

General Information

Booking Your Holiday

You can make a provisional booking either by calling our booking hotline or visiting our website www.stivesbay.co.uk. Provisional bookings are held for 7 days. Bookings may be confirmed by phone, online or by completing the booking form on page 19 of this brochure.

Payment

On confirmation of your booking we will take a deposit by cheque, credit or debit card. The balance of payments due must be made 6 weeks prior to your holiday start date.

Your Holiday Dates

The majority of our accommodation is booked on a Saturday to Saturday basis. We do however have a limited number of caravans & chalets available from Wednesday to Wednesday and a small number of camping pitches available Sunday to Sunday.

Getting to the Holiday Park

The Holiday Park is located approximately ½ mile from the A30 providing good access from all parts of the UK. Your accommodation is normally available after 4pm on the first day of your holiday.

Linen

Bed linen and duvets are provided in our houses and superior chalets and caravans. Blankets and pillows only are provided in all other caravans – please check your individual accommodation information for details. Linen may be hired on site for a small charge. Please note, we do not provide towels.

Cots

Cot rails are provided free of charge in all caravans except Sirocco, Mirage and Easy Access. In the Sirocco & Mirage one of the single beds folds away to allow space for a travel cot. Cot linen is not provided. Freestanding cots do not fit in the bedrooms of any other caravans or any of the chalets.

Pets

We're sorry but pets are not allowed on site with the exception of guide dogs by prior arrangement.

Single Sex Groups

St Ives Bay Holiday Park provides a relaxed environment tailored to the needs of families and couples. As such we do not offer bookings to single sex or other similar groups.



Important Dates to Remember...

OFFICE	Open daily:	Warden available outside office hours
THE PARK	Open:	Saturday 5th April – Saturday 1st Nov (Limited facilities for early and late season)
PARK SHOP	Open daily:	Saturday 3rd May - Friday 26th September
THE SANDS BAR	Open evenings:	Saturday 3rd May - Friday 26th September
	Lunchtime & evenings:	Saturday 24th May – Friday 29th August
	Entertainment:	6 nights per week Saturday 19th July – Friday 29th August
DYNAMITE BAR	Open evenings:	Saturday 24th May – Friday 5th September (Separate entertainment for adults & children 7 nights/week)
SWIMMING POOL	Open daily:	Saturday 5th April – Friday 2nd May, 9am - 1pm (except Saturday) Saturday 3rd May – Friday 26th September, 9am - 6pm Sunday 28th September – Friday 31st October, 9am-1pm (except Saturday)
TAKE AWAY	Open daily:	Saturday 3rd May – Friday 12th September
LAUNDERETTE	Open daily:	Saturday 3rd May – Friday 12th September

Booking Conditions

1. **Booking Contract.** St Ives Bay Holiday Park is owned by Porthvan Enterprises Limited. The renting of a Chalet, Holiday House, Caravan or Touring Pitch (the Accommodation) will form a binding contract between the person (the Client) signing the booking form and staying in the party (who must be 21 years old or more) and Porthvan Enterprises Limited (the Company). The contract is made between the Client and the Company on the basis of the information in the brochure including the booking conditions. The Client may not sublet the accommodation or assign the booking to another party. The Client accepts responsibility of the actions of all persons who will occupy the accommodation and who must all be named on the booking form. A contract is agreed when a deposit is paid and the Company has provided written confirmation it is the responsibility of the Client to check that the written confirmation is correct.

2. **Balance of Monies.** The Client will notify the Company of any delay in forwarding the balance of monies by the due date (42 days, ie 6 weeks) prior to the holiday. If the Company is not notified it will assume that the holiday is cancelled. The Company will retain the deposit and re-let the accommodation.

3. **Cancellations.** Cancellation of bookings should be advised to the Company's office immediately and then confirmed in writing. The Company will transfer monies already paid (including deposits) to another holiday in the same or following season. Your attention is drawn to the cancellation cover scheme offered. Please note the specific areas covered. No monies except those covered under the cancellation cover insurance schemes are refunded. All amendments to bookings must be put in writing and an admin charge of £10 will be made on 2 or more amendments.

4. **Claiming your accommodation.** The Company must be paid in full before the accommodation is made available to the Client. Accommodation should be claimed within 24 hours of the arrival time. There are no refunds on unclaimed accommodation. Please advise the office of delayed arrival. Where payment has not been made in full the management will re-let the accommodation at midday on the day following the due arrival day.

5. **Non availability.** Where accommodation booked by the Client becomes unavailable due to circumstances beyond the Company's control, the Company reserves the right to supply accommodation of a similar, or better grade to that booked, or to refund monies paid to the Company in full. Under these circumstances special requests for units may not be fulfilled.

6. **Family Holiday Park - unsuitable persons and unreasonable behaviour.** The Company reserves the right to refuse a booking, to refuse entry, or to eject from the Park and its accommodation any person (or persons) who in the opinion of the Management of the Company is (are) unsuitable to take charge of the accommodation or who during their stay cause a danger, nuisance or disturbance to other persons on the Park. In such cases monies shall NOT be refunded to the Client. The contract shall be deemed discharged when the Client has left the Park. The Company does not accept bookings from all male or all female groups, or similar groups.

7. **Circumstances beyond the control of the Company (Force Majeure).** The Company is relieved of legal and financial liability where damages arise which are due to circumstances beyond its control. These shall include but not be limited to riots, civil disturbance, terrorist activity, industrial dispute, epidemic, storm, fire, water or power cuts.

8. **The Company's Liability.** Except where a statutory liability arises in circumstances of death and personal injury the Company's liability to the Client shall be limited to the price paid for the holiday as detailed in the brochure. It is an express condition of this booking that the Company is relieved of liability for any other accident or loss or damage which may be sustained by Clients or their property. Clients should make their own arrangements for the insurance of personal property.

9. **Weapons, Firearms, Air guns, Knives or similar weapons** are not allowed on the Company's Property. If found The Management will remove them to safe custody.

10. **Breakages.** All breakages or damage must be reported to the office. The Company reserves the right to charge for damage caused although it will not normally do so where damage is accidental. The park reserves the right to charge the Clients credit/debit card or send an invoice for the relevant amount.

11. **PETS. THE PARK DOES NOT ACCOMMODATE PETS EXCEPT GUIDE DOGS BY ARRANGEMENT.**

12. **VAT.** All charges quoted are inclusive of VAT @ 17.5% but the Company reserves the right to amend this or any other tax element in the event of a rate of tax change.

13. **Amenities and entertainment.** The Company will make every effort to provide facilities amenities and entertainment as specified in the brochure. However if due to sickness, lack of support from performers, breakdown of equipment or other similar circumstances which are out of control of the Company it may at times be necessary to withdraw a service or close an amenity or facility without notice. The Company reserves the

right to withdraw or alter a service facility or amenity and to change the entertainment programme without notice or refund monies to the Client.

14. **Responsibility for children and under 18's.** Clients who bring children or young people on holiday are responsible for them at all times. They must ensure that under 18's do not consume alcohol on the Park. They are responsible for ensuring that all under 18's return to their unit by midnight. Noise which disturbs others after midnight is not acceptable. Clients who do not respect this condition and who disturb others, or who have children or young people in their party who disturb or cause a nuisance to others or the staff on the Park, WILL BE OBLIGED TO LEAVE THE PARK. THERE WILL BE NO REFUNDS IN THIS CASE. Some activities and entertainment including playground equipment are provided for children. There are no childminding facilities provided by the Company. Children are the responsibility of parents and/or guardians at all times and if necessary must be supervised when enjoying the activities and entertainment and on the play equipment provided by the Company. Children under the age of 12 are not allowed in the Pool building without supervision. The Pool staff have the absolute authority to eject any person from the pool area.

15. **Arrangements and facilities for less able guests** are limited (but improving) at St Ives Bay Holiday Park. In particular we draw your attention to doorways which are too narrow for wheelchair users. Please ring and discuss your requirements with our staff, and confirm them in writing at the time of booking. Special arrangements cannot be guaranteed unless confirmed in writing.

16. **Times of Occupation and Vacation of Accommodation.** The Company will endeavour to have accommodation ready for the Client by 4pm on the arrival date. In very busy weeks or in circumstances beyond the control of the Company, accommodation may be available later than this but will normally be available by 6pm. Accommodation should be vacated by 9am on the departure date. If accommodation is not vacated by 10am then the Company (by Management decision) may remove all personal possessions from the accommodation and will make reasonable efforts to safeguard the property for the collection by the Client as soon as is reasonably possible. A late depart charge of £25 per hour will be made for anyone still in their accommodation after 11am.

17. **Comments and Complaints.** If you have a comment or complaint about St Ives Bay Holiday Park then please bring it to the attention of our staff immediately. They will normally be able to help you. Otherwise please forward your comments within 14 days of your departure. In the event of a complaint it is unlikely that the Company will be able to help you at a later date when the problem could have been solved on the spot. We ask that you read our brochure carefully. Although it is supposed to give a general impression, it does contain much specific written and pictorial information on which you base your holiday choice and sign a binding agreement with us.

Cancellation Cover (Recommended)

BENEFITS

- i) Refund of any deposit monies in full
- ii) Refund of any balance of accommodation charges or other monies
- iii) Relief from any further liability under your contract with the Company for accommodation booked and balance of charges due.

PERIOD OF COVER

The cover operates from the time the reservation deposit payment is received in our office until the time of arrival.

PERSONS COVERED

All persons named on the reservation form only.

ITEMS COVERED

Illness, quarantine, jury service, death, disablement by bodily injury, medical advice following pregnancy, redundancy.

ITEMS EXCLUDED

Insanity, suicide, being under the influence of drugs or alcohol, any defect or infirmity or illness which existed at the time the cover becomes operative.

CLAIMS

Claims must be notified without undue delay and confirmed in writing before the time of arrival, and must be substantiated by a Doctor's certificate where applicable, or by authoritative proof.

RECEIPTS/ACCEPTANCE PAYMENT

The receipt of payment will be acknowledged on the reservation invoice and such acknowledgement confirms the Company's acceptance of the risk. The payment must be received at the time of booking.

COST

£12 per week per chalet, holiday house, caravan or touring pitch paid with deposit. This does not cover your personal possessions. Your own personal insurance or household insurance may cover personal accident, loss of money, luggage etc. Please check this prior to your holiday.