

2024



Heligan

CARAVAN & CAMPING

Nurturing your connection to nature



RETREAT TO NATURE'S PARADISE

**Situated within the Heligan Estate,
bounded by oak woods and overlooking
the glistening sea, our Caravan and Camping
Park is bound to capture your heart**



**On the doorstep of the famous
Lost Gardens of Heligan, our
park is a peaceful haven that can
be enjoyed by everyone – it's the
ideal place to relax, explore and
spend some quality time with
your loved ones. Your canine
companions are welcome too!**

Whether you are looking for a sanctuary nestled in history and nature, blissful sea views or a countryside haven that welcomes your beloved dog, we're the perfect place for you.

If you're pitching up for an adventure, seeking wheelchair friendly accommodation or a holiday home stay, our accommodation options offer the perfect escape. Plus, ten of our holiday homes are dog-friendly too!

THINGS TO SEE AND DO

Geographically nestled in the middle of the magical South Coast, our award-winning site is the perfect place to explore Cornwall at its finest



You'll be in easy reach of The Eden Project, sandy beaches and subtropical gardens, as well as National Trust landscapes and delicious eateries.



Spend your days exploring and discovering all that this gorgeous county has to offer, before returning to our dreamy countryside park to simply unwind and soak in the Cornish countryside.

We have exclusive discounts for our guests to The Lost Gardens of Heligan and other Cornish attractions!



Eden Project



Charlestown Harbour



Bodinnick Ferry



The Lost Gardens of Heligan

DISCOVER THE MAGIC OF HELIGAN

No matter the season, our magical park will sweep you off your feet, with so much natural beauty to discover on your doorstep.



From breathtaking jaunts along the coast, strolling the stunning grounds of The Lost Gardens of Heligan and cycling along wooded trails to ambling along the footpaths to local villages, you're guaranteed to fall in love with Cornwall and its wondrous charm.

One of the many joys of being tucked in amongst the countryside is that we're home to an abundance of wildlife – including a pair of beavers! They are nestled in an enclosure within the Heligan Estate, and if you're lucky, you might even be able to book onto one of our very special Beaver Tours, which are offered free of charge to our guests.

And why not explore the great outdoors on two wheels? We have amazing cycle paths right on our doorstep, waiting for you to pedal through and discover the wonders of our surroundings.

If you'd like to discover the stunning landscape on foot, then lace up your boots and hike along the breathtaking South West Coast Path to explore impressive headlands, secluded sandy bays and a number of hidden gems.



For seaside ambles, stroll down the footpath on our site to picture-perfect Mevagissey, where you can hop on a ferry across to the ever-popular Fowey – oh, and dogs can travel for free!

Located right upon the campsite's doorstep, take advantage of our exclusive discount and head across the lane to the magical Lost Gardens of Heligan. Explore their 200 acres at leisure, discover their rich and fascinating history, before sampling fresh Heligan produce in their café. They are also home to Cornwall's largest outdoor playground, the Play Meadow, which has a brand-new jumping pillow – the only one in the South West!

Just a short five-minute walk from the campsite is Lobb's Farm Shop. Lobb's Farm Shop is a family-run business that produces, supplies and delivers the finest quality meats, vegetables, cheeses, bread, preserves and much more, so you can be sure that you have access to the finest and freshest local products to keep you going during your stay.

A few minutes' drive away lies our sister site, Pentewan Sands, located on half a mile of golden sands. Out of season, take advantage of their two indoor swimming pools, complete with water flumes and a whirlpool bath, at a specially negotiated rate*. Visit The Lower Deck Coffee Shop for a barista-class coffee and light bite, or head upstairs to the Main Deck Restaurant for a top-notch meal to round off your day. Please note, Pentewan Sands Holiday Park has a full dog ban in place from March to November.

*The swimming pool is restricted to Pentewan residents only during Whitsun Week (25th May – 1st June) and the summer holidays (20th July – 31st August)

WAYS TO STAY

Experience the magic of sleeping in nature when you camp at Heligan



Naturally sheltered by ancient woodland, lush countryside and flowering foliage, Heligan is the perfect place to pitch up your tent, motorhome or caravan.

There is a variety of pitches available to suit everyone's needs, from grass pitches offering ample space and well-maintained lawns to hard-standing sculpted gravel pitches complete with a spacious grass surrounding.

Our pitches do vary in size, and some are slightly sloping – please enquire with our team when booking. Electrical hookups are available on most pitches and our luxurious heated amenity block provides you with all the comforts of home.



Our outstanding facilities block guarantees to make your stay an enjoyable one, complete with underfloor heating, exceptional showers and toilets, private bathrooms, an accessible wet room, a launderette and even a drying room. Canine campers will also be able to wash off their muddy paws using our dog shower after a long day of sniffing, digging, and exploring the Cornish countryside.

Amenities included:

Spacious showers and wash basins

Toilet facilities, private bathrooms and accessible wet-room

Dishwashing areas

Waste-disposal points

Coin-operated launderette

Indoor drying room

Water points at regular intervals

Electric hook-ups

Calor Gas exchange

Well-stocked campsite shop

Children's play area

Optional extra:

Pitch Wi-Fi. Every effort is made to provide a full Wi-Fi service across the site; however, there may be areas on the park that have limited or no service. We cannot be responsible for the temporary withdrawal of the service due to adverse weather conditions or breakdown. Guests using the Wi-Fi service should contact the provider should they endure any issues with this service during their visit with us.

WAYS TO STAY

Heavenly holiday homes

Comfortable, luxurious and suitable for all budgets, our spacious two and three-bedroom holiday homes provide everything you need, making your stay a real home from home. And for 2024, get ready for an unparalleled experience in luxury and relaxation in our brand-new, dog-friendly Azalea Lodge, complete with its own driveway and private garden.

Surrounded by rolling hills and peaceful countryside, all our holiday homes are sited on a generous plot and offer an outside sundeck. Enjoy a freshly brewed pot of coffee on the decking or treat yourself to your favourite tippie on a balmy summer's eve... dreamy!



Every home comes with:

- Bed linen – including pillows and pillowcases
- Kitchen utensils
- Fridge/freezer, microwave, kettle and toaster
- Integrated oven, grill and hob
- Digital TV and DVD player
- Electric/gas fire
- Unlimited hot water and full gas central heating
- Outside sundeck

Optional extras

Wi-Fi in your holiday home. Every effort is made to provide a full Wi-Fi service across the site; however, there may be areas on the park that have limited or no service. We cannot be responsible for the temporary withdrawal of the service due to adverse weather conditions or breakdown. Guests using the Wi-Fi service should contact the provider should they endure any issues with this service during their visit with us.

Take a look at the different home locations using our park map, which you can find at the back of this brochure or on our website.

Dog-friendly homes

We know that dogs are part of the family, so at Heligan we offer a number of luxurious, dog-friendly holiday homes. Choose from a selection of holiday homes, including our brand-new Azalea Lodge for 2024. Heligan Campsite is the perfect spot to have a dog-friendly holiday; surrounded by country, coastal and woodland walks, there's no shortage of places for you and your furry friend to venture.

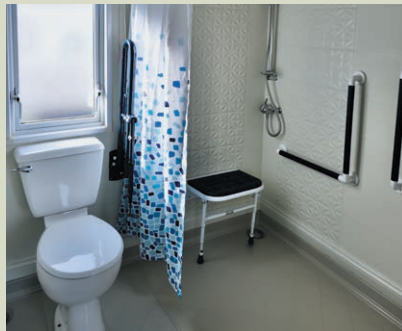
*Please note, only two dogs maximum per holiday home. A charge is applicable per dog, per night. Please see our tariff table.

HOLIDAY HOMES CONTINUED...

Azalea Lodge - The ultimate in luxury

We're thrilled to introduce our latest addition, the brand-new Azalea Lodge, which will be available to book from Easter. This luxurious lodge is designed to offer an unforgettable escape, complete with the most premium comforts and amenities. The open-plan living space is the perfect place to unwind, with huge cathedral-style windows letting the light flood in. In the evening, you can snuggle up on the sofa in front of the fire.

The kitchen, which includes a breakfast bar, features an integrated fridge/freezer, wine fridge, dishwasher, microwave and a fantastic oven with hob and grill. Sleeping up to eight people, this magnificent lodge has a double bedroom with its own ensuite, two twin rooms, a bathroom with a full-sized bath and a large, private balcony. Whether you're seeking a family adventure or a group retreat, Azalea Lodge is the perfect choice for your next memorable getaway. Plus, it's dog-friendly!



Inclusivity for all

At Heligan, we're passionate about making all our holidays as accessible as possible to as many people as we can. Our wheelchair friendly holiday home provides wide-access, low-threshold doors, a full wet-room, full-height conventional kitchen, portable helper frame and wide single beds. This home is much roomier than our standard holiday homes and has been designed specifically to provide wheelchair users and their families with a relaxing holiday that is safe and accessible.

Please note: The bathroom depicted in the photo is for illustrative purposes only. The actual bathroom in our wheelchair friendly accommodation will vary from the one pictured on this page.

HOLIDAY HOME WEEKLY TARIFF

Open 5th January - 10th November 2024

Saturday Arrivals		Bronze	Silver	Gold	Extras per Night		
Weekly	2 Beds	14 🐕		21, 24 🐕, 25 🦽	Dogs	Extra Person 3yrs+	Boat, Highchair, Travel Cot or Extra Car
	3 Beds	13 🐕	15 🐕, 26, 27, 28 🐕	18, 20 🐕			
Arriving	Departing	Full Week	Full Week	Full Week			
Fri 5 Jan	Sat 23 Mar	£445	£480	£505	£7.50	£6.50	£6.00
Sat 23 Mar	Sat 30 Mar	£510	£540	£560	£7.50	£6.50	£6.00
Easter Holidays							
Sat 30 Mar	Sat 13 Apr	£685	£715	£735	£7.50	£6.50	£6.00
Sat 13 Apr	Sat 27 Apr	£510	£540	£560	£7.50	£6.50	£6.00
Sat 27 Apr	Sat 25 May	£660	£685	£695	£7.50	£6.50	£6.00
May Half Term							
Sat 25 May	Sat 1 June	£880	£925	£965	£7.50	£6.50	£6.00
Sat 1 June	Sat 15 June	£835	£865	£895	£7.50	£6.50	£6.00
Sat 15 June	Sat 20 July	£880	£925	£965	£7.50	£6.50	£6.00
Summer Holidays							
Sat 20 July	Sat 24 Aug	£1,345	£1,385	£1,415	£7.50	£6.50	£6.00
Sat 24 Aug	Sat 31 Aug	£985	£1,030	£1,050	£7.50	£6.50	£6.00
Sat 31 Aug	Sat 14 Sep	£780	£820	£850	£7.50	£6.50	£6.00
Sat 14 Sep	Sat 28 Sep	£660	£685	£695	£7.50	£6.50	£6.00
Sat 28 Sep	Sat 19 Oct	£550	£580	£600	£7.50	£6.50	£6.00
Sat 19 Oct	Sun 10 Nov	£445	£485	£510	£7.50	£6.50	£6.00

All bookings for seven nights or more are subject to a £8.25 booking fee and a compulsory cancellation fee of £2.50 per night will be applied to your booking. Please see our full T&Cs for more information. Please note: The prices in the tariff tables include VAT at prevailing rates. Prices are based over a seven-night stay; where your chosen dates are split between bands, prices will be calculated accordingly. Please note that two-bedroom holiday homes include up to four guests and three-bedroom holiday homes include up to six guests within the base price shown in the tariff sheet. For more information about a holiday for two people, please read page 15.

Friday Arrivals		Platinum	Azalea Lodge	Extras per Night			
Weekly	2 Beds	16, 23 🐕		Dogs	Extra Person 3yrs+	Boat, Highchair, Travel Cot or Extra Car	
	3 Beds	17 🐕, 19, 22	3 bed - sleeps 8 🐕				
Arriving	Departing	Full Week	Full Week				
Fri 5 Jan	Fri 22 Mar	£530	CLOSED	£7.50	£6.50	£6.00	
Fri 22 Mar	Fri 29 Mar	£590	£920	£7.50	£6.50	£6.00	
Easter Holidays							
Fri 29 Mar	Fri 12 Apr	£770	£1,150	£7.50	£6.50	£6.00	
Fri 12 Apr	Fri 26 Apr	£590	£920	£7.50	£6.50	£6.00	
Fri 26 Apr	Fri 24 May	£715	£1,035	£7.50	£6.50	£6.00	
May Half Term							
Fri 24 May	Fri 31 May	£995	£1,650	£7.50	£6.50	£6.00	
Fri 31 May	Fri 14 June	£930	£1,560	£7.50	£6.50	£6.00	
Fri 14 June	Fri 19 Jul	£995	£1,645	£7.50	£6.50	£6.00	
Summer Holidays							
Fri 19 Jul	Fri 23 Aug	£1,440	£2,475	£7.50	£6.50	£6.00	
Fri 23 Aug	Fri 30 Aug	£1,080	£2,270	£7.50	£6.50	£6.00	
Fri 30 Aug	Fri 13 Sep	£895	£1,150	£7.50	£6.50	£6.00	
Fri 13 Sep	Fri 27 Sep	£715	£975	£7.50	£6.50	£6.00	
Fri 27 Sep	Fri 18 Oct	£620	£885	£7.50	£6.50	£6.00	
Fri 18 Oct	Sun 10 Nov	£530	£795	£7.50	£6.50	£6.00	

Key:

🐕 = Dog van. 🦽 = Wheelchair Friendly. Prices shown on this page are based on a seven night stay. Where dates are split between bands, your prices will be calculated accordingly.

HOLIDAY HOME SHORT BREAK TARIFF

Per night price	Bronze		Silver		Gold		Platinum		
	2 Beds	14			21, 24 , 25		16, 23		
	3 Beds	13	15 , 26, 27, 28		18, 20		17 , 19, 22		
Arriving	Departing	M,T,W,T	F,S,S	M,T,W,T	F,S,S	M,T,W,T	F,S,S	M,T,W,T	F,S,S
Fri 5 Jan	Fri 22 Mar	£61	£82	£66	£88	£69	£93	£73	£97
Fri 22 Mar	Fri 29 Mar	£70	£94	£74	£99	£77	£103	£81	£108
Fri 29 Mar	Fri 12 Apr	£94	£126	£98	£132	£101	£135	£106	£141
Fri 12 Apr	Fri 26 Apr	£70	£94	£74	£99	£77	£103	£81	£108
Fri 26 Apr	Fri 24 May	£91	£121	£94	£126	£96	£127	£98	£132
Fri 24 May	Fri 31 May	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fri 31 May	Fri 14 June	£115	£153	£119	£159	£123	£164	£128	£170
Fri 14 June	Fri 19 July	£121	£161	£127	£170	£133	£177	£137	£182
Fri 19 July	Fri 23 Aug	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fri 23 Aug	Fri 30 Aug	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fri 30 Aug	Fri 13 Sep	£107	£143	£113	£150	£117	£156	£123	£164
Fri 13 Sep	Fri 27 Sep	£91	£121	£94	£126	£96	£127	£98	£132
Fri 27 Sep	Fri 18 Oct	£76	£100	£80	£106	£83	£109	£85	£114
Fri 18 Oct	Sun 10 Nov	£61	£82	£67	£89	£70	£94	£73	£97

From 25th May – 1st June and 20th July – 31st August 2024, holiday home bookings must be for multiples of one week. At all other times, short breaks are welcomed (excluding Azalea Lodge). All our short breaks are subject to a minimum of three nights. The short break tariff is inclusive of booking fees; cancellation scheme is available as an optional extra. If you would like any more information regarding our short breaks, please call our Reservations team on **01726 842 714**.

CAMPING AND TOURING TARIFFS

		Nightly pitch prices based on two persons, one car and one mode of accommodation (tent, caravan or motorhome)			Additional Extras Per Night			
Arriving	Departing	Non Electric (Grass tents only)	Standard (Grass with electric)	Hard Standing	Extra Adult	Extra Child 3-15 yrs	Dog	Car, Boat or Pup Tent
Fri 5 Jan	Sat 2 Mar	CLOSED	CLOSED	£22.40	£4.00	£2.80	£5.00	£4.50
Sat 2 Mar	Sat 23 Mar	CLOSED	CLOSED	£24.90	£4.50	£3.00	£5.00	£4.50
Sat 23 Mar	Fri 29 Mar	£12.65	£25.90	£28.50	£4.50	£3.00	£5.00	£4.50
Easter Holidays								
Fri 29 Mar	Sat 13 Apr	£12.95	£28.35	£31.20	£4.60	£3.00	£5.00	£4.50
Sat 13 Apr	Sat 27 Apr	£12.65	£25.90	£28.50	£4.50	£3.00	£5.00	£4.50
Sat 27 Apr	Sat 25 May	£14.10	£29.50	£32.50	£4.50	£3.00	£5.00	£4.50
May Half Term								
Sat 25 May	Sat 1 June	£19.60	£36.10	£39.80	£5.10	£4.00	£5.00	£6.50
Sat 1 June	Sat 15 June	£14.10	£29.50	£32.50	£4.50	£3.00	£5.00	£4.50
Sat 15 June	Sat 29 June	£19.60	£36.10	£39.70	£5.10	£3.00	£5.00	£4.50
Sat 29 June	Sat 20 July	£25.20	£43.50	£47.90	£5.50	£4.50	£5.00	£6.50
Summer Holidays								
Sat 20 July	Sat 31 Aug	£34.10	£54.50	£59.90	£6.50	£5.00	£5.90	£7.00
Sat 31 Aug	Sat 7 Sep	£15.10	£30.50	£33.60	£4.50	£3.00	£5.00	£4.50
Sat 7 Sep	Sat 21 Sep	£13.75	£27.00	£29.70	£4.50	£3.00	£5.00	£4.50
Sat 21 Sep	Sat 2 Nov	£11.35	£24.60	£27.10	£4.50	£3.00	£5.00	£4.50
Sat 2 Nov	Sun 10 Nov	CLOSED	CLOSED	£22.40	£4.00	£2.80	£5.00	£4.50

All bookings for seven nights or more are subject to an £8.25 booking fee, and a compulsory cancellation fee of £1.20 per night will be applied to your booking. Please see our full T&Cs for more information. The prices in the tariff tables include VAT at prevailing rates. For more information, please call our Reservations team on **01726 842 714**.

SPECIAL OFFERS

Touring and camping

BARGAIN FORTNIGHTS

Enjoy 15% off your camping and touring holiday.

Book any fortnight between 5th January – 10th November, excluding 25th May – 1st June and 20th July – 31st August, and enjoy 15% off the published price for the two weeks. Offer applies to the basic pitch price only and does not include extras.



Holiday homes

HOLIDAYS FOR TWO

When booking for two people, receive a 20% discount off our holiday homes (please note, Azalea Lodge has a 10% discount when booking for two). Receive this discount when booking from the 5th January – 10th November, excluding 25th May – 1st June and 20th July – 31st August.*

SENIOR CITIZENS

We offer a 5% discount for parties of senior citizens who book a stay for seven nights or more. This offer is available all year round but can only be redeemed if all members of the party are aged 65 or over.*

BARGAIN FORTNIGHTS

Receive 20% off your holiday home stay when booking any fortnight from the 5th January – 10th November, excluding 25th May – 1st June and 20th July – 31st August.*

*Please note: only one offer can be applied to any booking. Discounts apply to base price only and do not include extras. Bargain Fortnights and Senior Citizens discount exclude our Flagship home, Azalea Lodge.



Booking your holiday

- To make a booking go online at www.heligancampsite.com or call our booking line on **01726 842 714**. We accept payment via credit card, debit card and cheque. The booking is only confirmed once we have checked the details and sent a confirmation.
- Balances must be paid in full 42 days prior to the commencement of your holiday. We reserve the right to re-let your pitch or accommodation if your balance is not paid in full 42 days prior to the start of your holiday, and the deposit paid will be non-refundable.
- All holiday homes must be booked for the full week during summer half term (Whitsun week 25th May – 1st June 2024) and the summer holidays (20th July – 31st August 2024).
- No refunds will be made for late arrivals or early departures or evictions.
- Deposits are non-refundable except in accordance with the terms of the Cancellation Scheme.
- Provisional telephone bookings will be held for 48 hours. If no deposit or payment is received within that time, the booking will lapse.
- The Company reserves the right to make a surcharge after accepting a booking if increased costs or an error when making your booking makes this necessary. The customer will be notified of any such surcharge at least 21 days prior to the commencement of the holiday (other than VAT changes which may apply without notice).
- All bookings for holiday homes and touring and camping pitches for 7 nights or more are subject to a booking and cancellation fee. Please find out more information regarding camping and touring and holiday-home charges below.
- We are a dog-friendly campsite and accept a maximum of two dogs per booking for touring and camping pitches and our ten dog-friendly holiday homes (charges apply). Find out more information below.

Amending your holiday

We recognise that, often, circumstances mean a customer may need to change the dates and requirements of their holiday.

1. We will allow one amendment free of charge.
2. We then reserve the right to make a charge of £20 per amendment thereafter.
3. Extras or additions to a booking are accepted and do not incur an amendment fee. Extras cannot be refunded if removed.

Cancelling a holiday

A booking is a contract and we regret that no refunds will be given for deposits or balances in the event of a cancellation.

This is unless you meet one of the Company's qualifying conditions as part of their compulsory Cancellation Scheme. The Company provides a compulsory Cancellation Scheme for bookings of seven nights or more for when it is necessary for a customer to cancel their holiday. The Cancellation Scheme is optional for all short breaks.

Cancellation Conditions

Qualifying Reasons for Cancellation

- Illness, death, injury or maternity complications of any member of your party (detailed by you at the time of booking), or;
- Your redundancy or that of your spouse (qualifying for payment under the Redundancy Payments legislation), or;
- Jury service by you or your spouse, or;
- Death or serious injury or illness of a close relative (parent, grandparent, child, grandchild, brother, sister or spouse of any of the above) or the death of a business partner of a member of the party.

Provided that these circumstances arose AFTER the date you made your booking, and you can supply documentary supporting evidence of the circumstances and the date they occurred.

If you cancel for a qualifying reason:

The period covered is from the time of acceptance of the booking until 15.00 hrs on date of commencement of holiday. If you cancel for a qualifying reason:

- For bookings cancelled 42 days or more prior to your holiday start date, we will refund all your money, minus the Cancellation Policy.
- For bookings cancelled less than 42 days prior to your holiday start date, we will refund all your money minus the Cancellation Policy and minus a £45.00 administration charge.

If you cancel for a non-qualifying reason:

- For bookings cancelled 42 days or more prior to your holiday start date, you will forfeit your deposit and cost of the Cancellation Policy, but we will refund all other monies paid.
- For bookings cancelled less than 42 days prior to your holiday start date, you will forfeit your deposit as well as all other monies paid. You are also liable for any outstanding balance on your holiday.

How to cancel

If you wish to cancel your holiday you must notify us by email or in writing. The date of cancellation is the date we receive your email or letter.

Rules and Conditions

1. On-site Facilities

We are a small team here at Heligan Caravan & Camping Park and seasonal opening hours apply in our Shop and

Reception, which allow us to work out on site. Please see the notification on the Reception door for times and contact details. We regret that we are unable to accept liability for the temporary withdrawal of any facility due to mechanical breakdown or any circumstances beyond our control.

2. Vehicles

- The speed limit throughout the site is 5mph. PLEASE BE AWARE OF CHILDREN. Vehicles may not be driven across the site between the hours of midnight and 6am.
- Stand-up motorised/electric scooters, Segways and hover boards are permitted on site. However, speed limits must be strictly observed.
- For safety reasons Segway chariots/Hoverkarts are NOT permitted on site.
- The charging of electric vehicles is strictly prohibited except via dedicated electric vehicle charging points. Any use of electricity intended for your accommodation for charging electric vehicles will incur a fee of £35 and you may be asked to leave the site.

3. Boats

- Boats must be kept on the owner's pitch (please check size prior to booking to ensure room is available for your boat). All boats will be issued with a pass on arrival, which must be displayed on the craft. Any boat with a motor, no matter what size, must have third-party insurance if it is to be launched at Pentewan Sands Holiday Park. Owners will be expected to give evidence of this along with their pitch confirmation.
- There is a launching service provided at Pentewan Sands Holiday Park. Please contact the Park Wardens on **01726 842 714** for more information.

4. Holiday Homes

Holiday-home types: The tariff tables used in conjunction with the park map show the location of the different types of holiday home in the park.

Accessible holiday homes: Our Wheelchair-Friendly Holiday Home (25) offers wide access, full wet-room, a portable helper-frame and wide single beds.

Dog-friendly holiday homes: Dogs are accepted in ten of our holiday homes: two Platinum (17 and 23), three Gold (20, 24 and 25), two Silver (15 and 28), two Bronze (13 and 14) and our Flagship home, Azalea Lodge. With the exception of registered guide/assistance dogs, we regret that no dogs are allowed in any other self-catering accommodation. Dogs must not be left unattended in holiday homes at any time or in vehicles.

A maximum of two dogs is allowed per holiday home. We reserve the right to refuse certain breeds of dog that are deemed inappropriate on a family site. We do not accept: Rottweilers, Dobermanns, American Bully XL

and any other variations.

Linen: Duvets, duvet covers, pillows, pillowcases and one sheet per bed are included. Fresh linen is supplied weekly. Cot bedding is not supplied for infants. Towels, bathmats and tea towels are not supplied.

Charges: All bookings for seven nights or more are subject to an £8.25 booking fee and a compulsory cancellation fee of £2.50 per night.

Damage deposit: No damage deposit is required; however, the company reserves the right to charge the customer within 72 hours of departure for any damaged or missing items. If deemed necessary, a minimum £60 cleaning charge (£150 for damage caused by smoking and up to £150 charge for damages to mattresses) may also be levied. Customers will be invoiced for any damaged or missing items which must be paid accordingly. Failure to pay will result in legal action.

Late checkout fee: Please contact our Reception team on **01726 842 714** for further information.

Bookings:

Provisional bookings: These will be held for up to 48 hours, after which they will lapse if no deposit or payment has been received. A deposit of £100 per week is required to secure your holiday home booking.

Arrival and departure: Holiday-home guests are welcome to check in between 4pm and 8pm/dusk (whichever is sooner) on the day of arrival. Later arrivals by prior arrangement with the site warden only. During peak dates, we regret that we are unable to offer early check-ins as it can cause delays in the overall cleaning process. Holiday homes must be vacated by 10am, at the latest, on the day of departure. Charges will be incurred for late check-out that has not had prior agreement by the Park. Should you wish to arrange a late check-out, please contact Reception the day prior to departure to discuss, subject to availability (charges apply).

Holiday Home Short Breaks:

During the periods of 25th May – 1st June 2024 and 20th July – 31st August 2024, holiday-home bookings must be for multiples of one week, Saturday to Saturday, except for Platinum holiday homes and our Flagship home Azalea Lodge, which are Friday to Friday.

At all other times, short breaks are welcome in all our holiday homes, apart from our Flagship home, Azalea Lodge. A deposit of £100 for a short break is required on booking to secure your holiday home. If the deposit is not received within 48 hours, then your booking will lapse. The short-break tariff is inclusive of booking fees; a cancellation scheme is available as an optional extra. These can be booked online or by telephone on **01726 842 714**.

Holiday Home Extras:

Extra persons: Tariff rates are shown based on occupation by four persons in two-bedroom homes, and six persons in all three-bedroom homes. Please see tariff sheet for charges. Infants under three: No charge but included in occupancy.

Cars/boats: Car parking is provided alongside each holiday home. The tariff rates shown allows for one vehicle FREE of charge per holiday home. Please see tariff sheet for charges for an additional car/boat. Please check with site to ensure there is adequate space available for extras before booking. We regularly check pitches and undeclared cars, persons or boats will be subject to an additional penalty charge of 50%.

Tents/gazebos: These may not be pitched adjacent to chalets or holiday homes. If tents are required, a separate booking must be made for a specified tent pitch. Small gazebos are permitted to be pitched alongside a holiday home if they do not restrict the view of other guests.

Travel cots and highchairs: A limited number can be provided on request but must be booked in advance. Please see tariff sheet for charges.

Wheelchairs: A limited number can be provided on request, but must be booked in advance. Please see tariff sheet for charges.

VAT: Tariffs shown include VAT at prevailing rates.

Electricity/gas and water: Included.

5. Camping and touring:

Pitch types: The tariff tables used in conjunction with the park map show the location of the different types of pitches in the park. Non-electric, Electric and Hard Standing pitches are available. Dogs are welcome on all touring and camping pitches (maximum of two dogs per pitch).

- Please ensure the pitch booked is suitable for your unit and vehicles (Please check before booking if unsure). Please note, we do not accept units which are over 24'6"/7.5 meters.
- Only professionally converted campervans are permitted; we do not accept vans/cars with the intention of sleeping in them, of any sort.

We reserve the right to change/move customers' pitches if deemed necessary.

Charges: All bookings for seven nights or more are subject to an £8.25 booking fee and a compulsory cancellation fee of £1.20 per night.

Late checkout fee: Please contact our Reception team on **01726 842 714** for further information.

Bookings:

Provisional bookings: These will be held for up to 48 hours pending receipt of your completed booking and

deposit. Deposits are charged at 25% of your total booking (or a minimum of £50). If these are not received in the booking office within that time, your provisional booking will lapse.

Duration: All pitches can be reserved for any date or period throughout the season.

Arrival and departure: You may occupy your pitch between 12pm and 8pm/dusk (whichever is sooner) on the day of arrival. Later arrivals by prior arrangement with the site warden only. Pitches must be vacated by 10.30am, at the latest, on your day of departure to permit maintenance. Charges will be incurred for a late check-out that has not had prior agreement by the Park. Should you wish to arrange a late check-out, please contact Reception the day prior to departure to discuss, subject to availability (charges apply).

Please respect your neighbour's space and do not walk across an occupied pitch. No ball games on the pitches. There is plenty of space to play games away from the caravans/tents by using the grassed area next to the play area. Greywater must be emptied only in the disposal points provided. There are chemical-toilet disposal points as indicated on the park map. We only allow camping rotary washing lines on pitches.

Extras: The tariff applies to a nightly pitch price based on two persons, one car and one mode of accommodation (tent, caravan or motorhome). Pitches may be used by up to a total of six people. Larger parties, and more than one mode of accommodation, must book a second pitch. Tariffs shown include VAT at prevailing rates. Infants under three: No charge but included in occupancy.

Extra pop-up tent: One additional pop-up tent only (4.6sqm. or less) is permitted on each pitch, for which an additional charge is payable (see tariff).

Extra car/boat: See tariff sheet for charges. Please note, some pitches may not be suitable for an extra car/boat, please check prior to booking if you are unsure.

Extra persons: No more than a total of six persons per pitch. See tariff sheet for charges.

Awnings: FREE. Please note, no tents or awnings may be pitched on the surrounding grassed area of hard-standing pitches.

Non-breathable ground sheets: For year-round customer enjoyment, non-breathable groundsheets are prohibited.

Electricity: 240 volts/16amp. One hook-up point per pitch allocated.

Electric vehicles: The charging of electric vehicles is strictly prohibited except via dedicated electric vehicle charging points. Any use of electricity intended for your accommodation for charging electric vehicles will incur a fee of £35 and you may be asked to leave the site.

6. Dogs

Well-behaved dogs (no more than two per holiday home or pitch) are welcome at the Park Warden's discretion – an additional charge will be applied to the booking. Please refer to the tariff sheet. Dogs are not to be left unattended on site, in holiday homes, on verandas, in vehicles or in tents. When out on the site, they must be kept on a lead at all times.

Please note dogs are not permitted at Pentewan Sands Holiday Park or the beach at Pentewan from March - November; however, there are other dog-friendly beaches nearby. We reserve the right to refuse certain breeds of dog that are deemed inappropriate on a family site. We do not accept: Rottweilers, Dobermanns, American Bully XL and any other variations.

7. Children and teenagers

Parents are responsible for the safety, welfare and conduct of their children at all times anywhere on Company property. All children under 12yrs must be accompanied by a responsible adult at all times when using the toilet/shower facilities.

8. Play park

Please note that our play area is not supervised and parents/guardians are responsible for their children's welfare and safety at all times when using the equipment.

9. Declaration of extras

It is the responsibility of customers to disclose at the time of arrival any extra guests, dogs, cars, boats, tents etc. not previously included on their booking. This applies also to extra guests joining a party during the period of the booking. Such failure to disclose and/or any failure to make prompt payment of additional fees will result in the party being evicted without refund and future bookings by members of that party may not be accepted.

All undeclared extras will be subject to a 50% additional charge.

10. Restrictions

The site is designed for family holidays and couples. Young adult parties are not accepted. The Company reserves the right to evict, without refund, any person or party who causes a nuisance or disturbance on Company property or whose behaviour gives cause for justified complaint. The Company reserves the right to refuse to accept a booking from any individual or party without explanation or reason.

We expect all residents to show courtesy to other guests, by keeping noise and disturbance to an absolute minimum between 10.30pm and 7.30am. No vehicles are to be driven across the site between midnight and 6am.

11. Wi-Fi

Every effort is made to provide a full Wi-Fi service across the site; however, there may be areas on the park that have limited or no service. We cannot be responsible for the temporary withdrawal of the service due to adverse weather conditions or breakdown. Guests using the Wi-Fi service should contact the provider should they endure any issues with this service during their visit with us.

12. Fires

Fire pits and/or open fires are prohibited in the park. Fireworks, pyrotechnics and Chinese lanterns are also prohibited in the park. Portable BBQs must be kept off the ground; paving slabs are provided on site to protect the grass. Hot disposable BBQs must not be disposed of in bins.

13. Drones

Drones are prohibited anywhere on the site. The Company reserves the right to use drones for commercial use.

14. Storage of caravans

Storage of caravans can be provided on an annual basis at Pentewan Sands, space permitting and at the caravan owner's own risk. 48 hours' notice must be given when a caravan is required to be moved out of storage. Please note, your own insurance is required.

For further details please call Pentewan Sands on **+44 (0) 1726 843 485**.

15. Marketing accuracy

Whilst every care is taken to ensure that the details on our website are correct at the time of being published, the images shown are for illustration purposes only and the details may be subject to alteration. The photography on our website is to be used as a guide. The 'Out and About' sections contain options for off-park entertainment. Please check with the operators for relevant opening times.

16. TV filming and photography

Due to the increasing popularity of Heligan Caravan and Camping Park, we receive requests from TV and other companies to film or photograph on our parks. We also undertake our own promotional filming and photography. Every effort is made to ensure filming does not intrude into or affect any holiday activity and that it is clear to guests that filming/photography is taking place. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs and we are unable to make any financial award or payment of any kind.

17. Further information

Whilst every effort has been made to ensure the prices, specifications and facilities in this brochure are correct at the time of printing, the Company reserves the right to change them without notice.

PARK MAP

Pick the perfect spot

We're all about making our customers' lives easier, from booking right through to arrival and departure. Therefore, to give you complete control of your holiday, our booking system allows you to pick the holiday home of your choice, with no extra charge!

Picking your pitch can be a little trickier, as they all vary in size and some are sloping. Your desired pitch must also fit all units, cars and extras you require during your stay. However, our team will do their best to help you pick your perfect pitch, so please enquire when booking.

For further information, or if you have any questions, please contact our Reservations team on 01726 842 714.

5 Please drive slowly around the site.



Holiday Homes

- Bronze 3 Bed
- Silver 3 Bed
- Gold 3 Bed
- Platinum 3 Bed
- Bronze 2 Bed
- Silver 2 Bed
- Gold 2 Bed
- Platinum 2 Bed
- Azalea Lodge
- Outside Decking

Grass Pitches

(tents/campervans only)

- Electric grass pitch
(Please note, slightly sloping pitches)
- Non-electric grass pitch
(tents only - please note, sloping pitches)

Motorhome Pitches

- (Hardstanding)
- Electric pitch
(no tents or awnings to be pitched on grassed area)
 - Electric self-levelling pitch
(Motorhomes only)

Other

- Casual Pitch (non-reservable)
- Water Point
- Motorhome Service Point
- Seasonal Pitches
- Elsant Point

*All pitch sizes vary. Please ensure all units, cars and extras fit on your desired pitch. Please note that pitch sizes, decking/balcony and veranda illustrations are not to scale and are for reference only.

Facilities

- Male & Female Toilets
- Accessible Facilities
- Shower
- Baby Change
- Washing-Up Point
- Waste Point
- Dog Friendly
- Dog Shower
- Launderette and Drying Room
- Recycling Points
- Electric Vehicle Charging
- Information Points
- Bus stop in the car park of The Lost Gardens of Heligan

Pitch departures by 10:30am please. Holiday-home departures by 10:00am please.

GUEST MEMORIES...

We love seeing the moments that made your time at Heligan Caravan & Camping Park unforgettable!



@kalikerikerno



@glovantastic



@thesundaysquad



@Karin Wolf



@thesundaysquad

Share your memories with us on social media for a chance to be featured on our social media and brochures.

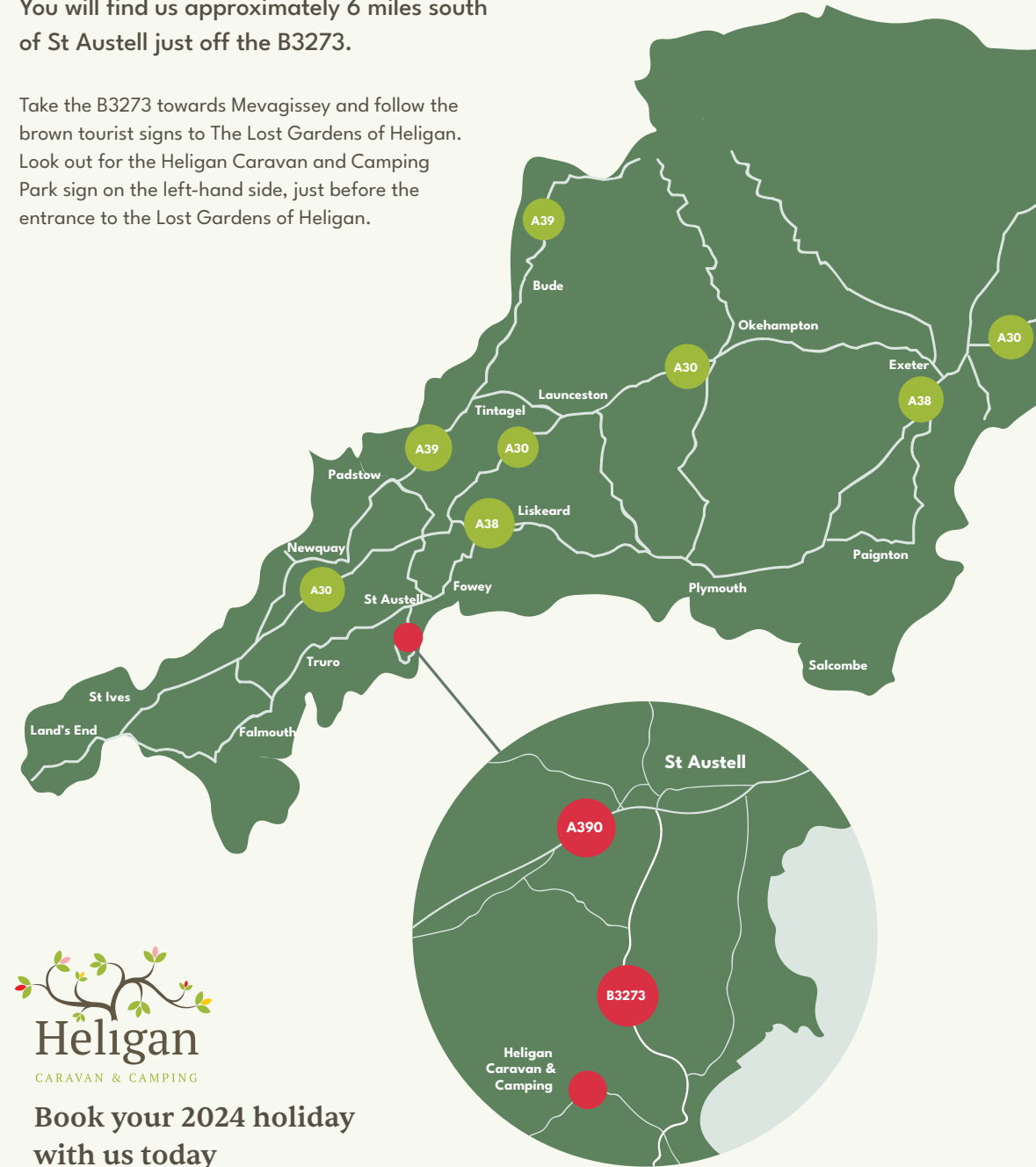
@HeliganCampsite

@heligancaravan&campingpark

HOW TO FIND US

You will find us approximately 6 miles south of St Austell just off the B3273.

Take the B3273 towards Mevagissey and follow the brown tourist signs to The Lost Gardens of Heligan. Look out for the Heligan Caravan and Camping Park sign on the left-hand side, just before the entrance to the Lost Gardens of Heligan.



Book your 2024 holiday with us today

heligancampsite.com
email info@heligancampsite.com
or call 01726 842 714



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Heligan Caravan and Camping Park,
Pengrugla, Cornwall PL26 6EL

