us and how it may be used.

10.8 - Any individual is entitled to a copy of any information we hold about them. In order to obtain this, a written request must be sent to: Perran Quay Touring Park, Hendra Croft, Newquay, TR8 5QP.

11. LIABILITY

11.1 - Perran Quay will not accept responsibility for any loss or damage to the property of the guest, including personal belongings, cash, jewellery and motor vehicles, however caused during their holiday.

11.2 - 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 accommodation, booked in good faith, not being available owing to exceptional weather conditions, flood or fire, or such other cause beyond their control.

12. QUERIES OR COMPLAINTS

12.1 - At the site there is a holiday site manager supported by our holiday site team. The team is here to help ensure you have an excellent holiday.

12.2 - Any cause for complaint must be raised, first with a member of the team here. If you feel you still cannot resolve your issue, then we would encourage you to speak to our site manager.