

Treyarnon Bay Holidays Terms and Conditions

1. Your Agreement With Us

Please read these terms carefully as they make up your agreement with us, together with your booking confirmation.

These terms and conditions apply to all booking contracts made with Treyarnon Bay Holidays - Touring, Static Caravans, Cottages and Camping either online or by phone.

2. Getting in touch

If you would like to discuss your booking with us, or have any questions regarding these terms and conditions, please do not hesitate to contact our bookings team who will be more than happy to help you.

Treyarnon Bay Holidays, Treyarnon Bay, Near Padstow, PL27 8JP

01841 520681

E-mail: hello@trearnonbayholidays.co.uk

Website: www.trearnonabayholidays.co.uk

We have a '[Frequently Asked Questions](#)' section on our website which you may also find useful.

While we make every effort to ensure the availability of all facilities as advertised, in each case, our obligations of service are limited to the accommodation of your booking party. but do not extend to the full provision of ancillary facilities on site, including but not limited to shower blocks, laundry facilities and other communal facilities. We reserve the right to alter or close certain facilities without prior notice. If such a change is necessary, we will endeavour to advise you as soon as possible.

3. Who We Cater For

Treyarnon Bay Holidays is a family park and caters for families and couples only. We do not accept non-family orientated groups, or singles unless by prior arrangement. Even numbered mixed parties will only be accepted at our discretion. If you haven't made a group booking and arrive in a group, we may ask you to leave the park without a refund.

4. Minimum Ages

For touring and camping bookings, the lead party member must be aged 18 years or over. For static caravan bookings and cottage bookings the lead party member must be aged 21 years or over.

5. Cancelling Your Holiday

We hope that you won't need to cancel your stay, but if you do, this needs to be put in writing via email or letter. If you have any questions please call 01841 520681

Please be aware that we strongly recommend you take out your own holiday insurance to cover any possible reasons for cancelling, as we do not offer any type of cancellation compensation.

Please note that your deposit is non-refundable and non-transferable.

If you are to cancel your holiday, Treyarnon Bay Holidays will endeavour to re-let the property. If we are successful in doing this, we will refund 60% of the holiday cost excluding the deposit paid.

Please note that the claim must be in writing and supported by the relevant documents. Our acknowledgement is evidence of our having received your notification.

In the event that you are disinclined to travel or opt not to attend for all or part of your booking, under circumstances where we are able to comply with our obligations, no right to a refund or credit will apply.

We cannot refund any monies because of inclement weather or circumstances out of our control.

6. Provisional Bookings

It is possible to reserve a holiday as a provisional booking for a maximum of 7 days. No payment is required at this stage. After the 7 days has expired the booking will be automatically cancelled without notification and there will be no charge. We reserve the right to cancel any provisional bookings at any point and there is no guarantee this will be held for the full 7 days without payment of deposit or balance payment in full, whichever is required at the time of booking. We may not be able to take a provisional booking depending on availability.

7. Paying For Your Holiday

You will be required to pay a deposit, at the time of booking, to secure your holiday booking.

This is 20% of the full price of your holiday booking.

Your remaining balance will be due in full 4 weeks prior to arrival. You will need to call our office to make a payment using a credit or debit card or you can pay by bank transfer.

Please note: We do not accept cheques.

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. We do not send reminder letters, but your payment due date is written on your confirmation for your reference. If there are any issues with your holiday payment, please notify us at the earliest opportunity so we can discuss this with you.

If your payment is late, we will notify you of non-payment. Non-payment will attract a non-negotiable late payment charge of £10.00 on all bookings. 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. All bookings made within 4 weeks of arrival must be paid in full at the time of booking.

8. Your Booking Confirmation

We will send you a booking confirmation within 24 hours of you making the booking with us to the email address provided when booking. Please advise us of any changes to your email address.

If you do not have an email address, please advise us so we can arrange to send your confirmation by postal letter.

It is your responsibility to let us know if you have not received your booking confirmation.

You will need to check the details on your booking confirmation are correct, and you must notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.

9. Changes to Your Holiday

If you need to make any changes to your booking, please call us as soon as possible on 01841 520681. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change.

If we can accommodate your request to alter your booking, we will amend this for you. Please note, there may be a £25.00 amendment fee to cover the administrative costs. Depending on the amendment, the cost of the holiday may increase or decrease; no refunds can be offered where a decrease in price leads to an overpayment. In such circumstances a booking credit will be offered. We will always try to accommodate changes, including date changes, but if this isn't possible and you don't keep to your original booking, this will count as a cancellation.

10. Your Party Make Up

Only the people named on the booking confirmation can use our cottages, holiday homes, pitches and facilities. Names of all joining party members are to be given upon booking. Please check your booking confirmation as soon as you receive it and please advise us of any changes right away.

Bookings and accommodation are non-transferable; we will not permit access to site for any persons who have obtained a booking that was not purchased directly from ourselves.

The lead party member is the lead person named on the customer account under which the booking is made and accepts ultimate responsibility for the booking including behaviour of all party members and payments. Accordingly, the lead party member must be present for the duration of the entire stay unless by prior arrangement with management.

Just let us know the total number of people coming with you (including children and babies) as you must not exceed the capacity of your cottage, holiday home or pitch. We provide details of the maximum capacity on our website (which will be 2 to 8 people maximum depending on the unit type, and 6 persons maximum per pitch). Please contact us if you require any assistance in making your caravan or cottage size selection. Please check your confirmation carefully to check you have a caravan or cottage suitably sized for your party.

If you do exceed the maximum number of occupants, we will unfortunately have to turn any extra people away at check in. No refunds can be provided if you are unable to use the holiday as booked due to non-compliance with maximum capacity of accommodation booked.

We do not permit any accommodation to be sub-let under any circumstances.

By law we cannot permit guests to work from site. Anyone found to be working from site will be asked to leave immediately without any refunds.

11. Holidays With Pets

We accept well behaved dogs in some of our cottages all year –

Springfield Barn, The Old Stable, Trevear Farm Cottage and Polly's Cottage as well as Hillcrest and Homesleigh.

Lily's, Mermaid's, Shellseekers, Sunset and Bens Stable are dog friendly from April – June, September and October. No pets are allowed in July and August.

No dogs are permitted in or around our static caravans at any time.

Dogs are welcome in our camping field from April – June and in September.

We do not allow dogs in our main camping fields in July and August.

Please see our website about booking at Trevear, 'The Farmers Field' for camping with pets in July and August.

Dogs must be pre-booked, and a charge applies (see the current tariff for charges).

Dogs must be kept on a lead at all times whilst on site. If dogs display unsocial behaviour, or cause disruption to other guests we reserve the right to terminate the booking forthwith without compensation.

We do not allow dogs to be left unattended in cottages or on pitches.

If you arrive with a pet that has not been added to your booking or is in accommodation where we do not allow pets we reserve the right to terminate your booking without any refund due to yourself.

12. Behaviour

We would like all our guests to enjoy their holiday with us here at Trevarnon Bay. We therefore reserve the right to refuse, or terminate, some bookings, if we think a person will compromise the enjoyment of other guests or the wellbeing of staff.

If you are unruly or antisocial whilst staying on the park or in our accommodation, you will be required to leave immediately without a refund, along with the rest of your booking party under the discretion of the Park Owners if deemed necessary. This type of behaviour includes, but is not limited to, any discrimination against, or harassment of anyone in relation to their sex, race, colour, religion, religious or philosophical belief, nationality, age, ethnic origin, relationship status, disability, sexual orientation, or gender re-assignment.

The company reserves the right to terminate any booking at any time, without compensation or refund.

13. No Noise Policy

Whilst we appreciate everyone is on holiday and we would like you to have the best time, we ask that guests abide by the no noise policy to ensure the peaceful enjoyment of the park by all guests. Therefore, please note we have a zero-tolerance policy after 10pm. Staff patrol the site after 10pm to ensure the no noise policy is followed. If you are affected by noise during your stay, please call us on 01841 520681.

14. Check In And Check Out Times

If you are camping or touring you will gain access to your pitch from 2pm, subject to availability and prevailing conditions. Check out time is 12 noon.

Static caravans and cottages are ready from 4pm. If they are ready any earlier, we will contact you via text message. Check-out is 10am on your day of departure.

If you arrive on site prior to your check in time we ask you use the pay and display car park at Trevarnon Beach until your pitch / cottage / caravan is ready for you.

15. Late Arrivals

If you are going to be late arriving for your static caravan, cottage, or pitch, please notify us at the earliest opportunity. If you do not contact us, the unit you have booked will only be held until noon the day after the booked arrival date (provided full payment has been received) after which time we may re-let without notice and without a refund.

If you are arriving for a camping/touring booking, due to our noise policy, only arrivals before 9pm will be permitted to pitch up. We reserve the right not to permit pitching up after dark.

16. What Is Included?

All accommodation is booked on a self-catering basis. We do not supply cleaning products, toiletries or condiments.

We do provide duvets and pillows in our static caravans but do not provide towels, duvet covers, sheets or pillowcases.

All our cottages have beds made up but DO NOT include towels.

We do not supply any camping equipment.

17. Wi-Fi

We DO NOT offer Wi-Fi on site for camping or in any of our static caravans or cottages. We hope this offers you the opportunity to switch off and relax and make the most of your beautiful surroundings.

18. Your Touring Pitch

Due to fire regulations the size of your unit (caravan, motorhome, tent), any extras and your car cannot exceed the size of your pitch – applicable to electric pitches only. Pitching is to be from left to right. Please check with us at the time of booking. It is crucial that you adhere to pitching instructions as per your email confirmation. If you do not, we can ask you to re pitch.

Non electric pitches are not pre allocated and a minimum of a 3-meter gap is to be paced out amongst units.

Gazebos may not be permitted on the pitch if its size reduces the clear space required by fire regulations. Please check this when booking your pitch. We do not permit washing lines on any pitch.

We reserve the right to ask that awnings & gazebos that are deemed too large for a pitch are removed.

Please note our electric pitches are a 10amp supply.

No generators are allowed on site.

We do not allow open fires on site, i.e. fire pits. We ask if you are using barbeques, they must please be either charcoal or gas and must be raised above the ground so that they do not burn the grass.

We do not permit the use of chemical toilet sanitising products containing formaldehyde.

19. Vehicles

If you are bringing a vehicle with you, please advise us when booking your holiday. We do require the registrations of all vehicles you may be bringing. For touring reservations, we charge per vehicle on site, which includes motorhomes and campervans.

Cars towing a touring caravan are charged as one vehicle.

If you are bringing more than one motorised vehicle (for example if you are bringing your motorhome and a car or are coming in two cars) you have to inform us at the time of booking and additional charges may apply.

For holiday homes we allow a maximum of 2 vehicles per booking, with only one allowed to be parked next to the holiday home if/where parking is available.

If you are bringing any additional motorised vehicles, you have to make us aware of this prior to arrival and there will be an additional charge for this. This includes, but is not limited to, jet skis, speedboats and cars over the amount allowed on the booking.

The maximum speed limit across the site is 10mph for all vehicles and must be always adhered to; all park roads and areas are subject to Road Traffic Law.

No driving is permitted generally around the site between 11pm and 7am (unless unavoidable) to ensure minimum noise disturbances to other guests. Please respect the peaceful enjoyment of other guests.

20. Deliveries

We do not allow any supermarket or shopping deliveries on site at any time. A list of local supermarkets is available upon request.

If staying in one of our cottages you are permitted a supermarket delivery. Please be sure to give accurate instructions and your contact number to the company delivering.

We do not accept any post at our reception due to limited space. Please arrange for post to be delivered elsewhere or perhaps use an Amazon Pick Up point.

21. Personal Property

Treyarnon Bay Holidays accept no responsibility for personal property left on site. If items are left behind, we can arrange for them to be returned subject to payment of postage costs, which will be confirmed before the item is posted.

Any property left behind will be kept for no more than 30 days after departure. Please note, items in (bin)bags or any items that may be conceived as left on purpose to be disposed of may be thrown away and we accept no responsibility for property left on site.

22. Your Stay With Us

You are obliged to leave everything in a clean and tidy condition. You are responsible for any damage done or sustained during your stay. We reserve the right to charge an additional fee to cover any damages or extra cleaning fees.

You must leave your pitch or accommodation by the times stated against each accommodation type in your confirmation email.

Dangerous items including knives, firearms, air weapons, archery equipment and fireworks (including sparklers) may not be brought onto or used on site.

Smoking is prohibited in all static caravans and cottages as well as in and around in of our public buildings.

Use of any unlawful or prohibited drugs is banned on site and in or around any of our accommodation.

All customers must make themselves aware of the site fire procedures as soon as possible after arrival. These procedures are displayed at the fire points throughout the site and in accommodation welcome packs.

Litter and tied bin sacks must be placed in the bin areas provided – rubbish MUST NOT be left outside caravans, cottages, or tents due to seagull attacks. We have recycling points on site so please recycle where possible.

23. Our Legal Responsibilities

Whilst we want all guests using Treyarnon Bay Caravan Park to have great holiday we would like to remind you using our amenities and facilities is at your own risk. We will not accept liability for the loss or damage to persons and /or property, or accommodation, or for any amenities becoming unavailable due to circumstances beyond our control.

24. Health And Safety

Our rules are designed to keep you safe and we require all guests to observe these rules and all safety signage and directions. If you need to see our Health & Safety Policy Statement, it is available for inspection by request in our reception.

25. Your Privacy With Us

The information supplied in the booking process will be stored on computer for the purposes of future distribution to you of our advertising material and under no circumstances will be passed on to a third party. For the purposes of the Data Protection Act 1984 the submission of a booking signifies consent to this.

Important Things To Note

The company reserves the right to enter caravans or cottages under special circumstances or emergencies, at any time.

CCTV is in operation on this site. Footage is held securely for Health & Safety and Crime Prevention Purposes. Footage will be released to Authorities should it be requested.

We do not allow electric cars to be charged anywhere on site. This is for customers safety as our electric supply is limited to 10amps.

We do not permit gazebos, tents, washing lines or similar items on the grass area by your holiday home.

Please ensure BBQ's are positioned so they do not burn the grass or become a fire hazard; they should be kept off the ground and in a well-ventilated area. BBQs should not be used or stored within any type of accommodation as this can cause deadly carbon monoxide poisoning. Disposable BBQs should be disposed of only when completely cold.

We do not knowingly allow anyone to stay who has a record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour; or is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or subject to a Risk of Sexual Harm Order or Child Abduction Notice. By making a booking, you are confirming that the above does not apply to anyone in your party. If it later becomes known to us that this is not the case, we reserve the right to cancel your booking and require you, and all members of your party, to leave the park, without refund.

We reserve the right to refuse entry to the park where we believe one or more persons within the booking party may compromise the health, wellbeing or hygiene of our site, guests or staff, or where site hygiene and social distancing rules are not adhered to. In such circumstances, we reserve the right to request written medical evidence or apply our own test criteria, including but not limited to temperature checks. In all cases the Park Manager's decision is final and there will be no right to a refund where no entry to, or eviction from the site results.

We are not responsible nor issue refunds for events beyond our control including but not restricted to extreme events such as war and acts of terrorism (and threat of these), civil war, significant risks to human health such as the outbreak of serious disease or natural disasters such as floods, earthquakes or extreme weather conditions, the act of any government or other national or local authority and all similar events outside our or our supplier's control.

Whilst we know you are appreciative of our fantastic surroundings; we do have to point out whilst nature provides us with beautiful wild animals, one of the downsides is that you may encounter one of many rabbit holes, together with other small animal holes around our site. Please be aware that we cannot be held responsible for any accidents or injuries that may occur because of them. Do keep a watchful eye out for uneven ground and take care whilst staying with us.

Making a complaint

All the team here hope that you have a wonderful holiday, but should you have cause to complain then here is what you will need to do.

- Pop in to see the reception team at the park so we can try to put things right, or you can call us on 01841 520681. Please inform us of any problems during your stay so that we can log your complaint, as we cannot rectify or compensate complaints once you have left the park.
- If your holiday is over and you're still unhappy, please email your complaint to hello@treynonbayholidays.co.uk
- Your email must be from you (the lead booker) as you're the person we made this agreement with. Please include a contact number so that we can contact you if further information is required. We aim to answer all emails and letters within 14 days of receipt.