



CHELSEFIELD FARM Shop and Holiday Park

Holiday Lodges & Static Caravans Terms & Conditions

Reservations

Reservations must run from Saturday to Saturday between 29th May - 5th June and 24th July - 28th August. The static caravans will be available from 4pm on the day of your arrival. We ask you to vacate your accommodation by 10.00am on the day of departure. We reserve the right to re-let your accommodation if not claimed by 6.00pm unless prior arrangements have been made with us.

Bookings

We require a deposit of 25% of the overall cost of your holiday to secure your booking. The deposit paid is non-refundable. Provisional bookings made by telephone will be cancelled after 7 days if not confirmed in writing with a deposit. We accept no responsibility for mistakes made when booking and paying a deposit over the telephone so please make sure you check your confirmation carefully once received.

Bookings during the COVID19 pandemic

Should your booked holiday be unable to commence due to reasons surrounding the COVID19 pandemic, any payment you have made is non-refundable unless the park is closed by the Government, or Government restrictions prevent you from travelling. You are welcome to hold the monies on your account to be used against a future booking to be taken before the 31st December 2022.

Alteration to Bookings

Once your booking has been confirmed, any change, however small, will incur a £5 administration charge. Amendments to your booking are unable to be made upon your arrival.

Number in Party

The number of persons including children occupying the holiday caravan must not exceed 5 in 2 bedroom caravans or 6 in 3 bedroom caravans at any one time. No all male, all female, mixed groups or large parties are permitted. Families and couples only.

Confirmation

Your booking will be confirmed in writing once a deposit has been received. This could be in the form of an email if an email address is specified. Please make sure you check your confirmation carefully to make sure your booking details are correct. Email addresses might also be used by ourselves for marketing purposes but Will NOT be passed onto third parties.

Balance Payments

The balance for your accommodation is payable 30 days before the day of your arrival. Failure to pay the balance on time may result in the loss of your deposit and cancellation of your booking. Receipts are not issued for balance payments unless requested.

Smoking

Smoking is strictly not permitted in any of our accommodation. Any person found to be doing so during their holiday or after vacating will be liable to pay for the valeting of the accommodation.

www.chelsfieldfarm.co.uk

Telephone: 01566 785828 Mobile: 07902 679362 / 07702 205293 Email: info@chelsfieldfarm.co.uk
Chelsfield Farm, Boyton, Launceston, Cornwall PL15 8NU



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Cancellation

We appreciate sometimes situations can change resulting in a change in your holiday plans. We strongly advise you take out your own holiday insurance to cover you should you have to cancel. All cancellations must be put into writing. If you cancel 30 days before you're due to arrive, your deposit will be lost. Cancellations less than 30 days before arrival will result in the balance of your holiday being lost, unless you have taken out a cancellation policy and the reason for cancellation is covered.

Amenities

Some amenities may be restricted according to demand at the beginning and end of the season. This includes 'The Stumble Inn' Bar, restaurant, takeaway, and on-site shop.

VAT

VAT is included at the current rate.

Linen

All our holiday homes come complete with linen provided however don't forget your towels.

Personal Belongings

Please be sure to take all your personal belongings when you leave your accommodation. Management cannot accept responsibility for any items left behind.

Requests

We will do our best to honour requests, but we regret we are unable to guarantee a specific location of the holiday caravans.

Dogs

Dogs are permitted in Rowan & Willow Lodge. Two dogs are permitted. A dog bed should be provided. Dogs are not allowed on soft furnishings. They must not be left unattended at any time. Being a family park, we regret we do not allow the following breeds - Rottweiler, Doberman, Bull Mastiff, Pit Bull Terriers and crosses of the same.

Vehicles

Two vehicles are permitted per holiday caravan/lodge. Additional vehicles are required to be parked in the designated areas and will be charged for. We do not accept commercial or sign written vehicles onsite.

Please note: Electric car charging will incur a cost of £10.00 per charge.

General Conditions

The Company and its employees accept no liability for any accident, injury, loss or damage to any persons or property occupying or using any part of the park, however caused. Any person in breach of the booking conditions or park rules may, at the discretion of the management, be asked to leave. No refund will be given. Any person causing offence to other guests at the park may, at the discretion of the management, be asked to leave. No refund will be given.

The decision of Chelsfield Farm Holiday Park on all the above will be final. Payment of your deposit constitutes acceptance of these terms and conditions.

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