

Terms and Conditions

Please read these terms carefully as they make up your agreement with us, together with your booking confirmation and the information on our website.

Payments & Cancellations

1. The easiest way to pay is via your on-line booking. Cheque payments & most major credit cards are also accepted. Please make cheques payable to: **Trenance Holiday Park**.
2. The balance amount of your holiday is due **28 days** before the start of your holiday.
3. If payment is not received by the due date, the booking will be considered cancelled. The Park will be free to re-let the accommodation/pitch. Deposit monies will **not** be refunded by the Park.
No refunds are given for cancellation or early termination of your stay. We recommend that visitors take out Cancellation Insurance independently of the Park.
4. We do not permit any accommodation to be sub-let under any circumstances.
5. Caravans/Chalets/Pitches should be occupied within 24 hours of the due arrival date. If the Park has received no notification of a delay in your arrival, the Park will be free to re-let the accommodation/pitch **No monies will be refunded by the Park**
6. Changes to a booking will incur a charge of £10.
7. Cheques returned by the Bank un-cleared, will incur a £10 charge.
8. Only one discount or special offer can be applied per booking. Once booked, any offers available subsequently cannot be applied to an existing booking. Likewise you are not permitted to cancel a booking in order to re-book under a new special offer. We reserve the right to alter the tariff at our discretion.

Booking Conditions

9. Bookings are not confirmed until processed by the Booking Office. There may be some delay during busy periods. We reserve the right to refuse any potential booking.
10. Trenance Holiday Park is a family park and caters for families, couples and singles only, we **do not accept all male, all female, or uneven numbered large groups (consisting of 4 guests or more)** unless by prior arrangement. Accordingly we check not only the availability of requested accommodation but also party make-up before any booking is confirmed. If we find a group forming on the Park (by way of separate reservations) we may ask you to leave the park without a refund.
11. If in the opinion of the Proprietors any party is guilty of excessive noise, unclean behaviour or conduct prejudicial to the well-being of other visitors; the Proprietors may re-take possession of the accommodation or pitch, and refund any monies only at their discretion or charge for any damage caused to Park property.
12. It is your responsibility to check that the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.
13. The person signing the booking form is deemed to be responsible for ensuring that only those listed on the form occupy the accommodation/pitch.
14. Due to fire regulations the size of your unit including awnings (touring caravan, motorhome or tent) must be given at the time of booking to ensure the pitch is large enough size. If on arrival your unit exceeds the dimensions given at the time of booking (car parking on your pitch may be compromised), then we reserve the right to relocate you to another pitch (additional charges may apply). Should there be no availability elsewhere, then we even reserve the right to refuse you a pitch. No refund would be offered.
15. Some facilities advertised may not be operating early or late in the season.
16. **NO DOGS**. In the interest of all guests, dogs are not permitted in our accommodation/ on pitches at any time.
17. Your booking will be voided if on arrival a dog is included in your party.
18. Once booked in, parking is allocated alongside your unit. Prior to check in parking on the Park is not available.
19. We reserve the right to enter Caravans/Chalet and Pods under special circumstances or emergencies, at any time.
20. Visitors will be held liable for any damage to Park property and may be charged for an extra clean if required.
21. Parents/Guardians are responsible for the conduct of their children whilst on the Park.
22. For the privacy and safety of all persons on the park we do not permit guests to fly drones.
23. To view our Privacy Policy please visit our website www.trenanceholidaypark.co.uk

For more information please go to **F.A.Q** section on our website homepage www.trenanceholiday.co.uk

General Information



RECEPTION

For any help or information you may need during your stay.
Phone card top-ups. Mobile phone re-charging (50p) Booking enquiries etc.



MINI-MARKET

Our well stocked shop & Off License for groceries, toiletries, beach goods, camping accessories etc. Opening times on the door.



WI-FI LOUNGE

Free Wi-Fi in our comfortable lounge.



LAUNDERETTE

Situated next to the Shower block. Opening times on the door.
Washing Machines 5 x £1 coins (includes soap) Tumble Driers = 20p or £1 coins
Irons operate on tokens (same as the showers) 30p each for 15 mins.
Clothes-washing sinks with free hot water.



LADIES & GENTS SHOWER BLOCK (Open 24hrs)

Ladies and Gents showers operate on 30p tokens available from Reception, Shop or Warden.
Each token lasts approx. 10 minutes.
Hair driers in each Block operate on the same tokens.



BABY-CHANGING FACILITIES

Located in all Toilet Blocks.



PRIVATE WASHING CUBICLES

Located in all toilet blocks



LEAFLET ROOM

Full of Information on "Where to go and What to do!"



PUBLIC TELEPHONE

Situated by Reception.



POSTBOX

Situated by Reception, cleared daily at 5pm.



GAMES ROOMS

Pool table (Opening times on the door)



RECYCLING POINTS

Situated around the Park.



PARK-WARDEN (Caravan No:120)

For assistance after Reception has closed (5pm to 10pm) call : 07598 881203

The Park owners hope that all visitors will enjoy their stay at Trenance.

Please remember if returning to the Park late at night, that many families may have children asleep. Any noise or unruly behaviour that upsets your fellow visitors is not acceptable & may result in termination of your stay.



CHECK-OUT

Departure time for Chalets, Caravans & Pods is 10.30am and 12 noon for Touring Caravans & Camping.