

## **BLUE HILLS TOURING PARK Booking Terms and Conditions – updated January 2019:**

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.

- **Check-in** from **1.00pm**. Vacate by **11.00am**. Please advise if your arrival is likely to be after 7pm. We are a small site and have no on-site lighting therefore do not allow pitching after dusk. If aiming to depart earlier than 7am please advise ON BOOKING & we will endeavour to allocate a space to cause least disruption to other guests, Thank you.
- **UNIT TARIFF** includes up to 2 persons & **one** accommodation unit excluding supplementary items. Additional vehicles are charged for & will be parked off-pitch. BACKPACKER/Motorbike pitches are for 1 or 2 persons with a 1-2 man tent.
- **GROUPS** – During peak times (June to mid-Sept) in order to keep the park as peaceful as possible we do not accept any more than 2 booked units together on site at any one time. (We do have a couple of booking rally events, we advise other guests of these event dates if they clash on booking)
- **DAY VISITORS** - must make themselves known to us at site office & must not drive directly to a guest unit. In peak times get-togethers are best arranged off site. Our shower facilities are for our paying guests only. Pitch visitors may be asked to park outside the park in peak times.
- We charge 'to pitch' and adhere strictly to the **6 METRE** 'space' rules to comply with site licence & fire safety conditions. Pre-booking additional pitch items is **essential**. Supplementary charges apply to any EXTENSIONS to a booked unit, sided gazebos/party tents & pup tents. We allow official style Dog pens/cages (not windbreaks or 'net' fencing) to a max width of 2.5 metres. If you want to use a dog pen with an awning you must advise so we allow a larger pitch space & must be noted at booking stage. THIS OPTION IS NOT AVAILABLE IN SCHOOL HOLIDAY/PEAK TIMES. It is your responsibility to ensure that you can fit both your booked-in unit & any pre-booked 'additional' item on the pitch space allocated to you. N.B. Towing Vehicles should be parked in-front of unit leaving the required void between units, unless advised otherwise by owners. Additional guest vehicles must be parked in an area off pitch as directed by us.
- **BREATHABLE GROUNDSHEETS** are requested please. We are an all-grass site and need to protect the pitching areas best possible. It must be understood that you may be pitched on a recently 'used' pitch. We operate a flexible approach to pitching which allows us to move pitches around.
- **WINDBREAKS** Following on from valid guest feedback we have reviewed the use of windbreaks on the touring park. If you plan on using a windbreak please consider the following:-  
We are in the **Area of Outstanding Natural Beauty** & prefer that beach style stripy windbreaks are kept for the beach! They don't fit in with our endeavours to blend in best possible with the environment & can be unsightly on the eye of an opposing neighbour. Please consider that there are a number of 'green' options available on the market that are easier on the eye. If using a windbreak they must not be used in the 'void' space between pitches. We don't charge for single windbreak use but ask that you advise if you want to erect one, they must not be used as fencing or a dog pen around an entire pitch (see above re official dog-pens). **Thank you in advance for your understanding on this matter.**
- **BANK HOLIDAY** stays are a minimum 2 nights (N/A in August) & will be charged for IN FULL at booking stage. For bookings made less than 21 days prior to stay FULL PAYMENT will be required to secure the booking. For all other bookings the balance of payments must be by Cash or Debit card on arrival. No refunds are given due to cancellation or early departure.
- **CONFIRMATION** Once you have made your booking and made either an initial 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. Your booking confirmation will be emailed indicating that pitch space has been reserved for you on the dates required.  
**Acceptance of a booking is not conditional on the allocation of a specific pitch**, however in quiet times we will try to accommodate a request. The pitch space will be based upon the information supplied by you. However IF we cannot offer a space in line with your booking requirements we would refund your holiday space 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, the assumption is made that these **T & C's** have been read & understood (available to be viewed on our 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.
- 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 howsoever caused or sustained. Our public liability notice is on display along with all other site notices on site.
- **No stays over 28 consecutive days** are permitted in a unit & pitched accommodation must not be left unattended overnight in any circumstances.
- All towed units must be accompanied by the towing vehicle. Towed units must be pitched with hitch facing forwards on the pitch.
- Acceptable recognised camping sleeping accommodation is expected. We do not permit sleeping in cars, or unconverted vans/vehicles. Also, we do not allow large commercial signwritten/work vehicles on site. There is normally local off-site parking available if necessary.
- 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 or maintenance reasons. We would advise at the earliest opportunity if this will be the case.
- **SPEED LIMIT** on site is **5 mph**. No recreational vehicles such as motorised scooters, mini motorbikes or quad bikes are allowed to be used on site. Our driveway is loose Cornish gravel and due to the site being small we discourage any bike riding on the site itself.
- **PARENTS** are responsible for the behaviour of their children who **MUST** be supervised at all times, especially in toilet/showers areas. Our Disabled /family shower-room is also available for those with babies and very young children. Please ask for lock number on arrival.
- **NO BALL/FRISBY GAMES etc.** are to be played on the Touring Park itself. **DRONES** are prohibited at due to our proximity to the local small airfield.
- **MUSIC/TV** sound should be played at a low level at all times, we expect guests to be respectful of each other.
- **DOGS** (or any other pet) remain your responsibility at all times, **MUST** be on a lead on Touring Park and not left unattended in units when leaving the park. Dog ties are dotted around public 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 areas are 'Doggy Den' and 'Harleys Field', both accessed through gates adjacent to the touring park.  
**During busy times we ask that everyone respects other users of the field and that you keep your leads to hand to keep dog(s) under control if necessary. Not all guests are dog owners. There are beautiful walks around Blue Hills which may be more suited to some dogs than the field. The field is privately owned by the owners of Blue Hills Touring Park & we allow it to be used entirely at your own risk.\***  
A dog wash hose down area is available, please ask to use. Recognised Dog Pens are acceptable as a means of containment (see above). Please make the effort to take dogs off pitch to relieve themselves.
- **OPEN GROUND FIRES** are **not permitted**. Off ground BBQ's can be used when not windy. Bricks are available & a water bucket must be accessible. We reserve the right to charge a repair fee to remove & turf any scorched grass.
- **GENERATORS** are strictly **prohibited** on site. Cutting or damaging trees and other vegetation is also strictly prohibited & the natural conditions should not 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 are available on site & discreet wash lines and airers are provided to dry clothes & wetsuits.
- In line with **GDPR** policy we do not share any information given to us in respect of a booking made for Blue Hills Touring Park. We keep this information in a secure fashion for our own purposes which may include sending any information by email that may be of interest to you. Please advise if you do not want us to keep your email contact information. All card payments are processed securely through Worldpay secure server.
- 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 ~~~