

TERMS AND CONDITIONS - PART ONE

At the time of writing it is impossible to know what impact the pandemic will have on the 2021. With that in mind the Management reserve the right to alter the Terms and Conditions accordingly.

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

POSTPONEMENT AND CANCELLATION DUE TO COVID-19

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.

Either of us has the right to cancel your holiday, or any full unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Direct Costs"). If your holiday has started, then we will refund in full any full days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.

Either of us also has the right to cancel your holiday, or any full unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

CHANGES TO OUR FACILITIES AND SERVICES DUE TO COVID-19

We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We will not charge an administration fee, and we will not deduct any Direct Costs.

TERMS AND CONDITIONS - PART TWO

PAYMENTS & CANCELLATIONS

1. Cheque payments & most major credit cards 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.
4. Cancellation, **no refunds** are given for early termination of your stay. We recommend that visitors take out Cancellation Insurance independently to the Park.
5. Please ensure that your holiday insurance covers you for disruption due to Covid-19. Bookings deposits cannot be refunded.
6. We do not permit any accommodation to be sub-let under any circumstances.
7. 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.**
8. Changes to a booking will incur a charge of £10.
9. Cheques returned by the Bank un-cleared, will incur a £10 charge.
10. 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

11. Bookings are not confirmed until processed by the Booking Office. We reserve the right to refuse any potential booking.
12. 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 confirmation of any booking is made. If we find a group forming on the Park (separate reservations) we may ask you to leave the park without a refund.
13. 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.
14. It is your responsibility to check 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.
15. The person signing the booking form is deemed to be responsible for ensuring that only those listed on the form occupy the accommodation/pitch.
16. 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.
17. Some facilities advertised may not be operating early or late in the season.
18. **NO DOGS**. In the interest of all guests, dogs are not permitted in our accommodation or on our pitches.
19. Once booked in, parking is allocated alongside your unit. Prior to check in parking on the Park is not available.
20. We reserve the right to enter Caravans/Chalet and Pods under special circumstances or emergencies, at any time.
21. Visitors will be held liable for any damage to Park property and may be charged for an extra clean if required.
22. Parents/Guardians are responsible for the conduct of their children whilst on the Park.
23. For the privacy and safety of all persons on the park we do not permit guests to fly drones.
24. To view our Privacy Policy please visit our website www.trenanceholidaypark.co.uk