

# Terms and Conditions

## **BOOKINGS**

A minimum deposit of **£55 or 20%** of the booking is required to reserve each pitch, this deposit includes a **non refundable £7.50 reservation fee**. Late bookings ( less than 21 days to arrival date), or a booking with a total cost of less than £55 must be paid in full at the time of the booking.

Any bookings made, will have written confirmation posted to the address you have provided within 5 working days.

If we receive notification of any alterations / cancellations on or before 21 days before your arrival date, your balance will be altered accordingly, or in case of cancellations the deposit (less the £7.50 reservation fee )will be refunded. Any late cancellations (made less than 21 days prior to the arrival date) will still be liable for the whole balance of the reservation and no refund will be offered.

The balance due is payable in full for all the dates and pitches booked. **No allowances will be made for late arrivals or early departures and the balance must be paid in full no later than 21 days before the arrival date.**

The reservation booked is for the named person on the paperwork, and cannot be transferred on or sold on to a third party.

Whilst every endeavour is made to provide all the facilities described in the brochure, we regret that we are unable to accept liability for the temporary withdrawal of any facility due to mechanical breakdown or circumstances beyond our control.

The company reserves the right to make a surcharge after accepting a booking if increased costs make this necessary.

## **DECLARATION OF EXTRA'S**

It is the responsibility of customers to disclose at the time of arrival any extra members, cars, boats, tents, dogs, etc not previously detailed in their booking. This also applies to extra members joining the party during the period of the booking. Any extras must be paid in full on arrival.

**The reservation made refers to one unit (tent/caravan/motor home) and one car per pitch.** The price quoted is based on this understanding and that the number of adults does not exceed the number shown on the current tariff for each grade of pitch, any extra adults will be charged as detailed in the tariff.

## **PITCHES**

**Please ensure you reserve the correct size pitch for your tent,** refer to the brochure or web site for approximate pitch sizes. ([www.polzeathcamping.co.uk](http://www.polzeathcamping.co.uk))

**We Reserve the right to move your booking onto a similar pitch if necessary,** e.g. bad weather or for ground works, and therefore we cannot guarantee you any specific pitch.

**We also cannot guarantee sea views.**

**In the interests of safety and for a more pleasing environment, during the main six week school holiday period, cars from Trenant field will be asked to park in Stepper field.** Cars will be allowed to drive to the pitches to set up and unload, after which time they will be required to move to the parking area.

**Arrivals from 12 noon, departures by 10.30am**

## **ELECTRIC HOOK UP**

Our pitches have 16Amp electricity, giving up to 2kw for all your appliances at any one time. Please note domestic kettles, fridges and heaters may be more than this on their own. Exceeding this may trip the power.

## **DOGS**

Dogs must be well behaved and kept on a lead at all times. They must not be left on site unattended at any time. **Any fouling must be cleared up immediately.**

## **CARS**

The speed limit throughout the site is 5 M.P.H  
**Be aware of children at all times.**

**There is parking for One Vehicle per Pitch,** with No Exceptions. We cannot guarantee your car will be parked adjacent to your pitch. Refer to Trenant field guidelines, for high season.

**At peak times or during wet weather, it may be necessary for all cars to be moved to the parking area in Stepper field.**

All extra/visitors cars must be parked in the adjoining car park area in Stepper field, for which a ticket must be obtained and the appropriate fee paid.

**Please note that Southwinds is a Wheel Clamping zone.**

## **RESTRICTIONS**

The site is designed for family holidays. Young adult parties are not accepted.

**Please Respect our policy on NOT taking Groups,** We will not accept Teenagers without parents, large groups of teenagers with a single parent, single sex parties or any large group.

The company reserves the right to refuse entry to anyone at their discretion, and also reserves the right to evict, without refund, any person or party who causes a nuisance or disturbance on company property.

We expect all residents to show courtesy to other guests by keeping noise & disturbance to an absolute minimum after 11.00pm

Disposable Barbecue's and camp fires, are not permitted on site.

Washing lines must not be tied to campsite fences; please use free standing clothes lines or the drying facilities provided.

**The latest booking in time is strictly 9pm Sunday to Thursday and 10pm Friday & Saturday nights** (by prior arrangement high season only)

## **CHILDREN**

Parents/guardians are responsible for the safety, welfare & conduct of their children anywhere on site. Children are not permitted to be left on site without parents/guardians.

For health & safety purposes children under 8 are not permitted to enter the toilet/shower blocks without a parent/guardian.

Soft ball games are permitted outside your own camping area if space allows. Please be considerate to other units around you. During the main season, you may be asked to play large ball games and fly kites in Stepper field, away from the cars and pitched areas only.

Bikes are permitted to be used on site. Children must be made aware of safety e.g. cars being driven on and off site.

All Prices are correct at the time of going to press, but they may be subject to an increase in due course.