Terms & Conditions

1. Your contract is with Treveague Campsite Ltd, Gorran, St. Austell, Cornwall, PL26 6NY. A non-refundable deposit/payment is required when making your booking, this forms a contract between yourself and Treveague Campsite Ltd. This means any information you have given to us either by telephone or in writing is confirmed.
2. These Terms & Conditions should be read in conjunction with your Booking Summary and any other notices that we have sent to you by email or text or letter prior to your stay.
3. Treveague Campsite is a peaceful countryside campsite and so we kindly ask all guests and visitors to respect this and other guests by keeping the noise to a minimum, especially after 10pm. We are not a silent site or a noisy site, but we are a quiet site. If your music or radio can be heard by your neighbours then it is too loud. Music should cease at 10pm, and no amplified music at any times. At all times please be aware and considerate of the people around you, as often people will be resting and/or sleeping earlier than that.
4. To assist with this we ask for no vehicle movements around the site in the hours of darkness except in an emergency. If you arrive or leave in the dark then please use the arrivals area to park your car close to reception and the bins.
5. When pitching please ensure that the sea views are preserved for everyone by parking as close to the back of the pitch as possible. You also need to leave a gap around your equipment in case of fire. Your pitch dimensions are printed on your booking confirmation and please ensure that everything fits within your boundaries (leaving space to create a fire gap).
6. Pitch fees, and fees paid for extras are non refundable. They cannot be refunded due to inclement weather, by you changing your mind, sickness, or by you wishing to vacate your pitch early. The balance of pitch fees are to be paid 28 days before arrival. Your booking will be cancelled if you fail to pay your balance by the stated due date. We recommend you take out insurance against unforeseen events.
7. Unforeseen circumstances may make it necessary for you to cancel your booking. A cancellation will be effective on the date it is received by us in writing or via email. However cancellation charges are payable as follows: More than 28 days before your arrival date – value of deposit only[1]. Less than 28 days before your arrival date – 100% of total holiday cost.
8. It is essential you let us know immediately if you need to cancel your booking. Please telephone us and confirm via e-mail or letter.
9. Earliest and latest arrival times will be sent to you prior to your arrival date by either text or email. Departure time is 10am. Should you still be

1 Please note that if you have booked via a third party such as campsites.co.uk then we may deduct any commission and banking fees incurred by ourselves.

on site by noon then we reserve the right to charge for an additional day at the prevailing rate for the accommodation on your Booking Summary.

10. Bookings are not transferrable once the deposit is paid. However, at the discretion of the Directors we may permit a name change on a booking subject to an administration fee. Bookings can not be transferred to a following year.
11. Subject to space available and at our discretion we may accommodate movement in dates to bookings up to four weeks before the date of arrival, but will not accept changes after this time.

12. If you have booked via a third party (such as campsites.co.uk or PitchUp) we will do our best to accommodate any changes by liaising with the third party on your behalf but please note that we are not able to make changes to your booking until your day of arrival. Not all our pitches are available to this method of booking.

13. We reserve the right to amend the cost of your holiday and published tariffs, without notice, for instance if the rate of VAT changes. The tariff is subject to dynamic pricing.

14. Your pitch is available to paid for guests only who are listed in your Booking Summary. In certain circumstances we may permit visitors (up to two per pitch maximum) but please notify reception in advance. Any additional guests who stay past 9pm will be charged at the additional person rate and must not exceed clause 18 below. Visitors must park their cars in the additional parking area, not on a pitch.

15. Please ensure that you book the correct accommodation at the time of booking. In particular, take note of the number of tents permissible on a pitch. A Campervan is something similar to a Volkswagon T5. A motorhome is a standard motorhome, and we have a length limit of 7.5m. Anything non standard or oversized may be turned away without return of pitch fees if it arrives and is not per the booking. If your accommodation blocks the views of other campers you will be asked to resolve the issue, move it (space permitting) or in extreme situations leave. If in doubt please talk to us before you make a booking.
16. Your booking has your pitch number on it which you chose when you made the booking. Please go only to this pitch.
17. Please use site facilities responsibly and leave them as you would like to find them. Our facilities are checked daily but please let us know if there is any damage, loss or breakage immediately.
18. Pitch prices are for 2 Adults and either:
    a. 1 car or motorbike with one tent or one touring caravan or one trailer tent or
    b. 1 motorhome.

    Combination units (e.g. motorhome and caravan, caravan and family tent, two family tents) are not permitted on our site, unless the other unit is what we would identify as a pup tent (see 19 for an explanation

of pup tents)

19. There are extra charges for additional cars, adults, children over 5 years of age, dogs, gazebos, toilet tents, boats and pup tents. A pup tent is a maximum size of 2m by 1m and is for children less than 18 years old.

20. Maximum persons per pitch is 6, of which 4 can be adults. We do not accept same sex groups where there are 3 or more adults. If you have more persons in your group or if your equipment exceeds your pitch area, two pitches will need to be booked. Please note that on a pitch, in addition to your car/tent/caravan/motorhome, one awning or gazebo or pup tent is allowed at the prevailing additional charge rate. If, in the view of the Directors, you need an additional pitch and none is available then you will be asked to take appropriate action. If in doubt contact us prior to arrival to discuss your requirements.

21. Treveague Campsite does not accept groups over two pitches of families or friends. Any combination of bookings made by individuals that leads to more than two pitches occupied or socialising together is not permitted. Where we find a group together then we reserve the right to ask the group to leave immediately without return of pitch fees or deposits at any time.

22. One car can be accommodated per pitch, additional cars incur an additional charge and must be parked at the additional car parking area in front of Reception. This is to preserve the views for other campers.

23. Boats and their trailers can sometimes be accommodated (subject to space availability), please let us know by email in advance to ensure we have space. They are charged as an additional car in the booking system.

24. We reserve the right to decline a booking or terminate a holiday, without compensation, at any point if in the opinion of the owners or staff the unreasonable behaviour of guests may lead to a situation that could prejudice the service, enjoyment, safety or comfort of the other guests or staff.

25. The use of threatening behaviour, sexual harassment, and/or foul and abusive language will not be tolerated and will result in the offender, and the other occupants of the pitch, being asked to leave the site.

26. All waste/grey water MUST BE collected and emptied at the service points. Waste must not be allowed to run onto the pitch or into the hedgerow. You must not connect permanently to the water mains. Should you do so and there is water loss then we reserve the right to an additional charge.

27. We do not permit the use of Electric Hook up splitters.

28. Your use of the electric supply is subject to a fair use policy. If your usage is excessive then we reserve the right to meter your supply and charge electric at a rate of £0.65 per KW including VAT at 20%. Car chargers are on site and can be prebooked. Charging of electric cars or vans on a pitch is not permitted.

29. Open fires are only permitted in a fire pit with slabs underneath from the bin area. Only seasoned logs can be burned. We have fire pits for hire, and logs for purchase at reception. They must be 2 meters from your accommodation. You must also have a bucket or other container full of water in case the fire gets out of hand. Fires should not be lit in windy conditions. Dedicated ash bins are in the bin area. Should there be burnt grass on your pitch upon leaving a pitch reinstatement fee of £50.00 to cover re-seeding will be charged.
30. Weather permitting, gas or charcoal BBQs are allowed if located off the ground on slabs. Ash can be put in the dedicated bins in the bin area.
31. No floating lanterns or fireworks.
32. Please use breathable ground sheets.
33. USB Charging points are provided in the Boathouse for mobile phones only, not large battery storage devices, bicycle batteries etc. Large storage devices etc can be charged but at an additional cost. All items left charging are at your own risk and we accept no responsibility for any damage.
34. Quiet well behaved dogs are very welcome. If your dog persistently barks or shows any signs of aggression then we may ask you to leave. There is a maximum of 4 dogs per pitch. Always keep dogs on leads (this is one rule that we have zero tolerance on after staff members have been bitten) and never leave them unaccompanied. Please clear up after your dog, there are bins on the site for this. The beaches near by are generally dog friendly all year around. No dogs to be left in cars, caravans or motorhomes unattended at any time. Dogs are not permitted in the toilet/shower block. Banned breeds or dangerous dogs can not be accepted on the site.
35. Children must be under supervision on all areas of the campsite at all times. There must be a responsible adult on each pitch, no persons under 18 unaccompanied. No children under the age of 18 years old are to be left unaccompanied on site. All children are expected to be back at their pitch with their families by 10pm (or dark if earlier).
36. Filming in our communal spaces for commercial gain is not permitted unless the Directors have given written permission. Social media postings of guests of third parties is not permitted unless they have permission. The use of “smart glasses” which can record video is not permitted in communal areas. Drones are not permitted over the campsite, unless written permission is obtained from the Directors. Very occasionally Treveague Campsite may use drones for the preparation of marketing material. A notice will be published in Reception 24 hours before filming takes place, and it will last for a minimal duration.
37. Please be aware that CCTV is in operation throughout Treveague Campsite for the safety and security of our guests, staff, and property. The system is operated by Treveague Campsite Ltd (Gorran, St Austell, Cornwall, PL26 6NY), registered with the Information Commissioner's

Office, and all images are processed in strict accordance with UK data protection regulations.

38. Treveague Campsite Ltd does not accept responsibility for any injuries, loss or damage arising to any person using the site. Nor do we accept responsibility for any damage or loss occasioned to personal property, vehicles or pets whilst on the campsite. The weather can be changeable on the coast so it is your responsibility to ensure that your equipment is suitable. Also it is your responsibility to keep your valuables safe.

39. Treveague Campsite Limited is relieved of legal and financial liability where circumstances are beyond it's control. These shall include but not be limited to riots, civil disturbance, terrorist activity, industrial dispute, pandemic, epidemic, storm, fire, water or power cuts hereby known as a Force Majeure.

40. If anything is wrong or could be improved please let us know so we can correct it. We want you to have a great relaxing holiday and we are here to do everything we can to make it that way for you. We can be found in reception from 9am or around the campsite.

41. We may also disclose your data to CampStead Ltd or other third parties who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.