


St Ives Bay
HOLIDAY PARK

Right on the beach
CHALETS CARAVANS CAMPING
stivesbay.co.uk



No hidden extras



Welcome to St Ives Bay

Set in undulating sand dunes running down to a magnificent sandy three mile long beach. The park looks out over St Ives Bay with St Ives to the left and Godrevy lighthouse to the right.



Awesome setting

The holiday park is set in sand dunes running down to its own golden sandy beach*. Many units have stunning sea views.

All in value

There are no hidden costs. The on-site shop, bistro, bars and food outlets are reasonably priced. FREE entry to pool facilities and bars.

Best choice of accommodation

We offer caravans, chalets, pods, camping and houses. 18 different unit types - something to suit everyone's taste and budget.

Families first

We work best for families and couples. We don't offer group bookings to same-sex or similar parties.

*Access to the beach from the Park is not suitable for buggies and wheelchairs. We can let you know about other beaches in the area.

Special Offers

Two Person**

For two people only. A huge choice of units at special prices.

Young Family**

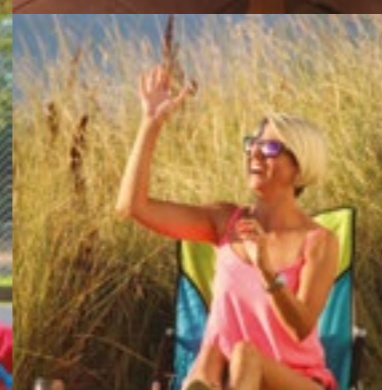
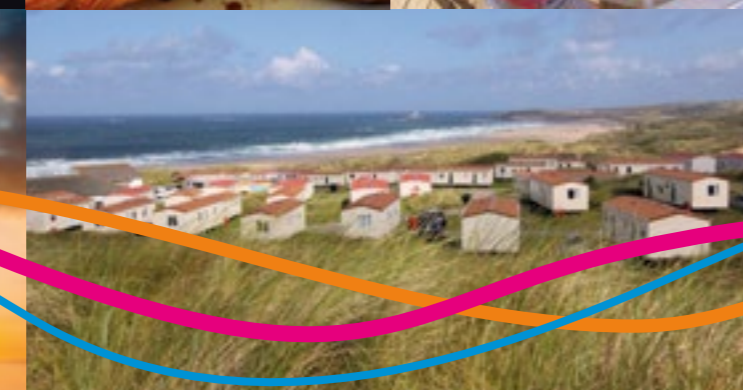
Four persons in total. Maximum of 2 adults + 2 children under 9 or a maximum of 3 children under 9 where there is only 1 adult.

**Babies (maximum of 2) of 18 months or under do not count as a person. Availability limited. Offers do not apply in conjunction with any other offer.

See page 13 for prices.

“Fantastic park..... everything was clean, tidy, well kept. The shop stocked all family needs and more..... with the beach a ten minute walk at most. The site swimming pool was brilliant and staff very friendly everywhere. Highly recommend.”

From facebook



4.6

1220 reviews*

facebook



tripadvisor

958 reviews*
82% Excellent or very good

*At time of printing



Caravans



Most of our caravans are set in natural undulating duneland which overlooks the sea. Some are in sheltered groups about 750 yards from the beach. Many have superb sea views.

Caravans are graded ** (our lowest) to **** (our highest grade) giving you an indication of age and status. All our caravans are well maintained and older units have had much refurbishment. There are many more pictures of all our units on our website.

Many caravans have the option of a deck at an additional cost of £70 per week

Bed sizes are generally 4ft 6in OR 5ft for doubles and 2ft 6in for singles but some units have 3ft singles – see unit descriptions.

Every caravan has:

- Shower room with toilet
- Gas water heater, cooker and fridge
- Duvets and linen except Seahaze which have blankets only
- Free electricity, gas, mains water and disposal
- Colour TV
- Lounge fire

Please note:

Towels are not provided in any of our units and we do not make beds.



Raven interior



“We stayed in a Raven caravan which was spotless on arrival, it was very spacious and was superbly fitted out with everything you would need... The views out across the bay were fabulous ... food excellent value and service was very good. The cleanliness of the site was good and I will definitely stay here again”

From 758 reviews on TripAdvisor

Please visit www.stivesbay.co.uk for full details and photos of our caravans and the park.



Eagle ****

Brand new for 2019. 14ft wide units located at the beach end. Offering more space and comfort, these are a lodge style caravan constructed in timber. Equipment includes duvets, fridge freezer, and microwave. Lounge fire and heaters in all bedrooms are electric. All have sea views.

Sleeps 7	3 bedrooms	Size
Location	1 x double 5ft with ensuite shower & toilet	40ft x 14ft
Sea views	1 x twin 2 x 3ft	Optional extras
Closest units to the beach	1 x single 3ft	Deck, travel cot (lounge only), high chair
	1 x bed settee	
	All linen included	



Osprey ****

Mostly close to beach, all with sea views. Super wide 13ft units. Quality timber (lodge style) caravans with vaulted timber ceilings which add to a feeling of space. With duvets, fridge freezer and microwave. Warmer and quieter than traditional caravan with heaters in all bedrooms.

Sleeps 8	3 bedrooms	Size
Location	1 x double	36ft x 13ft
Sea views/	2 x twin	Optional extras
mostly beach end of park	1 x bed settee	Deck, travel cot, high chair
	All linen included	



Seafarer ****

New in 2016. Quality timber lodge style units. 12ft wide with duvets, fridge freezer, microwave, heaters in all three bedrooms. Spacious units with vaulted timber ceilings. Views of Godrevy Lighthouse. The third bedroom has a 3ft single only.

Sleeps 7	3 bedrooms	Size
Location	1 x double	36ft x 12ft
Sea views/Located	1 x twin	Optional extras
towards the beach end	1 x single 3ft	Deck, travel cot, high chair
	1 x bed settee	
	All linen included	



Raven ****

New in 2014 and 2015. Lodge style units offering ensuite toilet and 5ft beds in main bedroom. Quality timber 12ft wide caravans. Duvets, fridge freezer, microwave, heaters in both bedrooms. Vaulted timber ceilings which add to a feeling of space.

Sleeps 6	2 bedrooms	Size
Location	1 x double 5ft	33ft x 12ft
Sea views/mostly beach	1 x twin	Optional extras
end or middle of the park	1 x bed settee	Deck, travel cot, high chair
	All linen included	



Crofty ****

New in 2017. Quality 12ft wide timber built lodge style unit. Mostly beach end or middle of the park. Has 5ft bed in main bedroom. Main bedroom is slightly smaller than raven. Duvets and linen included. Fridge freezer, microwave and heaters in both bedrooms. Vaulted timber ceiling adding to a feeling of space.

Sleeps 6	2 bedrooms	Size
Location	1 x double 5ft	31ft x 12ft
Mostly beach end	1 x twin	Optional extras
of the park	1 x bed settee	Deck, travel cot, high chair
	All linen included	



Heron ***

12ft wide with high ceilings located at the beach end or middle of the park. All have sea views. This is the smallest sea view unit we offer. Lodge style construction make the unit warmer and quieter than a traditional aluminium caravan. Duvets, linen, gas cooker, fridge freezer and microwave all provided. Electric heating in bedrooms and lounge

Sleeps 6	2 bedrooms	Size
Location	1 x double	29ft x 12ft
Sea views/Located	1 x twin	Optional extras
towards the beach end	1 x bed settee	Deck, travel cot, high chair
	All linen included	



Sunrise ***

With bay windows and high ceilings these units are in the middle of the park in an area that looks out over the dunes. Distant sea views from the immediate area but no sea view from inside!

Sleeps 6	2 bedrooms	Size
Location	1 x double	28ft x 10ft
Central location/	1 x twin	Optional extras
close to facilities	1 x bed settee	Travel cot, high chair
	Linen included	



Seahaze **

Units with bay windows and high ceilings in a sheltered area of the park. Close to the shop, laundrette, Dynamite bar and office. Most economical six berth unit. Blankets provided. Please bring or hire linen!

Sleeps 6	2 bedrooms	Size
Location	1 x double	28ft x 10ft
Central location/	1 x twin	Optional extras
close to facilities	1 x bed settee	Travel cot, high chair
	Linen hire	



Easy Access ****

For those needing wheelchair access. Quality timber (lodge style) wide caravans. Small Deck (no charge) is included in access ramp. Vaulted timber ceilings which add to a feeling of space. Duvets, fridge freezer microwave and heaters in bedrooms. Price as Heron.

Sleeps 5	2 bedrooms	Size
Location	1 x double 5ft	37ft x 12ft
High up towards	1 x single	Optional extras
beach end	1 x bed settee	Travel cot, high chair
	All linen included	



Sunset **** (Wed-Wed)

New in 2018. Quality timber lodge style units. 12ft wide with duvets, fridge freezer, microwave, heaters in all bedrooms. Duvets and linen included. Main bedroom has a 5ft bed. Spacious units with vaulted timber ceilings. Do not have sea views.

Sleeps 6	2 bedrooms	Size
Location	1 x double 5ft	31ft x 12ft
Middle of the park	1 x twin	Optional extras
without sea views.	1 x bed settee	Travel cot, High chair
	All linen included	

Book online www.stivesbay.co.uk or call 0800 317713

Chalets

Our chalets are grouped in grassy areas, most are located at the entrance to the park and do not have sea views.

Chalets are graded A* (Highest) to C (lowest) giving an indication of age and status. Duvets and linen are provided in all A & B grade chalets. Chalets are located at the entrance to the park and do not have sea views (except some A5*).

Please visit our website for more detailed descriptions and more pictures of all our units. Single and bunk beds are 2ft 6' wide, doubles are 4ft 6' except where indicated. Cots do not fit in bedrooms.

Every chalet has:

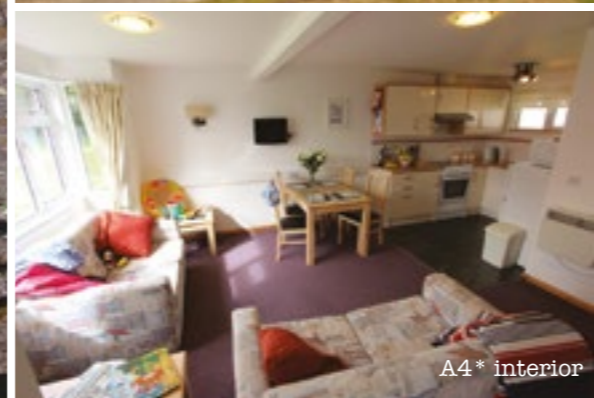
- Free electricity
- Full size cooker
- Fridge
- Convector heater
- Colour TV
- Bathroom shower only
- Duvets and linen (except C4 units which have blankets only)

Please note:

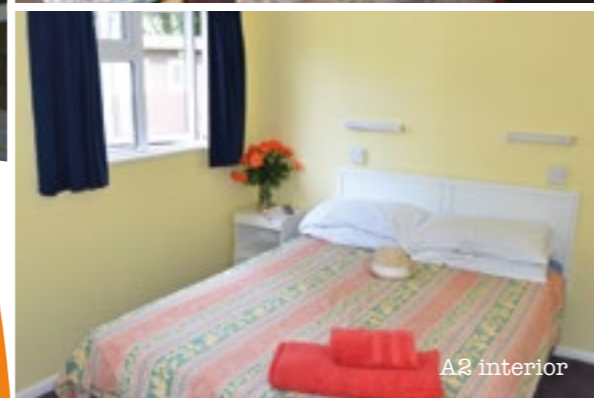
Towels are not provided in any of our units and we do not make beds.



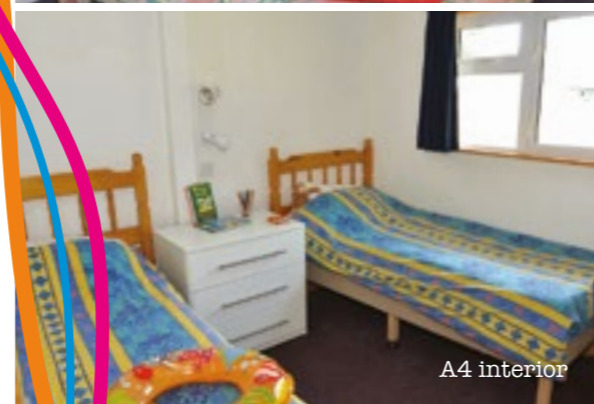
A4* Chalets



A4* interior



A2 interior



A4 interior



A6

Three decent sized bedrooms will suit many families. A patio door make these units light and airy in the lounge/dining area. The units are in a sheltered area.

Sleeps 6

Location
Garden views/
quiet location

3 bedrooms
1 x double 5ft
2 x twin

Includes
Microwave
All linen



A5*

Spacious timber clad units at the top of the park overlooking the bay. Some have limited sea views. Bathrooms are shower only. New lounge carpets for 2019. Very popular chalet. Book early!

Sleeps 5

Location
Beach end/
some with views

2 bedrooms
1 x double 5ft
1 x single 3ft with
1 x bunk

Includes
Microwave
All linen



A5

Spacious comfortable timber clad unit that has had much refurbishment over the years. Close to play areas. These chalets are grouped around grass areas allowing kids to play. New kitchens, sofas and lounge carpets for 2017.

Sleeps 5

Location
Garden views/
Close to
facilities

2 bedrooms
1 x double
1 x single with
1 x bunk

Includes
Microwave
All linen



A4*

Recent rebuild and refurbishment. All timber chalets. Most spacious and modern chalet on the park. Grouped around grassy areas with parking close by. See pictures opposite.

Sleeps 4

Location
Garden views/
Close to
facilities

2 bedrooms
1 x double 5ft
1 x twin 3ft

Includes
Microwave
All linen



A4

All timber units as pictured. Recently reclad and reroofed these are comfortable and popular chalets. Big bay windows add to a feeling of space. New kitchens for 2018.

Sleeps 4

Location
Garden views/
Close to
facilities

2 bedrooms
1 x double
1 x twin

Includes
Microwave
All linen

Please visit www.stivesbay.co.uk for full details and photos of our chalets and the park.



A2

A one bedroom unit with one double that had been completely refurbished. Bedroom is a good size as these units once had 2 bedrooms and were converted to one. On the outside the unit has a new pitched roof and has been reinsulated and reclad. On the inside the unit has been refitted including new kitchen.

Sleeps 2

Location
Garden views

1 bedroom
1 x double

Includes
Microwave
All linen



C4

A small chalet with two bedrooms. Refurbishment for 2018 includes recladding and pitched roof. Main bed is 4ft only and bedrooms are small. New bathrooms and kitchens for 2018. Please bring or hire linen. An economic unit now much improved.

Sleeps 4

Location
Garden views/
Close to
facilities

2 bedrooms
1 x double
1 x twin

Includes
Blankets and
pillows only



B4/5

Wed - Wed booking units. Reclad and reroofed for 2014 and with recent bathrooms. These units are very reasonably priced and travelling on a Wednesday will help to beat the traffic. Spacious and economical units.

Sleeps 4 to 5

Location
Garden views/
Close to
facilities

2 bedrooms
1 x double
1 x twin
or
1 x double
1 x single + bunk

Includes
Microwave
All linen

“ Absolutely brilliant. Beautiful park in a beautiful part of the world with so many places to see. ”

Feedback from our website



Camping

Pitch Prices include 4 people



Unit sizes - All unit types
The maximum footprint of your unit is 5m x 8m to allow for fire separation. This includes all awnings, extensions and gazebos. Maximum length for a caravan or motorhome is 8m. If you are unable to comply you will need to book 2 pitches. Extra pitches are not available in peak weeks. Please see terms & conditions (page 14, para 18) for further details.

Pitch prices (on page 13) include 2 adults and 2 children (or 4 adults where there are no children), and one car. Extra charges apply when there are more than 4 people unless under 10 years. There is a maximum of 6 people and 2 cars on any pitch. There are no reductions for small units which occupy part pitches.

Pitch types are: Unserviced / Serviced / Sat-Sat hookup / Sun-Sun hookup / Pods.

Booking is recommended in peak weeks and is from Saturday to Saturday except for Sunday to Sunday Hookups.

Glamping

Camping Pods. Introducing a pod of our own design which is more comfortable than most. Sleeping 4 in one double and one bunk our pods are surprisingly spacious and will save you the effort of putting up a tent when you arrive. Bring your own cooking equipment and bedding as you would camping. Pods have a TV, fridge, and a paved area outside with table & chairs. Cooking is not allowed in the pods! Toilets showers and wash up facilities are available in our toilet blocks. Pictures on our website.

“Love this campsite. Stunning beach and a lovely atmosphere.”

From facebook



Holiday Houses

There are three houses on the Park. **Wolf** and **Longships** are right at the front of the Park close to the pool and the Sands Bar. These properties are in a stunning position, only a stones throw from the beach with uninterrupted views from St Ives to Godrevy Lighthouse. Semi-detached, they have living rooms upstairs with full length balconies looking out to sea. Houses have in unit wifi. **Pendeen** has similar accommodation space to the other two houses, but it is all on one level. This may suit a party with someone who is less able or disabled. Ring or see our website for details. The houses have their own patio area.

All three houses accommodate ten people in four bedrooms with two bathrooms (one with shower but no bath). The sleeping arrangements are one double, one twin and two rooms with twin bunk and one single. Offering a standard above anything else on the Park, these units would probably suit two families.

All houses are spacious with fitted kitchens including fridge freezer, washing machine, dishwasher, double oven (electric fan), large electric hob and microwave.

Please note: Towels are not provided in any of our units and we do not make beds.



Pendeen

Wolf and Longships



“Brilliant time, lovely views and very handy for the beach and club house. There were nine of us and there was loads of room.”

Feedback from our website



Wolf and Longships



Book online www.stivesbay.co.uk or call 0800 317713





Fun, Food and Entertainment

Activities

What to do on the park? St Ives bay is an out doors kind of place with a huge beach and hundreds of acres of sand dunes. It is stunning at any time of year – even when the weather is not co-operating!

The park has:

- Indoor pool
- Surf school
- Tennis court
- Children's play areas
- Crazy golf
- Amusements
- Pool room

Indoor Swimming Pool

For opening times see page 12. Entry is free and limited to those staying on the park. The main pool measures 60ft x 30ft and is 7ft at the deep-end. The children's pool is 20ft x 30ft and 2ft 9in deep. Children under 14 and non-swimmers must be accompanied by an adult. Pool staff cannot look after individuals. The conservatory adjoins the pool and incorporates the Bay Bistro, and forms a family area for the Sands Bar at night.

Surf School

St Ives Bay has a resident surf school which is independently run by Shore Surf. Instructors Laurence and Pete have 50 years experience between them and offer group and individual lessons which include the use of high quality equipment. Wetsuits and boards are also available on hire.

All instructors are British Surfing Association level 4 qualified and fully insured.

Visit the Surf School's own website to leave a message, make a booking or get more information. www.shoresurf.com

*Dates on page 12.

Entertainment

We have family and children's entertainment* from Whitsun weekend to the first week of September mainly in the Dynamite. This varies and is generally a mix of the items shown. All ages are welcome!

- Bingo nights
- Family disco
- Cabaret
- Children's entertainment
- Bands
- Magic
- Beach games
- Football crazy
- Wifi in both bar complexes

Food and drink

Our Bay Bistro in the conservatory offers freshly made food from 9.00am - 9.30pm in peak weeks with shorter hours out of peak (advertised). Food is freshly prepared and reasonably priced. The bistro has its own following and Facebook page! Our shop has a bakery.

Please note: We do not run any kids clubs or offer any daytime childrens entertainment.



Information

Booking Your Holiday

Bookings can be made online from our website: www.stivesbay.co.uk. Provisional bookings can only be made by calling our booking hotline 0800 317713. Provisional bookings are held for 7 days and may be confirmed by telephone or by completing the booking form on page 15 of this brochure

Payment

On confirmation of your booking, we will take a deposit by cheque, credit or debit card. The balance of payments due must be made 8 weeks prior to your holiday start date. No reminders will be sent for outstanding balances, non payment will result in bookings being cancelled.

Your holiday dates

The majority of our accommodation is booked on a Saturday to Saturday basis. We do however have a limited number of caravans & chalets available from Wednesday to Wednesday and a small number of camping pitches available Sunday to Sunday.

Getting to the holiday park

The Holiday Park is located in Hayle approximately ½ mile from the A30 providing good access from all parts of the UK. Your accommodation is normally available after 4pm on the first day of your holiday.

Linen

Bed linen and duvets are provided in our houses and most chalets and caravans. Blankets only are provided in all other accommodation – please check your individual accommodation information for details. Linen may be hired on site for a small charge. Please note we do not provide towels but they can be hired on arrival. We do not hire duvets, and we do not make beds in any of our units.

Cots

In all our caravans except Eagle & Easy Access, one of the single beds folds away to allow space for a travel cot which can be hired at time of booking.

Cot linen is not provided. Cots do not fit in any other bedroom in the caravans or any of the chalets. We do not supply bed rails. Beds cannot be removed from any units to accommodate cots.

Pets

We're sorry but pets are not allowed on site with the exception of Registered Guide or Assistance dogs. (Please bring relevant paperwork with you).

Single sex groups

St Ives Bay Holiday Park provides a relaxed environment tailored to the needs of families and couples. As such we do not offer bookings for single sex groups, workmen/workwomen and or other similar groups.

Facilities

St Ives Bay offers all you would expect on a modern holiday park. Staff are on duty 24 Hours for your security, and the park entrance is barrier controlled at night. Our facilities are for the use of our guests only.

- Laundrette
- Toilet and shower blocks
- Shop
- Beach car park
- Travel cots and high chairs for hire
- Night security
- Washing up areas
- Electric hook up
- WiFi in conservatory and Dynamite club
- Cashback available at reception

Important Dates - 2020

The Park

Open 10th April – 31st October 2020
(Limited facilities for early and late season)

Office

April & October
Open: Mon – Sat. 8.30am – 5pm

May to September
Open Daily: 8.30am – 5pm

Staff available outside of office hours via intercom at reception.

Park shop

Open Daily: 10th April – 30th October

Sands bar

Open Evenings: 2nd May – 25th September

Dynamite bar

Open Evenings: 23rd May – 4th September
(Separate entertainment for adults & children every night)

Swimming pool

10th April – 1st May, 9am – 1pm
(except Saturdays)

2nd May – 25th September, 9am – 6pm

27th September – 30th October, 9am – 1pm
(except Saturdays)

Bay Bistro

Open Daily: 10th April – 25th September
(Limited opening times early & late season)

Laundrette

Open Daily: 10th April – 12th September



RNLI lifeguards on site



Our Prices for 2020 - Prices include VAT, electricity, gas and TV, linen included except C4 and Seahaze.

	Houses	A6	A5 *	A5	A4 *	A4	A2	C4	Eagle ****	Osprey ****	Seafarer ****	Raven ****	Crofty ****	Heron ***	Sunrise ***	Seahaze **	Pod	Pitch charges per night*	Wed to Wed Units	Chalets B4/5 up to 4 or 5 2 bedroom	Caravan Sunset **** up to 6
Sleeps up to	10	6	5	5	4	4	2	4	7	8	7	6	6	6	6	6	4				
Four person supplement	-	-	-	-	-	-	-	-	-	100	90	90	70	-	-	-	-	Includes 2 Adults & 2 Children			
Two person supplement	-	-	-	20	70	20	-	-	-	80	80	80	60	50	20	-	-				
Easter 10 April, 8 days	1054	507	396	372	378	360	247	-	733	611	490	490	439	388	-	-	-	12			
18 April - 1 May	608	285	247	240	245	227	184	-	381	317	291	291	269	250	-	Pool open AM only		10			
2 May	844	344	300	287	306	287	195	223	526	439	409	417	396	311	215	200	-	10			
9 May	862	344	300	287	306	287	195	223	526	439	409	417	396	311	215	200	149	10			
16 May	862	344	300	287	306	287	195	223	526	439	409	417	396	311	215	200	149	10			
23 May	1403	531	503	472	483	447	283	328	922	768	667	667	642	618	396	381	295	27			
30 May	970	397	388	321	353	306	261	262	694	578	440	431	403	311	301	239	149	13			
6 June	970	426	300	321	353	306	273	289	694	578	483	474	434	395	333	239	149	13			
13 June	1015	483	415	325	353	323	279	334	843	703	529	505	475	415	373	269	149	13			
20 June	1043	531	436	367	384	367	279	344	950	792	595	551	524	467	394	282	149	13			
27 June	1081	578	498	388	415	388	279	350	1017	848	628	582	556	499	421	311	149	13			
4 July	1291	664	590	430	467	420	285	410	1081	901	766	674	644	549	529	311	149	17			
11 July	1511	696	674	430	467	420	285	410	1144	954	838	674	644	549	529	311	149	17			
18 July	1788	749	679	560	591	420	356	449	1145	954	838	674	644	549	529	311	149	24			
25 July	1788	837	795	770	783	729	439	553	1415	1179	1017	899	749	599	670	499	499	38			
1 August	1788	837	795	770	783	729	439	553	1415	1179	1017	997	932	799	670	646	499	38			
8 August	1788	837	795	770	783	729	439	553	1415	1179	1017	997	932	799	670	646	499	35			
15 August	1788	837	795	770	783	729	439	553	1415	1179	1017	997	914	799	670	646	499	32			
22 August	1753	821	779	755	768	715	430	542	1387	1156	997	899	896	649	624	605	399	27			
29 August	1126	440	408	394	408	325	254	242	860	717	662	594	499	349	353	259	199	10			
5 September	862	385	297	277	319	270	237	213	550	458	431	399	399	349	242	225	149	10			
12 September	751	329	242	237	259	230	204	188	390	325	313	313	303	291	213	196	-	10			
19 September	751	294	242	237	259	230	204	188	373	311	291	291	281	270	213	196	-	10			
26 September - 23 October	608	291	242	237	245	227	184	-	373	311	285	291	269	250	Pool open AM only Bar & Bistro closed (p.12)		-				
24 October - 31 October	825	300	269	263	268	251	204	-	460	384	323	329	269	272			-				

Extras: Decking £70 per week. Cots £10.00 per week. High Chairs £10.00 per week. Deposits per week £70.00 and Houses £200.



Special Offers

Two Person/Family Offers (see page 3) In the red boxes offer prices apply. For chalets take the A2 price and add the supplement shown at top of the chart. For caravans take Seahaze price and do the same. If no supplement is shown, there is no offer.

*Pitches: prices shown include the use of all park facilities such as the pool and clubs. Showers and hot water are free. Extras listed below.

Pitch: Extras (per night)	
Hookup, 16 amp	5.50
Serviced Pitch	7.50
Extra Car	3.00
Extra Person, 10 years old or over	9.00
Under 10	Free
Showers	Free
Hot Water	Free

Booking conditions

Our booking conditions are the basis of your contract with us. It is important that you read, understand and agree with them. By booking your holiday with us you are agreeing with our conditions. Please do not hesitate to contact us in writing (at enquiries@stivesbay.co.uk) if you wish to clarify any of our conditions. We may change our booking conditions at any time. Our latest conditions will be posted on our website. Conditions below are correct at the time of printing this brochure.

1. Booking contract

St Ives Bay Holiday Park is owned by Porthvan Enterprises Limited. The renting of a chalet, caravan or touring pitch (the accommodation) will form a binding contract between the person (the client) making the booking (and staying on Park) who must be 21 years old or more, and Porthvan Enterprises Limited (the company). The contract is made between the client and the company on the basis of the information on the website and in the brochure including the booking conditions. The client may not sub-let the accommodation or assign the booking to another party. The client accepts responsibility for the actions of all persons who will occupy the accommodation or pitch and who must all be named on the booking form. A contract is agreed when a deposit is paid and the company has provided written confirmation. It is the responsibility of the client to check that the written confirmation is correct.

2. Balance of monies

The Client will notify the Company of any delay in forwarding the balance of monies by the due date which is 56 days (8 weeks) prior to the holiday. If the Company is not notified it will assume that the holiday is cancelled. The Company will retain any money and re-let the accommodation.

3. Cancellations

Cancellation of bookings should be advised to the Company's office immediately and then confirmed in writing. The Company will offer to transfer monies already paid (including deposits) to another holiday in the same or the following season. Your attention is drawn to the cancellation cover scheme offered. Please note the specific areas covered. No monies except those covered under the cancellation cover schemes are refunded.

3.1 Amendments

All amendments to bookings must be put in writing. An administration charge of £10.00 will be made on 2 or more amendments. No refunds will be given to clients who depart early. Amendments will attract the published price applicable on the date the amendment takes place.

4. Claiming your accommodation

The Company must be paid in full before the accommodation is made available to the Client. Accommodation should be claimed within 24 hours of the arrival time. There are no refunds on unclaimed accommodation. Please advise the office of delayed arrival. Management will re-let the accommodation at midday on the day following the due arrival day.

5. Non availability

Where accommodation booked by the Client becomes unavailable due to circumstances beyond the Company's control the Company reserves the right to supply accommodation of a similar, or better grade to that booked, or to refund monies paid to the Company in full. Under these circumstances special requests for units may not be fulfilled.

6. Family holiday park

The Company does not accept bookings from all male or all female parties, workmen and or women, or similar groups. The Company reserves the right to refuse a booking, to refuse entry, or to eject from the Park and its accommodation any person (or persons) who in the opinion of the Management of the

Company are not suitable to take charge of the accommodation. In such cases monies WILL NOT be refunded to the Client. The contract shall be deemed discharged.

6.1 Abusive unreasonable and antisocial behaviour by a client or any of the client's party

St Ives Bay does not tolerate verbal abuse or violence to staff or other guests. Such behaviour will result in action being taken by the company which may include termination of our agreement, and involvement of the police. This may result in the ejection of the whole party from the park WITHOUT REFUND. When submitting a booking you are confirming that no member of your party has a history of antisocial behaviour, or is subject to any Court order, or is on any register, as a result of previous antisocial, or abusive behaviour which might be detrimental to staff or other guests' safety or enjoyment of St Ives Bay Holiday Park facilities. In these circumstances the company reserves the right to cancel your booking.

6.2 Responsibility for children and under 18s

Clients who bring children or young people on holiday are responsible for them at all times. They must ensure that Under 18s do not consume alcohol on the Park. They are responsible for ensuring that all Under 18s return to their unit by midnight. Noise which disturbs others after midnight is not acceptable. Clients who do not respect this condition and who disturb others, or who have children or young people in their party who disturb or cause a nuisance to others or the staff on the Park, WILL BE OBLIGED TO LEAVE THE PARK. THERE WILL BE NO REFUNDS IN THIS CASE. Some activities and entertainment including playground equipment are provided for children. There are no childminding facilities provided by the Company. Children are the responsibility of parents and/or guardians at all times and must be supervised when enjoying the activities and entertainment and on the play equipment provided by the Company. Children under the age of 14 are not allowed in the Pool building without supervision. The Pool staff have the absolute authority to eject any person from the pool area.

6.3 Driving on the park

The normal rules of the highway apply on the park. In particular we remind clients that driving under the influence, speeding, and allowing children to drive, are not acceptable.

7. Circumstances beyond the control of the Company (Force Majeure)

The Company is relieved of legal and financial liability where damages arise which are due to circumstances beyond its control. These shall include but not be limited to riots, civil disturbance, terrorist activity, industrial dispute, epidemic, storm, fire, water or power cuts.

8. The Company's liability

Except where a statutory liability arises in circumstances of death and personal injury the Company's liability to the Client shall be limited to the price paid for the holiday as detailed in the brochure and website. It is an express condition of this booking that the Company is relieved of liability for any other accident or loss or damage which may be sustained by Clients or their property. Clients should make their own arrangements for the insurance of personal property.

9. Weapons and Drones

Firearms, air guns, knives, BB Guns, Laser Pens or similar weapons are not allowed on the Company's Property. If found the Management will remove them to safe custody. The use of drones is not allowed on the park.

10. Breakages

All breakages or damage must be reported to the office. The Company reserves the right to charge for damage caused although it will not normally do so where damage is accidental. The Park reserves the right to charge the Client's credit/debit card or send an invoice for the relevant amount. The company may also charge for cleaning carpets/upholstery & curtains as a result of smoking in the units or for other reasons.

11. Pets

THE PARK DOES NOT ACCOMMODATE PETS EXCEPT GUIDE OR ASSISTANCE DOGS BY ARRANGEMENT. Please bring the relevant paperwork with you.

12. VAT and Card charges

All charges quoted are inclusive of VAT at the current rate but the Company reserves the right to amend this or any other tax element in the event of a change of tax rate. Where a payment is made by card the company reserve the right to pass on any processing charges.

13. Amenities and entertainment

The Company will make every effort to provide facilities, amenities and entertainment as specified in the brochure. However, if due to sickness, lack of support from performers, breakdown of equipment or other similar circumstances which are out of control of the Company it may at times be necessary to withdraw a service or close an amenity or facility without notice. The Company reserves the right to withdraw or alter a service facility or amenity and to change the entertainment program without notice or refund monies to the Client.

14. Arrangements and facilities for less able guests

These are limited (but improving) at St Ives Bay Holiday Park. In particular we draw your attention to doorways which are too narrow for wheelchair users. We have some units better suited to less able guests and/or wheelchair users. Please ring and discuss your requirements with our staff, and confirm them in writing at the time of booking. Special arrangements cannot be guaranteed unless confirmed in writing.

15. Times of occupation and vacation of accommodation

The Company will endeavour to have accommodation ready for the Client by 4pm on the arrival date. In very busy weeks or in circumstances beyond the control of the Company, accommodation may be available later but this will normally be available by 6pm. All accommodation, camping and touring should be vacated by 9am on the departure date. If accommodation is not vacated by 10am then the Company (by Management decision) may remove all personal possessions from the accommodation and will make reasonable efforts to safeguard the property for the collection by the Client as soon as is reasonably possible. A late departure charge of £25 per hour will be made for anyone still in their accommodation or pitch after 10am.

16. Comments and complaints

If you have a comment or complaint about St Ives Bay Holiday Park then please bring it to the attention of our staff immediately. They will normally be able to help you. Otherwise please forward your comments within 14 days of your departure. In the event of a complaint it is unlikely that the Company will be able to help you at a later date when the problem could have been solved on the spot. We ask that you read our brochure and website carefully. Although it is supposed to give a general impression it does contain much specific written and pictorial information on which you base your holiday choice and sign a binding agreement with us.

17. Camping and touring unit sizes

All unit types. The maximum footprint of your unit is 5m x 8m to allow for fire separation. This includes all awnings, extensions & gazebos. Maximum length for a caravan or motor home is 8m. If you are unable to comply you will need to book 2 pitches. Extra pitches are not available in peak weeks. Fire gaps are marked on the ground. You can park a car on the fire gap. Pitches booked together may pitch on the fire gap between the units but must maintain a separation of 2 meters. Anyone pitching on the designated fire gap or in the wrong area will be asked to move. Fire Pits are not allowed.

18. Shore Surf School

Is an independent surf school licensed to operate from St Ives Bay Holiday Park. Any agreement to hire or purchase goods or services from the surf school is with the surf school only. It is a condition of booking that St Ives Bay Holiday Park is not responsible for any accident or loss resulting from such an agreement or from any actions of the surf school.

20. Photography

St Ives Bay will occasionally take photographs in the park or on the beach for promotion of the park. The photographer will normally ask your permission to use such pictures of you and your family. By booking with the company you understand and agree to this. The company agrees that it will not use or will make all efforts to cease to use any such picture on request of the client at any time. However where consent has been given and then withdrawn, any existing publication will be withdrawn as soon as possible within the appropriate cycle of marketing material replacement.

Cancellation Cover

We recommend taking out this cover:

Benefits

- i) Refund of any deposit monies in full
- ii) Refund of any balance of accommodation charges or other monies
- iii) Relief from any further liability under your contract with the Company for accommodation booked and balance of charges due.

Period of cover

The cover operates from the day the reservation deposit payment is received in our office up to but not including the day of arrival.

Persons covered

Only those persons named on the reservation form for that individual booking.

Items covered

Illness, quarantine, jury service, death, disablement by bodily injury, medical advice following pregnancy and redundancy for any person named on the booking.

Items excluded

Insanity, suicide, being under the influence of drugs or alcohol, any defect or infirmity or illness which existed at the time the cover becomes operative. Special offer deposits are not covered.

Claims

Claims must be notified without undue delay and confirmed in writing before the time of arrival, and must be substantiated by a Doctor's certificate where applicable, or by authoritative proof.

Receipts/acceptance payment

The receipt of payment will be acknowledged on the reservation invoice and such acknowledgement confirms the Company's acceptance of the risk. The payment must be received at the time of booking and cannot be added at a later date or refunded once paid. The cover is for the specific booking and cannot be transferred to other booking.

Cost

£12 per week per chalet, holiday house, caravan or touring pitch paid with deposit. This does not cover your personal possessions. Your own personal insurance or household insurance may cover personal accident, loss of money, luggage etc. Please check this prior to your holiday.

Booking form

Title Initials Surname

Address.....

..... Postcode

Telephone

Email address.....

Car registration.....

Dates	
1st choice from 4pm	to 9am
2nd choice from 4pm	to 9am

Accommodation or camping pitch type	
1st choice	2nd choice
Cot No.	High chair No.

Cheques: Should be made payable to St. Ives Bay Holiday Park. Cheques will not be accepted if less than 8 weeks prior to arrival.

Please check the dates and opening times for various facilities on the park. All Bars & The Bistro are closed early and late season. Dynamite Bar with entertainment is open from end of May to end of August, no entertainment is provided outside of those dates. Please note we do not offer any children clubs or daytime entertainment

Bookings can be made on line via www.stivesbay.co.uk or by calling 0800 317713, payment can be made by debit/credit card with no charge.

To pay by cheque or Postal order please complete the booking form and post to the address below.

Name

Address

..... Postcode

I have read and understood the booking conditions on page 14 of this brochure. I accept responsibility for all persons in my party (all named on this booking form) and agree that all persons in my party will be bound by the booking conditions. I enclose my deposit (Cheque/PO) in favour of St Ives Bay Holiday Park. (balance due 56 days, i.e. 8 weeks, prior to arrival).

Signature..... Date

Please return to: St Ives Bay Holiday Park, Upton Townans, Hayle, Cornwall TR27 5BH
T: 01736 752274 F: 01736 754523 E: enquiries@stivesbay.co.uk www.stivesbay.co.uk

Return Address: St Ives Bay Holiday Park, Upton Towans, Hayle, Cornwall TR27 5BH



St Ives Bay
HOLIDAY PARK

Chalets / Caravans / Camping

www.stivesbay.co.uk

0800 317 713