



Family Holiday Home, Caravan, and Camping Site – Rules & Regulations

When making a booking with us here at Perran Quay, you are agreeing to follow by the rules and regulations set out in this document, whilst with us here at Perran Quay. These are put in place in order to make sure that everyone at Perran Quay can have a safe and enjoyable holiday. We thank you in advance for your cooperation.

1. General –

- a. The holiday park is a family friendly site. By being on site, and paying the appropriate sum, you do not have any right to re-let or assign any aspect of the services you will receive at the site or invite any guests to join you in doing so, without prior permission from the site owners/management team.
- b. We do not accept same sex groups, or group bookings of any more than 3 pitches or holiday homes, or a combination of both. If you would like to discuss this further, please contact us [1].
- c. We have a limit of 6 persons, per pitch. The number of persons permitted within our holiday homes depends upon our designated sleeping births, please contact us, or refer to our website [2] for further details.
- d. We do not accept 'fifth wheel' caravans or exceptionally large units. If your unit is over 8.5 metres in length, or if it could be considered a unique unit, then please give us a call to help arrange the most suitable pitching location.
 - i. For further information on accepted unit types, group sizes or other booking information please see our **Booking Terms & Conditions** [3].
- e. As we are a family run site, designed for families to enjoy their stays with us, we have **Quiet Hours** between **11pm** and **8am**. Please be mindful of others at all times whilst on site.
- f. Fire Pits are NOT permitted on site, under any circumstances. Please refer to *Section 6 – Cleanliness and Behaviour* for further information on BBQ's.
- g. All campsite users must make sure that their holiday homes/caravans/awning/tents and any other belongings are kept secure at all times.

The site will not be responsible for any damage or theft caused.

- h. We ask that children are supervised at all times whilst on the site.
- i. Every caravan, both holiday bookings and seasonal units, must have fully working chemical toilet facilities. No liquids are to be discharged into the ground, please use the chemical waste disposal point to dispose of any waste.
- j. No items are to be stored underneath of any units whilst on site.
- k. All furniture outside of caravans and tents must be fold away items which are easily moved, enabling our maintenance staff to cut the grassed areas.
- l. During the 'High Season' (May Bank Holiday week and July and August) the Reception and Shop will be open daily, between the hours of 9 am and 5 pm. Emergency contacts will be provided within welcome packs, as well as being displayed on the reception door.
- m. Throughout the remaining months, the reception will be open daily, between the hours of 9 am and 3 pm.

2. Occupancy –

- a. At the time of booking, we ask for a complete list of names for ALL party members, as well as the ages of any person under 18 within your party. ('Infant' – aged between 0 and 2 years, 'Child' – aged between 3 and 14 years. 15 years and older are charged as an 'Adult')
- b. The main party member is responsible for providing full address details including postcode, email address and preferred contact telephone number.
- c. No person under the age of 18 is permitted to stay, for any length of time, within a holiday

home/caravan/tent without the supervision of an adult, over the age of 18.

- d. Parents are responsible for the behaviour and safety of their children and guests.
- e. It is not permitted for more people to stay overnight in a caravan or tent than it has been designed to accommodate by the manufacturer, or 6 persons as per *Rule 1(c)*.
- f. It is not permitted for more people than stipulated by us to stay overnight in any unit, as per *Rule 1(c)*.

3. Visitors –

- a. No visitors are permitted on site during May Bank Holiday half-term week, or the months of July and August, and possibly the beginning of September, depending upon school holidays. (For Seasonal Pitch holders and Holiday Homeowners, please refer to your separate agreements.)
- b. Outside of these times, visitors may be permitted on to the site, but ALL guests must be agreed with the site management PRIOR to their arrival on the site.
 - i. Approval can then be given at the discretion of the management team, considering factors such as party/group sizes, overall number of persons on site, regularity of visitors, and facility availability amongst other variables.
- c. If permission is granted, you will be asked to register guests' details with the reception. Details asked for will include Name(s), ages of any under 18's, vehicle registration(s), expected duration of visit and contact details. If the site management deem it necessary to ask for any further information, this is done with their discretion.
- d. The total number of visitors, if agreed, must not exceed the 6-person limit on the touring/tenting pitches, this includes both party members and visitors. *For example, if you have a booked party of 4, you may be allowed upto 2 guests, if you have a party size of 6, this will mean that no visitors may be permitted.*
- e. The total number of visitors, if agreed, must not exceed the number of persons designated to that holiday home.
- f. Visitors are welcome to use the toilet and shower facilities and we would ask that they use these facilities with the same care and attention expected of pitch holders.
- g. Visitor use of the swimming pool, when open, will be decided on an individual basis so please

speak with a member of staff regarding this before using the pool.

- i. Factors such as the time of season, how busy the site or swimming pool are, and volume of usage will influence the decision.
- h. Although visitors are not permitted during 'High Season', as set out in part (a) of this section, visitors may be permitted to visit The Poolside Bar with booked guests, when open.
- i. Please see *Section 10* for further information.
 - i. No guests' vehicles may be permitted to enter the site through the barrier, unless otherwise agreed. Please use the overflow car park for guests' vehicles.
 - j. Any visitors staying overnight, in any unit on site, must be agreed with the site management at least 24 hours prior to the commencement of the stay.
 - k. Failure to comply with any regulations contained within this section, may result in your entire party being asked to leave the site, with immediate effect.

4. Electricity –

- a. All touring and tenting pitches have electric hook-up connection points and the cost of this is included within your booking. The cost of electricity is included within any holiday home bookings.
 - i. All supplies, for both pitches and holiday homes, are metered and if used excessively, additional charges may be incurred. The site management would make you aware of excessive usage and the possibility of any charges before doing so.
- b. The electricity supply to grass pitches is restricted to 10 amp, for our hardstanding pitches it is restricted to 16amp. If you overload the supply the connection will be cut automatically as per the safety features of the supply. If this happens, please contact a member of staff who will be able to reset this for you. If you consistently overload the supply, we may have no alternative but to disconnect your supply for the remainder of your stay, with no refunds given under these circumstances.
 - i. Any issues with electricity within our holiday homes should be reported to a member of staff immediately, who will endeavour to solve any issues as soon as possible.
- c. With some electrical issues, they are not always possible to remedy straight away, it may involve bringing in a fully qualified engineer. In instances such as these, please be patient, and the site management will do all they can to make sure

the time spent without electricity is as short as possible.

- d. Under no circumstances should any person on site touch any cabling or electric supply boxes, which is not contained within their unit.
- e. Under no circumstances must any individual/party connect to another electric point, other than the connection point allocated for your pitch.
 - i. For any medical requirements, or any other reason which you may require another electrical hook up connection, then please speak with a member of staff prior to your stay. If this is agreed, then an extra charge will be payable.

5. Cleanliness –

- a. Residual waste should be put in the appropriate bins. We kindly ask that you do not leave any rubbish outside of your unit, in an effort to prevent to attraction of any birds, rodents or any other animals.
- b. There are 4 locations on the site in which general waste bins are housed. We also have glass bins, located in the main car park.
- c. In our efforts to increase our Sustainability, we encourage every guest to help us by minimising any waste as much as possible.
- d. We ask for your cooperation in keeping the Toilet & Shower blocks clean, please be respectful of other guests who must also use these facilities.
 - i. Mops are provided within each shower block so please make use of these in clearing any excess water.
- e. Please report any issues you may find with regards to cleanliness or damage, in any areas of the site, to a member of staff immediately.
- f. During busier times, the facilities will need to be closed in order to carry out the cleaning. Times will be displayed outside when this is the case. Please always be respectful of our cleaners.
 - i. During quieter times, cleaning can be carried out without the need to close.
 - ii. During the Winter months, our main toilet and shower blocks may be closed, but access to all guests of the site will be given to our family bathroom and disabled shower room.
- g. Children are to be supervised within the toilet blocks at all times.
- h. Misuse of these facilities will not be tolerated under any circumstances.
- i. Appropriate bins for sanitary use and nappies will be placed in the lady's toilet blocks and the family bathroom, please do not use these for any other waste.

6. Behaviour –

- a. Physical violence, the threat of physical violence, abusive and aggressive language or bullying of any person on this site, either a guest or member of staff, will result in the entire party being removed from site immediately, without refund.
- b. Failure to comply with any instructions given to you by any member of staff may also result in removal from the site.
- c. As per *Rule 1(e)*, we have **Quiet Hours** between the hours of **11 pm** and **8 am**. Please follow this for the entirety of your stay.
 - i. **Quiet Hours** mean that there is to be no music, unreasonable noise, shouting or loud talking, which may keep any other party awake.
 - ii. We ask that from 10 pm onwards efforts are made to reduce the noise levels, please be respectful of other holiday makers.
- d. Children are to be supervised at all times, throughout all areas of the site. The behaviour of any children on the site is the overall responsibility of the adults within their party.

7. Health & Safety –

- a. With regards to all matters concerning Health and Safety, the decision of the site management is final.
- b. No person(s) may sleep in any unit which is not designed for that purpose, including cars.
- c. Appropriate fire extinguishers are located, along with alarm points, in various locations around the site, please familiarise yourself with the location of these whilst on-site.
 - i. These are serviced annually in accordance with the relevant regulations.
- d. There will be a first aid trained member of staff on site at all times, unless otherwise stated. Please report all medical issues, or any accidents which may require medical attention or first aid, to a member of staff as soon as possible, who will assist you in finding the best course of action.
 - i. First aid supplies are located in the site reception.
- e. Open fires are **NOT** permitted on the site. This includes fire pits.
- f. BBQs are permitted, providing that they are suitable for use and raised off the ground. Disposable BBQs are also permitted, but we ask that if you do not have a stand, to speak with a member of staff who will attempt to find you a concrete slab.
 - i. When disposing of disposable BBQ's, please make sure that they are fully extinguished before placing them in the

bins. Please, at least, leave them overnight before disposing of them.

- g. With regards to bicycles, skateboards and/or scooters, these are permitted for use around the site, but we ask that they are used responsibly, at all times, with any use of these being prohibited after sunset. Failure to do so, may result in your party being asked not to use them for the remainder of your stay.
 - i. Use of any of these are prohibited in the car parks areas, or around the barrier on site.
- h. Electric scooters are currently permitted on site, following very similar rules as above (g). Due to the increased ability of speed, the use of these will be monitored more closely.

8. Outdoor Swimming Pool –

- a. The Outdoor Swimming Pool is open, and heated, from the beginning of April until the end of September. Opening hours will vary depending upon the time of the year and daylight hours. In peak season, (July and August) typical opening hours are from 8 am to 8 pm.
 - i. The pool is heated by the use of an air source heat pump. The temperature, under regular conditions, can range anywhere between 25 and 29 degrees Celsius.
 - ii. During times of bad weather or cold temperatures, this temperature may decrease.
 - iii. Outside of these months, the air source heat pump is switched off, but the pool is still regularly checked and cleaned. If you would like to use the pool during these months, please speak with a member of staff.
- b. The Outdoor Swimming Pool does not have a lifeguard on duty at any time. It is the responsibility of all persons using the pool, and the parents/responsible adults of any children, to ensure that all rules are followed, and the area used safely, at all times.
- c. Upon arrival to the site, a copy of the swimming pool rules is contained within the welcome pack. If there are children within your party, you will be asked to sign as confirmation of agreement of these rules, as well as acting as a registration for the swimming pool for the duration of the stay.
- d. Any children under the age of 16 must be accompanied by an adult (18 years or older) at all times whilst using the swimming pool.
 - i. Any failure to follow this rule will result in all party members being asked not to use the swimming pool for the remainder of the stay.

- e. No person(s) may use the pool whilst under the influence of alcohol or drugs.
- f. No food is to be consumed around the pool area.
- g. No glass is permitted around the pool area.

9. Hot Tubs

- a. If your accommodation has a hot tub, all party members agree to behave appropriately and follow all rules set out.
- b. Within the accommodation will be 'A Guide to your Hot Tub' information sheet. This contains all of the required information and how to safely use the hot tub, with what to you are required, permitted, or not allowed to do whilst using the hot tub.
- c. All of the rules are set out in accordance with the HSE's official guidance HSG282 – The control of legionella and other infectious agents in spa-pool systems.
- d. We are legally required to check the hot tubs twice daily, to ensure that they are of a safe water quality and clarity for any guests.
- e. Please report any issues that you may find with the water quality or clarity to a member of staff before using.
- f. If you are not sure how to correctly use the hot tub, after referring to the information sheet, please feel free to discuss any issues or ask any questions with a member of staff.
- g. Failure to use the hot tub correctly and safely, or against any of the regulations in place, will result in the hot tub being switched off and being made unavailable for the remainder of the booked stay.

10. Children's Play Area –

- a. A suitable, responsible adult (over the age of 18) must accompany any child using the play area.
- b. Age limits, where appropriate will be displayed on any equipment, but we ask that all equipment is used responsibly, and thought is given to other park users at all times.
- c. The opening and closing times of the play area will be considered and monitored, dependent upon the time of the year and weather conditions.
 - i. The latest that the play area will be open is sunset.
- d. Bullying will not be tolerated towards any person(s).

11. The Poolside Bar –

- a. The Poolside Bar is open during the May school holidays and the second bank holiday in May, and then in the middle of July until the first weekend in September.

- i. Exact opening times will differ each year. Please contact us if you would like further information [1].
- b. The Poolside Bar is exclusively for the use of guests staying at Perran Quay, including seasonal pitch holders and holiday-home owners.
 - i. If you are staying on the site, it is possible to book a table in The Poolside Bar including people not staying on the site. Please speak with a member of staff before doing so, as first refusal on tables must be given to those on site.
- c. The Poolside Bar has 13 tables and is suitable for 60 people.
- d. Bookings are advised at all times.
- e. Entertainment evenings may be hosted during School holidays. This will depend upon the number of people on site and the participation levels.
 - i. If we are running entertainment, you will be informed of this by text message on the day.
 - ii. We are only able to take bookings for any entertainment evenings on the day.
 - iii. Typically, entertainment evenings are held during the May and Summer school holidays only.
- f. During times when the bar is open, it will open from 5pm on the days advertised.
 - i. During the May and Summer school holidays this will be daily, but outside of these times may vary.
- g. Closing times will vary. It will depend upon the number of people using the bar for that evening.
 - i. The latest the bar will stay open is 11 pm, in line with the 'Quiet Time' throughout the site.
 - ii. Please be respectful of the bar staff, at all times, and respect any decisions made regarding closing times.
- h. When The Poolside Bar is open, food will be served between 5 pm and 8 pm.
 - i. Any food is also available for takeaway.

12. Illegal Activities –

- a. The use of drugs, or any other illegal substances, are strictly prohibited on site.
 - i. Anyone found to be doing so will be asked to leave the site immediately, along with the entirety of their party. In instances such as these, there are to be no refunds issued.
- b. If the Police are called onto the site for any events/activities causing unrest to others on site, you will be asked to leave the site immediately, along with any other party members, and no

refunds are to be issued.

13. Fire –

- a. An adequate amount of space must be kept between your unit and that of those directly next to you. Please follow the pitch markings and any instructions given to you on your arrival.
 - i. For touring caravans, units must not be sited tow hitch first. In cases of emergency, we may be required to remove units as quickly as possible.
- b. In the event of a fire, move everyone outside of your unit, raise the alarm, notify a member of staff, and gather at a fire point on site.
 - i. If the situation requires it, please call 999.
 - ii. For another further information, please contact us. [1]

14. Failure to Comply –

- a. Failure to comply with any of the rules and regulations contained within this document may result in the removal of your entire party from the site as well as being added to our site blacklist, meaning future stays for any party member are prohibited.
- b. In instances such as these, there are to be no refunds given under these circumstances.
- c. The final decision on any matters regarding site rules and regulations fall with the site management.
- d. The site management reserve the right to change, add or remove any new rules and regulations, should they deem it required.
- e. By making a booking all party members, acknowledge agreement to both be familiar with and act in accordance with these rules and regulations at all times whilst on site here at Perran Quay.

A Final Word...

We would like to thank each of our guests for agreeing to follow by these rules. We do not enjoy having to police these whilst people are staying with us, but we will not hesitate to do so, if it is deemed necessary to do so for the good of all persons on site. We look forward to welcoming you to Perran Quay!

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 'Booking Terms & Conditions', located at the bottom of the webpage.