

# Newquay Staycation

## Terms & Conditions of Booking

### 602 Sycamore Forest – White Acres Holiday Park

These Terms & Conditions apply to all bookings made with **Newquay Staycation** for **602 Sycamore Forest**, a 6-berth static caravan located at **Parkdean Resorts – White Acres Holiday Park, Newquay, Cornwall**.

By making a booking, the lead guest confirms that they have read, understood, and agreed to these Terms & Conditions on behalf of all members of their party.

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## 1. Booking & Payment

**1.1** A booking is provisionally secured once the required booking payment has been received and written confirmation has been issued by **Newquay Staycation**.

**1.2** Once the booking has been confirmed, a **£100 damage security holding deposit** is required. This deposit must be paid **by bank transfer** and is held against potential damage, excessive cleaning, or breach of these Terms & Conditions.

**1.3** The damage security holding deposit is **fully refundable**, subject to a satisfactory inspection of the caravan following departure.

**1.4** The damage security holding deposit will be refunded within **7 days of departure**, provided the caravan is left clean, tidy, free from damage, and all departure requirements have been met.

**1.5** The **full balance of the holiday cost must be paid no later than 6 weeks prior to the arrival date**.

**1.6** For bookings made within 6 weeks of arrival, **full payment plus the £100 damage security holding deposit is required immediately**.

**1.7** Failure to pay the balance by the due date may result in cancellation of the booking, with no refund payable.

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## 2. Cancellation & Refund Policy

Refunds are calculated based on the number of days **before the arrival date** that written cancellation is received:

- **0–7 days: No refund**
- **7–14 days: 10% refund**
- **14–21 days: 20% refund**
- **21–30 days: 50% refund**
- **More than 30 days: Full refund minus a 10% handling fee**

**2.1** Refunds apply to the holiday rental charge only.

**2.2** The damage security holding deposit may be refunded at the Owner's discretion if the caravan is re-let for the same dates.

**2.3** Guests are strongly advised to obtain **holiday cancellation insurance**.

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### **3. Arrival & Departure**

**3.1** Check-in time is from **4:00 PM** on the day of arrival.

**3.2** Check-out time is by **10:00 AM** on the day of departure.

**3.3** Early check-in or late check-out is not permitted unless agreed in writing in advance.

**3.4** Failure to vacate the caravan by 10:00 AM may result in deductions from the damage security holding deposit.

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### **4. Occupancy**

**4.1** The caravan sleeps a **maximum of 6 guests** at all times.

**4.2** Only guests listed on the booking confirmation may occupy the caravan.

**4.3** Sub-letting, transferring, or sharing the booking with another party is not permitted without prior written consent.

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### **5. Behaviour, Park Rules & Use of Property**

**5.1** Guests must take reasonable care of the caravan, decking, and all contents.

**5.2** The caravan is provided for **holiday accommodation only**. Parties, events, or commercial use are strictly prohibited.

**5.3** Excessive noise, anti-social behaviour, or disturbance to neighbouring guests or park staff will not be tolerated and may result in immediate termination of the stay without refund.

**5.4** All guests must comply with **Parkdean Resorts – White Acres Holiday Park rules and regulations** at all times.

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## **6. Electric Vehicle Charging**

**6.1** Charging of electric vehicles from the caravan or its electrical supply is strictly prohibited.

**6.2** This is a **Parkdean Resorts rule**, not a rule set by Newquay Staycation.

**6.3** Guests found charging an electric vehicle may be **asked to leave the park immediately**, without refund.

**6.4** Newquay Staycation accepts no responsibility for enforcement action taken by Parkdean Resorts in relation to EV charging.

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## **7. Damage, Cleaning & Condition**

**7.1** The £100 damage security holding deposit covers, but is not limited to:

- Damage to the caravan, decking, or contents
- Missing or broken items
- Excessive or additional cleaning
- Failure to follow departure instructions

**7.2** Guests are required to:

- Wash, dry, and put away all used dishes
- Remove all rubbish to designated bins
- Leave the caravan clean, tidy, and free from excessive dirt

**7.3** If damage or cleaning costs exceed £100, the lead guest agrees to pay the additional amount upon request.

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## **8. Decking, Smoking, BBQs & Outdoor Rules**

**8.1** No smoking or vaping is permitted inside the caravan.

**8.2** No barbecues are permitted on the decking.

**8.3** Scooters, bikes, ball games, or similar activities are not permitted on the decking.

**8.4** Guests must not cause damage to the decking or surrounding areas.

**8.5** Any breach of these rules may result in deductions from the damage security holding deposit.

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## **9. Parking Rules**

**9.1** Parking is permitted **only in designated parking areas**.

**9.2** **Parking on the grass is strictly prohibited.**

**9.3** Guests are responsible for any damage caused by incorrect parking.

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## **10. Entertainment Passes & Facilities**

**10.1** Use of on-site facilities and entertainment requires the purchase of **entertainment passes directly from Parkdean Resorts**.

**10.2** Entertainment passes are **not included** in the holiday rental price.

**10.3** **Newquay Staycation has no involvement** in the sale, pricing, availability, or operation of entertainment passes or park facilities.

**10.4** Any issues relating to facilities or passes must be raised directly with **Parkdean Resorts**.

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## **11. Health & Safety**

**11.1** Guests must familiarise themselves with all fire safety and emergency information provided.

**11.2** Children must be supervised at all times.

**11.3** Newquay Staycation accepts no responsibility for loss, damage, or injury to personal belongings except where caused by proven negligence.

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## **12. Owner Access**

**12.1** The Owner or their representative reserves the right to access the caravan at reasonable times for essential maintenance, safety checks, or emergencies.

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## **13. Force Majeure**

**13.1** No liability is accepted for events beyond the Owner's reasonable control, including severe weather, fire, flooding, or utility failure.

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## **14. Complaints**

**14.1** Any issues must be reported immediately during the stay to allow resolution.

**14.2** Complaints made after departure cannot be considered.

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## **15. Governing Law**

**15.1** These Terms & Conditions are governed by and interpreted in accordance with **English law**