



**polmanter**  
ST IVES



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Polmanter Touring Park  
St Ives, Cornwall TR26 3LX



**tariff 2019**

# tariff 2019

Pitch price per night including two people, car and unit with or without awning:

Date	Non-serviced	Serviced grass	Serviced hard standing	Multi-serviced grass	Hard standing multi-serviced	Extra adult	Children 3-15 years	Extra car or child's tent	Per dog max 2
1 Apr – 23 May	£19.00	£24.00	£25.50	£26.50	£29.00	£7.00	£5.50	£4.00	£4.00
24 May – 1 Jun	£34.00	£40.50	£43.00	£44.00	£47.00	£11.50	£9.50	£4.50	£4.50
2 Jun – 21 Jun	£24.00	£30.00	£33.00	£34.00	£37.00	£9.00	£7.00	£4.50	£4.50
22 Jun – 12 Jul	£28.00	£34.00	£36.00	£38.00	£41.00	£9.50	£8.00	£4.50	£4.50
13 Jul – 31 Aug	£36.00	£43.00	£45.50	£47.50	£51.00	£12.50	£10.50	£5.00	£5.00
1 Sep – 22 Sep	£24.00	£30.00	£33.00	£34.00	£37.00	£9.00	£7.00	£4.50	£4.50
23 Sep – 27 Oct	£19.00	£24.00	£25.50	£26.50	£29.00	£7.00	£5.50	£4.00	£4.00



## special offers for 2019



Book **7** nights

Save **£15\***



Book **14** nights

Save **£35\***

**Book at least seven days in advance for stays between the following dates:**

Monday 1st April – Friday 24th May

Sunday 2nd June – Sunday 23rd June

Sunday 8th September – Sunday 27th October

\* All extras at normal park rate.

# terms & conditions part 1

## **Polmanter Touring Park – Touring Holidays**

is a family park, catering for touring caravans, trailer tents, tents, motor caravans and self catered guests. Our guests' enjoyment and safety always comes first and for this reason we ask you to read our terms and conditions before making a booking.

To maintain the happy atmosphere of the park, we reserve the right to ask anyone contravening these terms and conditions or behaving in a manner likely to cause distress or nuisance to leave immediately. If this happens, the holiday will cease and we will not be liable for any extra costs incurred.

## **Advance bookings**

from **Friday 19th July to Sunday 25th August 2019** can only be made to arrive/ depart on a Friday, Saturday or Sunday, for a minimum of seven nights. Advance bookings made at other times should be for a minimum of three nights.

## **Booking conditions**

We cater for families and couples, and we cannot accept bookings from all-male or all-female parties of three or more. We may turn down any booking we don't feel is appropriate for our environment.

## **To book:**

- Use our easy online booking service at [polmanter.co.uk](http://polmanter.co.uk)
- Call us on **01736 795640**, or email [reception@polmanter.co.uk](mailto:reception@polmanter.co.uk)

The person making the booking is responsible for it and warrants that they are over 18 years of age and that the party will contain **seven people or fewer**.

## **This contract**

is with Polmanter Ltd, Halsetown, St Ives, Cornwall TR26 3LX. A contract exists as soon as we have issued our confirmation form and we recommend that you check this carefully to make sure that it reflects your wishes. If you notice any discrepancies, please let us know within seven days (or 24 hours if your holiday is due to start within 14 days).

The terms outlined in this contract do not affect your statutory rights.

## **The price of the holiday**

Once your booking is made and you have paid a deposit of £45 per week or part week, the price of your holiday will not change unless the rate of VAT changes.

We ask that the balance of your holiday be paid at least 42 days (six weeks) before the start date. This applies to all holidays and no reminders are sent out. If your balance isn't received in time, your holiday could be cancelled and your deposit lost. We are unable to transfer holidays to another person or year.

## **If you cancel your holiday**

You can cancel your holiday at any time and this cancellation will be effective on the date it is received by us in writing or via email. Our standard cancellation charges are:

- More than 43 days: value of deposit only.
- 42 days and under: 100% of total holiday cost.

**We recommend taking out your own cancellation insurance, as we are unable to give refunds.**

## **If we cancel your holiday**

If we are unable to provide the booked holiday and have to make a cancellation before it is due to start, you will be entitled to a full refund of the money you have paid.

## **Pitches**

Please tell us the size of your unit, including any tents, when making your booking so that we can allocate you a pitch large enough for your needs (maximum tent size 8x8m including guy ropes). If your requirements later change, we can't guarantee to provide an appropriately sized pitch. We are unable to accept bookings for large American-style motor homes.

If you'd like a particular pitch without electricity, water or drainage, please give us a call and we can arrange that for you.

Whenever possible, your pitch will be ready by 12.30pm on arrival day. When you get here, please use the arrivals area provided at the entrance to the park. This space is available after midnight on the first day of your holiday. If you arrive before midnight, you will be asked to pay for that night's stay. To avoid disruption to other guests, the latest time you can move onto your pitch is 10pm on your arrival day. If for any reason you do not arrive on the date booked, and if you haven't let us know that you are still coming, the pitch may be re-let from 6pm on the next day.

We will try our hardest to allocate the pitch of your choice, but acceptance of a booking is not conditional on the allocation of a particular pitch.

Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt about whether you are on the correct pitch, please check with a member of staff, as you are likely to need to move if you are on the wrong pitch.

While we'll do our best to help, if you would like to extend your stay beyond the booked dates we are unable to guarantee that the same pitch will be available.

On your departure day, you will need to have completely vacated your pitch by 11am, so that we can have the pitch ready for the next guest by 12.30pm. If your pitch is not booked, we may be able to offer a late departure for a small fee, please contact reception for details.

# terms & conditions part 2

## Holiday behaviour standards

By making a booking with us you will enter into a contract in which you agree, on behalf of yourself and the other people in your party (including children), to respect our standards of behaviour:

- To act in a courteous and considerate manner towards our staff and guests.
- To supervise children so that they are not a nuisance or danger to themselves or others.
- To ensure all ball games are played in the sports area provided and not in the rest of the park.

## You also agree that you will not:

- Commit any criminal offence at the park or undertake any criminal activity.
- Commit any acts of vandalism or nuisance.
- Create any undue noise or disturbance and keep noise to a minimum, especially after 10pm.
- Carry on any trade or business while at the park.

## Health and safety

For your wellbeing and safety, we ask that you respect the following guidance:

- The speed limit within the park is 5mph.
- The provisions of the Highway Code apply to roads on the park.
- Commercial vehicles cannot be brought into the park unless pre-arranged.

- No mechanical or repair work is to be undertaken within the park.
- No recreational vehicles can be used in the park, including motorised scooters.
- Bicycles should be ridden with care and helmets should be worn.
- Skateboards, scooters, hoverboards and rollerblades should not be used.
- The sports field should be used for all ball games, kite flying, etc.
- Children should be supervised by an adult and follow the displayed rules at all times while using the indoor soft play area.
- Guidance for use of the swimming pool is displayed at the pool entrance. Children under 15 years of age should be supervised by an adult (18 years or older) and anyone misusing the pool will be excluded from the area for the remainder of their stay. Only swimming aids, such as armbands, are allowed; inflatables, surfboards or balls will not be accommodated. Diving in the pool is not allowed.
- Please make yourself aware of the nearest fire point.

## Underage drinking

We hope that you enjoy your stay, but as Polmanter is a family park we cannot tolerate any underage drinking. All teenagers must be under the control of, or be with, their parents/guardians and must not be allowed to roam the park after 11pm.

## Dogs

We welcome up to two dogs per pitch. If you bring your dog with you, we ask that you:

- Keep the dog on a short lead (two metres) within the park at all times.
- Make use of the designated field to exercise your dog off a lead.
- Clean up after your dog.
- Do not leave your dog unattended at any time.

We may ask owners to remove dogs from the park if they become a nuisance or danger to other guests.

## Day visitors

If you plan to have visitors during your stay, please ask them to report to reception on arrival with their car registration number. Four hours' free parking is provided for visitors (up to 10pm) in the designated area. For visits longer than four hours, there is a parking charge of £4.50. Cars are parked at the owner's risk. For insurance reasons, use of the park facilities is for guests only.

## General

- Raised barbecues are welcome and blocks are available for use with disposable barbecues (please enquire at reception). However, we do not permit open fires and chimineas.
- We ask that you do not use generators.
- We are unable to accept gazebos, event shelters or day tents on site.
- No refunds will be given if you leave

the park before the end of your booked holiday, unless this is due to a breach of some obligation on our part, which would justify cancelling the holiday.

- The prices listed include VAT.
- The information supplied on your booking form will be stored on our computer for administrative purposes. We will never share this information with a third party (Data Protection Act 1984).
- Some of our facilities may be reduced or curtailed according to the season. The swimming pool, bar, restaurant and shop will be open from the spring bank holiday to mid-September.

## Complaints

We hope you will have a fantastic stay but if you have a complaint about anything during your holiday please let a staff member know immediately. If you'd like to follow it up after leaving, we ask that you get in touch within 28 days of departure.

## Access statement and policy

We aim to provide the very best service to all of our guests and have a specially prepared access statement available, which describes the facilities we have to offer. We can also provide a copy of our terms and conditions or booking form in large print. If you would like a copy, or wish to discuss any other special needs, just make a member of our booking team aware.