

## **BLUE HILLS TOURING PARK Booking Terms and Conditions:**

We let a pitch to you with the expectation that you will follow the usual customs of good camping and caravanning. The peaceful environment at Blue Hills is important to us and we reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us. No refund of monies will be paid.

- Pitches are available from **1.00 pm** on arrival day. During busy times we request you vacate by **11.00 am** on departure day & leave the pitch in a clean and tidy state. We request that pitching is by **dusk** at latest. N.B. Please advise us if your arrival is likely to be AFTER 6pm so we can inform the night warden. We prefer **NO** vehicle movements on the park between **10.30pm & 7am**. If you feel the need to depart earlier than **7am** please advise **ON BOOKING**, we will endeavour to pitch in an area to ensure minimal disruption to other guests.
- Pitch prices accommodate up to 2 persons, **one** vehicle & tent (or standard size drive-away awning), **one** vehicle & caravan, **one** motorbike & tent. Additional vehicles on site attract a supplement and will be parked off-pitch. **BACKPACKER** pitches are for 1 or 2 persons, do not include a vehicle and accommodate a small 1-2 man tent only, we will always pitch a backpacker guest somewhere!
- We accept Couples & Family bookings. We do not accept student age group bookings unless part of a School, College, DofE, Scouts/Guides booking (& operate a strict alcohol free policy with such bookings). Making a separate booking but meeting up as a group is unacceptable and if this becomes apparent **ALL** members of the party will be asked to leave.
- **Visitors... Our site facilities are for park guests only.** We reserve the right to refuse outside visitors on arrival if we are at capacity especially during Peak times. (Visitors to your pitch must depart quietly by 9pm). For security reasons outside visitors must be booked in at site office, Peak time visitors may be asked to park outside the park. We do not entertain group/party get-togethers, these are best arranged away from the site.
- 'Additional' pitch charges apply to Caravan & Tent Awning Extensions/additional awnings, Gazebos/Party Tents & Pup tents. It is your responsibility to ensure that you can fit both your booked-in unit with vehicle and a pre-booked 'additional' item on the pitch allocated to you. If you decide to bring any extras please contact us to confirm we have an additional adjacent pitching space to avoid disappointment, this includes extra pup tents. You are paying '**to pitch**' not for a specific space. You must inform us of any changes and extras prior to your arrival. We adhere strictly to the **6 metre** 'space' rules to comply with site licence & fire safety conditions. In Peak times especially pre-booking additional items is essential. Please discuss at the earliest opportunity if any additional space is required.
- We are an all-grass pitch site and breathable groundsheets are requested. Non-breathable awning/tents carpets are discouraged as pitches may be used again immediately on arrival. It must be understood that you may be pitched on a recently 'used' pitch. You must pitch as directed upon arrival by owner/warden, must not encroach upon any other pitched units and consider fire risk limitation, safety and access. If your unit is judged to pose a risk to the safety and comfort of others you will be asked to move.
- Once you have made your booking and made either an initial payment deposit or the full amount for your booking, the price of the holiday will not be subject to change unless your holiday unit requirements change from those booked. Bank Holiday stays are a minimum 2 nights (3 nights in August) & for any booking made less than 21 days prior to stay we may request **FULL** payment to secure the booking. Balance of payments must be by Cash or Debit card **on arrival**. **No refunds are given due to cancellation or early departure.**
- No stays over 21 consecutive days are permitted and accommodation **must not be left unattended overnight** under any circumstances. All caravans/trailer tents must be accompanied on site by the holiday 'towing vehicle', (registration required). We do not accept units on site without the ability for the holidaymaker to tow it off themselves.
- Acceptable recognised camping sleeping accommodation is expected. Sleeping in cars/unconverted vehicles is not acceptable on this site.
- We will confirm your booking indicating that pitch space has been reserved for you on the dates required. The space offered will be based upon the information supplied by you. **Acceptance of a booking is not conditional on the allocation of a specific pitch.** However **IF** we cannot offer a pitch in line with your booking requirements we would refund your holiday pitch cost, but you will have no additional claim against us. Bookings are not transferable in any circumstances. The person who makes the Booking is responsible for the booking and the assumption is made that these **T & C's** have been read and understood. T & C's are available to view on the website & site noticeboard. The person making the booking warrants that the party will not exceed the numbers stated at the booking stage unless advised prior to arrival. (Groups - see additional T&C's). If you wish to extend your stay beyond the booked dates, it would be subject to availability, there is no guarantee that the same pitch will be available but we will endeavour to keep you on the same one if possible.
- Whilst every effort is made to ensure that all advertised facilities are available it may be sometimes necessary to close or limit a facility for safety/improvement reasons. We would advise at the earliest opportunity if this will be the case.
- The contract is with The Proprietor, Blue Hills Touring Park, Cross Coombe, Trevellas, St Agnes, Cornwall TR5 0XP. Blue Hills Touring Park will not be liable to any person visiting on any area of the site for any personal injury, fatal or non-fatal unless caused by a negligent act or omission by the company or its employees. Blue Hills Touring Park will not be liable for loss or damage to property including motor vehicles and personal effects, in any area of the site (incl. dog exercise/playfield) howsoever caused or sustained. Our public liability notice is on display. N.B. 'Harley's Field (dog exercise area) and the field shelter are privately owned by the owners of Blue Hills Campsite. It can be used for recreational activity with our permission but used entirely at your own risk.
- The speed limit on site is **5 mph**. Please drive **SLOWLY**. Drivers must hold a full licence and have tax & MOT as appropriate. No recreational vehicles such as motorised scooters, mini motorbikes or quad bikes are allowed to be used on site.
- **CHILDREN** - You must ensure children in your party are properly supervised at all times, in all areas of the park, including all amenity areas. Please note, our driveway is Cornish gravel and we discourage for bike riding, it hurts if they fall off! **NO BALL/FRISBY etc GAMES** are to be played in any pitched areas of the park. We give permission for children to play in 'Harleys Field'. **Arial DRONES are strictly prohibited at Blue Hills. Low Kite Flying only!** Please keep music at a low level at all times if you feel it is necessary to be played.
- **DOGS** (or any other pet) remain your responsibility at all times, **MUST** be on a lead on camping areas and not left unattended in units when leaving the park. Dogs are not allowed in the utility buildings on this site. Dog ties are dotted around these areas. Please clean up after your dog. If **CHILDREN** are walking the dog please ensure they know the rules. The off-lead dog walk/play area is in 'Harleys Field' adjacent to the camping area of the site. A dog wash hose down area is available, please ask to use. Details about day kennels, dog-sitters/walkers are in our information area.
- **Open ground fires are not permitted.** Off ground BBQ's can be used if sensible distance away from any camping unit, especially when windy. We have a BBQ area. Bricks for disposable barbecues are available. **No** inside tent stoves are permitted on this site. A water bucket must be accessible nearby.
- The use of generators is strictly prohibited on site. Cutting or damaging trees and other vegetation is also strictly prohibited and the natural conditions are not to be disturbed, **this includes tying ropes to, or driving nails into trees.** Please remember you are staying in an **Area of Outstanding Natural Beauty**. Laundry facilities & discreet wash lines are provided to dry clothes & wetsuits.
- We are a **FAMILY** and **COUPLES** site. During peak times adults type groups are not accepted. Please don't attempt to book if it is your intention to meet as a group of 6 or more. If it becomes apparent that a group is meeting you will be asked to leave with no refund given.
- If there is a problem or dissatisfaction with any matters under our control, please notify us immediately, so we may have the opportunity to rectify issues. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us during your stay with us.

~~~ It is deemed you have read and understood these T & C's and will comply with these conditions. Thank you ~~~