

## TERMS AND CONDITIONS

Please read these terms and conditions carefully as, together with your booking confirmation and anything else we agree in writing, they make up your agreement with us. The person who books the holiday will be accepting the booking conditions on behalf of the holiday party. The terms and conditions take effect from the payment of a deposit.

### **Guests**

The total number of people staying in the accommodation must not be more than 6. Only those people listed on the booking can occupy the accommodation.

### **Payment**

**Deposit:** If you book more than 6 weeks before the start of your holiday, you can either pay the full amount or £195 deposit.

**Full Payment:** If you book 6 weeks or less before the start of your holiday, you'll have to pay in full at the time of booking.

**Damage Deposit:** A £100 damage deposit will be requested at the time of full payment. This will be returnable at the end of your holiday if no damage occurs.

Your booking will be confirmed once your deposit has been paid. Deposit payments are non-refundable.

Bank transfer is the preferred method of payment

### **Pets**

We welcome 2 well behaved dogs in our accommodation. Pets must not be left unattended in the accommodation. Please don't let pets onto the furniture, especially sofas and beds. Please bring your own dog blankets and beds. Guests are responsible for clearing up after their pets

Please note Trevella Park doesn't accept dogs listed under the Dangerous Dogs Act which include: Pit Bull Terrier, Dogo Argentino, Fila Brasileiro, Japanese Tosa and XL Bully.

### **Smoking/Vaping**

Smoking of vaporisers, e-cigarettes or tobacco is not permitted in the accommodation or on the decked area.

### **Barbeques**

BBQs are not permitted on the decked area

### **Electric Vehicle Charging**

There is an electric vehicle charging point in the car park opposite reception, please use this to charge your vehicle. There are also charging points at the local ESSO garage and at Crantock Village Hall. Charging of vehicles is not permitted at the accommodation.

### **Check In**

The Check In time is 4pm on the day of your arrival. Key collection arrangements, check in details and any other information will be provided to you prior to Check In via email.

### **Check Out**

The Check Out time is before 10am on the day of your departure. On departure please remember to leave the keys in the key safe. Please leave the accommodation in a clean and tidy condition. You are responsible for any damage or loss sustained during your stay

### **Linen and Towels**

Duvets, pillows and bed linen are provided in the accommodation based on the number of guests booked. Towels are not provided, please bring your own with you.

### **Location**

The accommodation is located in Trevella Park, guests are requested to adhere to the park rules and to respect neighbours. Please ensure noise is kept to a minimum after 10pm

### **Park Services**

Occasionally services on the Park may fail, eg: power cuts, loss of WiFi, loss of TV Signal, these are beyond our control and we will work with the park to keep you informed until the services are restored.

The Park occasionally completes maintenance work around the park, they try to keep any disruption to a minimum. In the event of any disruption to your holiday we will work with the park to keep you updated and resolve any issues.

**COASTAL CRANTOCK CARAVAN HOLIDAYS**  
Trevella Park, Crantock, North Cornwall TR8 5EW

**Cleaning**

When you check out please leave the accommodation clean and tidy. The accommodation is fully cleaned at the end of each stay but if the accommodation requires additional cleaning, a cleaning charge may be applied, subject to a minimum of £50.

**Damage**

You are liable for any damage caused to the accommodation during the period of hire and may be charged for it. Any accidental damage must be reported to us immediately. The accommodation will be inspected at the end of a stay.

**Inspection/Maintenance**

We retain the right to enter the accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise.

**Amendment/Cancellation**

To amend or cancel your booking please contact us immediately. If you cancel or amend your confirmed booking your deposit will be lost. If you cancel a booking and full payment has been made, the full payment will be lost (or can be held as payment against a future booking - subject to availability).

**Travel Insurance**

We would strongly advise purchasing your own travel insurance

**Termination of Contract**

We will terminate any holiday let should there be evidence of "disturbance" within the property, any illegal activity, extensive damage, vandalism to the property or public disorder offence involving the police. In this instance, there will be no refund of monies paid in lieu of accommodation.

We may also need to update our terms and conditions but you can always find the latest version online at [www.coastalcrantockcaravanholidays.co.uk](http://www.coastalcrantockcaravanholidays.co.uk)