

We ask that you read the following terms and conditions carefully to ensure that your stay with us will meet your needs and expectations.

Additional COVID-19 booking conditions

Bookings must meet current government guidelines at the time of your stay. We may have to cancel or rearrange any bookings that breach these. The provision of some facilities maybe altered. Up to date information will be on our website. To manage numbers on site we make a small charge for day visitors during May half term (27th May - 5th June) and high season (15th July - 4th Sept).

Booking Conditions

We would like all our guests to enjoy their holiday with us here at Wheal Rose. We reserve the right to refuse any booking – our decision is final. We also reserve the right to decline or terminate the booking of any guest in breach of the booking conditions and park rules, or whose behaviour interferes with the general comfort of other guests and in this instance no refunds will be made.

We endeavour to provide all those facilities advertised on our website. However, we reserve the right to withdraw or change site facilities at any time. The price of the booking is for accommodation only. In the unfortunate event that we have to alter the facilities offered prior to arrival, we will notify you by email as soon as possible.

- We are a quiet, family orientated park. We accept a maximum of 2 bookings as a group (including statics) unless by prior arrangement. Please contact us before booking.
- There is a maximum of six people per pitch (including infants) with no more than four adults.
- One unit per pitch is permitted.
- The person making the booking must be staying on the pitch for the duration of the holiday, be over 21 years of age (at the time of booking) and accept responsibility for all members of the booking.
- We do not permit work related stays or commercial or sign written vehicles on the park. Holiday makers only.
- We do not permit accommodation to be sub-let under any circumstances.
- All units booked in must be appropriate for camping.

Payment Terms

Following booking a confirmation receipt will be sent by email. It is the customer's responsibility to check all dates are correct and ensure that any balance payments are made on time. If you have given us your e-mail address, we will send out a payment reminder e-mail a few days before your payment is due. If your payment is late, we will notify you of non-payment. In the event we do not receive payment and we do not hear from you, we reserve the right to terminate our contract with you and cancel the holiday booking without a refund of any monies paid.

- You will be required to pay a 25% deposit, to secure your holiday booking (minimum deposit £25 for pitches and £50 for static caravans)
- Deposits are non-refundable and may only be transferred at the park's discretion
- Full payment must be made at least:
 - 4 weeks before the arrival date for camping pitches
 - 6 weeks before the arrival date for static caravan bookings

Amendments and Cancellations

Please contact us as soon as possible by email (admin@whealrosecaravanpark) or telephone (01209 899030) if you need to amend your dates or wish to cancel your booking. Once received we will confirm the amendment or cancellation request by email.

If the booking is unable to go ahead due to a national or local lockdown, any monies paid directly to us will be fully refunded. Deposits made via third party booking sites cannot be refunded.

We recommend that guests purchase holiday insurance to cover personal circumstances that may affect their ability to travel. This includes – but is not limited to – illness (including Covid-19), a requirement or recommendation to self-isolate or quarantine, shielding, a call to jury duty, military service, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. We do not offer refunds if the guests are unable to travel due to personal reasons. **If you choose not to take out UK travel insurance, then you accept responsibility for any loss that you may incur due to your cancellation.**

For all other amendments and cancellations the following terms apply:

- All deposits are non-refundable. These are an administration fee to cover our costs related to the booking, cancellation and rebooking.
- For pitches
 - no refunds will be given if the booking (or any part of the booking) is cancelled within 4 weeks of the arrival date or if you leave early.
- For static caravans
 - no refunds will be given if the booking (or any part of the booking) is cancelled within 6 weeks of the arrival date or if you leave early.
 - If we are able to re-let the static caravan for all or part of the period of your stay, you will be entitled to a return for part of the cost of your stay, minus the deposit. The amount we refund to you under this clause will depend on the final letting price that we receive for the new booking (minus any associated costs) which may be less than you have paid or agreed to pay.

In the event of Force Majeure being imposed, we shall not be liable for the refund of holiday expenses. We will agree with the guest to move the affected booking to suitable dates within the next 12 months, subject to availability. Any increase in price will be payable by the guest. Force Majeure circumstances are those where the owner(s) could not, even with all due care, foresee or avoid. Such circumstances include (but are not limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disasters, epidemics, pandemics, health risk or such similar event.

Arrival and departure times

- Check in for pitches is between 2pm - 7pm in July and August and from 12 noon – 7pm at all other times.
- If you book your pitch the night before you arrive, you can arrive at 9am when reception opens
- Check in for static caravans is between 3pm and 7pm.

Please be aware that in the busy summer season reception is closed between 12 and 2pm as we are out on the campsite preparing your pitches. As we only have small car-park this can get busy on changeover days so please aim to arrive after your check-in time and not before, especially if you have a large unit.

- Pitches must be vacated **no later than 11am on day of departure.**
- Static caravans must be vacated **no later than 10am on the date of departure**

If you are unexpectedly delayed on the day of arrival and expect to arrive after the last attended arrival time of 7pm, please telephone reception.

Automatic Barrier

- One barrier card per pitch is issued at check-in. The card must not be used to allow other cars/day visitors access to the park. Tailgating is not permitted. To ensure the card is returned to us in good condition a £10 deposit will be required, this will be refunded at the end of your stay once the card is returned.
- Bikes and scooters must NOT be used to open the barrier. Please ensure your children know that they must use the side access. There is a camera on the barrier and any damage to the barrier is the responsibility of the lead customer on the booking.

Pitching

- The entirety of your unit, awning, guy ropes and car must fit within your booked pitch
- The maximum sized unit permitted on a standard pitch is 6m x 4m (tent/trailer tent) or 7m length (caravan/motorhome/camper).
- If on arrival your unit exceeds the dimensions given at the time of booking and does not fit on the pitch safely, then we will require you to park your car in the car-park. Additional charges may apply.
- There must be a 3m firebreak gap between any item on your pitch and any item on an adjacent pitch (excludes guy ropes).
- Only one unit (tent/caravan/camper-van/motorhome) plus awning per pitch is permitted.
- Gazebo's may be used on Large and Extra Large pitches, or when 2 adjoining standard pitches are booked. They must be securely pitched and in windy conditions we advise that gazebos are not used.
- One car is allowed per pitch. This must be parked completely within the pitch and not encroach onto the road. One additional car can be added as an extra car but must be booked and paid for before arrival and parked in the small car park by reception for the duration of the stay.
- One electrical feed only per pitch can be plugged into the electricity supply. The charging of electric and hybrid cars is not permitted.
- Whilst every effort will be made to provide the pitch you have requested, we cannot guarantee this, and we reserve the right to move pitches.
- We regret that we do not accept American style/RV motor homes, boats or motorised water craft on the park.

Static Caravans

- Strictly no smoking in any caravans

Swimming Pool

The pool is open May half term (27th May - 5th June) and high season (15th July - 4th Sept) only. Although we will try our best to ensure that the pool is open during these times, we may need to occasionally close the pool to make repairs if any damage has occurred and we do not accept any liability for this.

A booking system will be in place and details of this separately published on our website.

Please note the pool is NOT manned by a lifeguard. Guests are advised to exercise care when using the pool and do so at their own risk.

- Children under 16 must be accompanied by a parent or grandparent.
- All non-swimmers must wear swimming aids.
- Children under 4 years of age should wear a swim nappy.
- Please take care in the pool and for you and all guests safety we recommend no diving or running.
- We ask that guests do not put any sandy items (such as body boards) in the pool.
- The pool is for the use of residential guests and therefore cannot be used after check-out (11am on the day of departure) or by day visitors.
- We do not accept any liability for damage or accidents when using the pool.

Liability

- Anyone defacing or causing damage to any buildings, equipment or property of the park or of other guests will be asked to leave immediately. The lead customer on the booking is responsible for all guests and visitors in their party.
- Your personal belongings, vehicles, vans and accessories are left at your own risk and Wheal Rose Caravan & Camping Park are not liable for the loss, theft or damage of any property.

Park Rules

To ensure that all guests have a happy and relaxing stay with us, we ask that all members of your party follow the park rules. If you are unruly or antisocial whilst staying on the park, you will be required to leave immediately without a refund.

- Parents are responsible for the behaviour of their children at all times.
 - Children are not permitted to play in or around the shower blocks or around/with the automatic entry barrier.
 - Children are not to be left on the park without adult supervision.
 - Children under 10 years should be supervised when using the shower block facilities.
 - The children's play area is for under 12 years only
- Ball games are permitted by the children's play area only and away from other people's pitches and vehicles.
- Cycles and scooters are permitted **providing these are used safely**: - keep to the speed limit of 5mph, no cycling around the shower block or down the main drive entrance and they must not be used to open the automatic barrier. We do not permit electric scooters.
- Noise should be kept to a sensible minimum and not disturb fellow guests; radios and TVs must be kept on low volume, no amplified music and all quiet between 11pm and 7am.
- Dogs to be kept on a lead at all times and not left unattended in caravans or tents. Any accidents must be cleaned up immediately. The bins at the top of park can be used to dispose of dog poop bags. Please do not use bins in the shower block.
- The charging of electric/hybrid cars is not permitted.
- Fans or heaters must not be left on in tents or caravans when they are unoccupied.
- No smoking, vaping or any pets in the amenity buildings
- The use of any unlawful drugs on the park is prohibited
- Speed limit on the park and the driveway is 5mph
- BBQs must be raised off the grass. Please do not put hot coals on the grass and dispose of any ashes in the bin when completely cold. **Open fires and firepits are not permitted.**
- All rubbish to be taken to the refuse area at the top of the park.
- Do not use your barrier card to give access to other vehicles. All day visitors must report to reception and park in the car-park.
- No commercial vehicles, the park is for genuine holidaymakers only.

We will respectfully remind guests of the park rules, and guests will be asked to leave if repeated breaking of the rules is observed.