

# *Trevean Caravan & Camping Park*

## **Terms & Conditions**

We aim to provide a relaxing place for you to enjoy your holiday as you wish, however we do have some rules to ensure the smooth running of the site, and prevent confusion in the event of cancellations etc. We always try to accommodate special requests whenever we can and would ask that in the event of a problem you inform us immediately so it can be resolved during your stay if at all possible.

### *General*

- There is a 5mph speed limit on the site.
- Dogs must be kept on a lead at all times except where they may be let off in the recreation area if appropriate.
- We reserve the right to ask anyone to leave the park if they are involved in any unacceptable behaviour.
- Visitors will be liable for any damage caused to park property.
- We are a working farm, the land and property surrounding the site is private and may be unsafe. Entering these areas without permission is considered trespassing.
- NO deliveries without prior arrangement.

### *Booking*

- All cancellations must be advised immediately.

In the event that *YOU* decide to cancel your booking for any reason...

- If we are able to relet the unit we will refund your payments less deductions for our expenses and any difference in the reletting charge.
- If we are unable to relet the unit the deposit will not be refunded.
- We do not give refunds if *you* decide to cut your holiday short after you have arrived, including for bad weather.

In the event of adverse circumstances forcing *US* to cancel your booking we will refund all payments made.

### *Privacy*

During the process of your enquiry, booking and stay we will need to collect some data about you. This is necessary to respond to you and complete your booking. We will only use your data for these purposes. We are fully compliant with the new GDPR legislation and take all practical steps to keep your data secure. Our full Privacy Policy can be viewed on our website.

Once you have paid the deposit this confirms you agree with the above terms & conditions.