

Perran Springs Holiday Park is a family-run park. Our guests' enjoyment and safety is paramount and we ask you to read all the parks Conditions before making your booking.

In booking and/or staying at Perran Springs Holiday Park, you and all members of your party agree to abide by the conditions, listed throughout these pages. Failure to follow the conditions, may result in all members of your party being asked to leave the park.

Perran Springs General Holiday Park Conditions

All guests and visitors must report to the Reception upon arrival. We accept families, couples and fishing-groups only. No workers, or men/women groups who are not all anglers. We also reserve the right to refuse any booking.

We accept friendly dogs / pets in your own camping / touring unit only (maximum of 2 per pitch). Dogs / pets are not permitted in our Accommodation. Please see the separate dog / pet conditions for full details.

The park's maximum speed limit of 5mph must be obeyed at all times, for the safety of children. Any person driving on the park must have a full driving licence and be covered by insurance. No commercial vehicles or those used for work purposes are permitted. A max. of two cars per unit please.

Disposable and short-legged BBQ's are not permitted in any circumstances, any BBQ used must not be allowed to burn the grass. Campfires are not permitted. All damage will be charged for. Please make yourself aware of the nearest fire point. The use of generators on the park is not permitted. Cutting or damaging any vegetation is strictly prohibited and the natural conditions of the Park are not to be disturbed. This includes hanging items from, or tying ropes or washing lines to trees.

Keep noise levels to a minimum at all times, particularly after 10pm. No noise on the park whatsoever after 11pm. Radios and TV's must be kept at low volume and must not be audible outside your unit or accommodation at any time. Ball games are allowed in the Recreation Meadow only, away from all units, the meadow is not to be used after dusk.

During the Main Summer Season, the park shop has limited individual daily opening times, displayed at the shop. At other times of year the shop and launderette may not be available. Some facilities may be reduced or curtailed according to circumstances and/or to Season. Whilst every effort is made to provide all the facilities as advertised, we regret we are unable to accept any liability for the lack of a facility due to a technical breakdown or any circumstances beyond our control.

Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch/accomm. will be available. Throughout the period of your stay and upon departure the accomm. and/or pitch allotted to you and the surrounding area must be clean and tidy at all times.

No refunds will be given if guests depart prior to the end of their holiday, unless they do so as the result of the breach of some obligation on our part, which would justify us having to cancel the holiday. If we are unable to provide the holiday you have booked with us, and we have had to cancel your booking before your holiday is due to start, you are entitled to a full refund of the money you have paid. The proprietors reserve the right to waive any particular conditions in individual cases or to amend or vary the terms and conditions as they may decide in their absolute discretion.

Parents are responsible for the safety of their children whilst using any of the park's amenities or facilities. Young children must be accompanied to, and fully supervised within, the shower block by a competent adult. Children are not allowed to be left unattended in the unit, shower facilities, or on the park at any time. The play area is for children under 14 only, and all children must be accompanied and fully supervised by a competent adult at all times.

Any person(s) (including children) in breach of any of the conditions, or who behaves in such a way as to cause offence to either the proprietors or guests on the park, or who vandalises, misuses or damages property or facilities, shall be held liable and will be asked to vacate the park forthwith (along with all members of their party), with no refund being payable in respect of any park fees paid in advance.

Repairs/cleaning will be charged for separately and will be paid for by the offending person(s) immediately in cash. We shall not be liable for any extra costs they then incur, due to their early departure.

A copy of our Access Statement is available on our website www.perransprings.co.uk If you wish to discuss any other special needs, please contact us before making a booking.

If you have a complaint about anything during your holiday please raise it with a member of our family immediately, and if you wish to pursue it following your holiday, please write to us within 28 days of your departure. However, we do suggest that you try and complete a report about the complaint with us whilst you are still on holiday.

To ensure all guests enjoy their holiday at Perran Springs, we have listed a few rules for pet owners below.

Dogs / Pets...

Friendly dogs / pets are welcome in your camping or touring unit, at a maximum of two per pitch. They are not permitted in our Caravan Holiday Homes or Eurotents.

...Are to be kept on a short lead at all times and wear a collar and identity tag. Children are not allowed to walk dogs on the park.

...Must be kept under the control of a responsible adult, please do not leave your pet unattended at any time or cause a nuisance to other guests.

...Must always be walked outside the park on the adjoining footpath, please remember to clean up after your dog.

...Are not permitted in the Lake Meadow, Badger Meadow or Recreation Meadow.

...Are not allowed near to, or in, any of our facility buildings; Reception / Shop, Shower Block or Laundry - this rule does not apply to registered assistance dogs.

...Any fouling must be cleared immediately, bagged, tied and placed in a bin.

Please be a responsible pet owner and abide by these conditions, or you will be asked to leave the park.

Camping and Touring Conditions

All camping and touring bookings are from 12 noon on the day of arrival. We are unable to accept you on the park before this time. Your pitch must be vacated by 10am at the latest, on the day of departure.

We accept friendly dogs / pets in your own camping / touring unit only (maximum of 2 per pitch). Dogs / pets are not permitted in our Accommodation. Please see the separate dog / pet conditions for full details.

Pitches are not to be vacated between 10pm and 7am. No refunds will be given for late arrivals or early departures. No arrivals are accepted after 8pm unless arranged at time of booking. Electric hook-ups are 16amp.

A non-refundable deposit of £35 is required and payable per pitch, per week / part week. This will be deducted from your balance on arrival. All prices include VAT at 20%. Any change in this VAT rate will be adjusted at the time of your arrival. The balance is strictly payable on arrival. We do not accept debit or credit cards.

Most of our pitches are max. 7mx8m. Your whole unit (inc any pup tent and/or gazebos) must fit comfortably within this space.

Booking Conditions

The booking form must be signed by the person who is fully responsible for both the booking and all members of the party. The pitch is let on the understanding that it will only be occupied by the persons named on the booking form.

All facilities are for the use of Perran Springs' residents only. There is a non-refundable booking fee of £5 per pitch. If for any reason you arrive late on the date you have booked, and you have not contacted us to give a reason for the delay, the pitch will be re-let from 8pm on the arrival date.

Any amendment, alteration, adjustment or cancellation of a booking must be in writing and sent by Recorded Delivery, and is not accepted by telephone. An administration charge of £10 is payable by cheque and must be included with your notification in writing.

All cheques must be cleared before arrival. Post-dated cheques are not accepted. We reserve the right to pass on any bank charges incurred in the representation of cheques. Dishonoured cheques will incur an administration charge of £10.

Super Eurotent and Caravan Holiday Home Conditions

Families, couples and fishing-groups only – all members of your fishing-group must be anglers. Strictly no smoking and no dogs / pets in our accommodation.

The number of occupants must not exceed the stated number, including all children and babies.

All bookings are from 4pm on the day of arrival, we are unable to accept you on the park before this time. Your accommodation must be vacated by 10am at the very latest on the day of departure. No refunds will be given for late arrivals or early departures. No arrivals are accepted after 8pm unless arranged at time of booking.

A non-refundable deposit of £70 is required and payable per unit, per week / part week. This will be deducted from your balance. All prices include VAT at 20%. Any change in the VAT rate will be adjusted at the time of your arrival. We strongly recommend that all bookings are covered by Holiday Insurance, please choose your own insurance provider.

The balance is payable 6 weeks before your arrival. If cancellation occurs within this period, the balance will only be refunded if the accommodation is re-let. All cheques must be cleared before arrival. If the balance has not been received 6 weeks before your arrival, then we are entitled to cancel the holiday and retain your deposit. We reserve the right to re-let the accommodation without further reference to your booking. We do not send out reminder letters for payments.

There is a security deposit payable of £100 (CASH ONLY) per unit on arrival. This is separate from your accommodation charge. A cheque will be posted back to you, during the week following the end of your holiday, after you have left the park. If necessary, payment will be taken for any damage, breakages, repairs, shortages, or if any excess cleaning is needed in the accommodation after you leave the park.

We are unable to supply cots, high chairs and other baby equipment. However, you are welcome to bring your own if needed. The contents of the unit must remain inside at all times. Clothes/items are not allowed to be hung from doors, windows, or any part of the outside of the unit. The caravan hol. home picnic bench must not be used for drying clothes, towels or wetsuits. Fishing equipment, bikes, surf/bodyboards or wetsuits must not be taken into the accommodation at any time. Fishing bait is not to be stored in the fridge. Any breakages/damage caused must be reported to the reception and be paid for immediately in cash. We reserve the right to enter the accommodation at any time.

Booking Conditions

The booking form must be signed by the person who is fully responsible for both the booking and all members of the party. The accommodation is let on the understanding that it will only be occupied by the persons named on the booking form. All facilities are for the use of Perran Springs' residents only. There is a non-refundable booking fee of £5 per unit.

All arrivals by 8pm please. If for any reason you arrive late on the date you have booked, and you have not contacted and provided the proprietors of the park with a reason for the delay, the accommodation will be re-let from 8pm on the arrival date. Any amendment, alteration, adjustment or cancellation of an existing booking must be in writing and sent by Recorded Delivery, and is not accepted by telephone. An administration charge of £10 is payable by cheque and must be included with your notification in writing.

All cheques must be cleared before arrival. Post-dated cheques are not accepted. We reserve the right to pass on any bank charges incurred in the representation of cheques. Dishonoured cheques will incur an administration charge of £10.

Fishing and Lake Meadow Conditions

Respect the Fish in our Lakes and Enjoy your Fishing

Fishing rods, reels, tackle and bait is for sale in the park shop. The fishing lakes are for use of Perran Springs' residents only. If you are an all man/woman party or mixed fishing-group all members of your party must be anglers and each must purchase a Perran Springs fishing permit. Dogs / Pets are not allowed in the Lake Meadow.

Fishing is not allowed without a permit. Before fishing, all the fishing member(s) of the unit, must visit the Reception to purchase the fishing permit(s). A permit is required per person, maximum of three rods per person only. Permits and/or rods are not transferable under any circumstances. The permit must be carried with you during each fishing session. If any person is found fishing without the correct permit(s), the relevant permit fee(s) will be doubled, and will be payable immediately in cash. Fishing is strictly only allowed between 8am and 10pm daily. No fishing on your day of departure. In addition a current Environment Agency Rod Licence is required (for anglers aged 12 and over) available from The Post Office. These lakes are checked by EA Officers. If you are caught fishing without the Licence you could be fined up to £2,500.

For safety, the Lake Meadow must not be entered or used between 10pm and 8am. Parents are responsible for the safety of their children at all times. Children must be accompanied and fully supervised by a competent adult at all times, either when fishing, or being anywhere in the lake meadow. Anglers fish entirely at their own risk.

Fishing is permitted on the three fishing lakes, at marked swims only. Please fish in front of you, do not fish between swims. No reserving of swims is allowed. You must reel in if you leave your peg. If you wish to swap lakes, take all your tackle from the original swim with you. Please keep to the cut grass footpaths in the meadow. No bivvies, tents, cooking, radios, bicycles or vehicles are allowed in the Lake Meadow at any time. No fly fishing, or sea fishing techniques under any circumstances. Remove all discarded tackle, bottles, bait and other waste and place in the bin provided. Respect the varied wildlife, do not damage the banks, fish, flora or fauna, litter the lake meadow, or the use the meadow or lakes as a toilet.

The lake meadow is for quiet fishing, sitting and walking only and is not a play area or place for parties. Strictly no paddling or swimming in the lakes or nature pond. Do not interfere with, fish on, or use gNat's Nature Pond for pond dipping. Parents must fully supervise their children and ensure their children do not ingest any plants. Please be aware the paths and bridges may be slippery when wet.

Anyone found to be in breach of any of the conditions, may at our discretion be asked to leave the park, together with the rest of their party, with no refund of any park fees paid in advance. Any damage will be charged separately and will be paid for by the offending person(s) immediately in cash. Spot checks will be made.

These conditions are here to stop the spread of fish disease and to protect our fish: All landing nets, mats, weight slings, or anything that comes in contact with fish must be dipped in the chemical dip tank for a minimum of 5 minutes, prior to each fishing session. The dip tank is located inside the bottom entrance into the Lake Meadow. Never use a wet net which has been used on a lake before or during your stay at Perran Springs (the net must be dried in direct sunlight).

Compulsory Tackle and Equipment:

Each Angler must use recognised professional balanced tackle, a padded unhooking mat, knotless landing net (kite marked, or only nets sold in our shop) and disgorgers at all times. Main line not less than 4lb with 3lb hook length. Maximum main line 12lb. No braided or double-strength line to be used whatsoever. Pole- minimum recommended elastic of 10 and 3lb hook length. Strictly barbless hooks only, no nipped or flattened barbs. Maximum hook size 10. No keep nets at any time, no fixed leads or fixed feeders, no Zig Rigs, no plugs, no spinners, no crab lines or children's nets or beach rock pooling equipment.

We apply the following bait rules so we know what type of bait is going into the lake, and importantly, how much of it. Over use of bait can poison or remove oxygen from the lake and result in a fish kill – so please use wisely and do not throw unwanted bait into the lakes. Strictly all boilies, carp / halibut / crab pellets, particles and groundbait must be purchased from our Perran Springs Park Shop only.

The Following Bait is Not Allowed:

No trout pellets, no nut based bait, no cat or dog meat.

Only Prepared Particle Bait Bought from Our Perran Springs Park Shop is Permitted as Follows:

Ground bait is to be used in moderation, strictly a max. of 1kg per day. Pellets max. 900g per day. Prepared hemp Max 12oz bag. Max. 1 tin of luncheon meat per day. Boilies are permitted, but only feed with the cast, ie. in small PVA mesh or small PVA bags (not thrown in by the handful). All must be purchased from our shop only, not doing so, will be in breach of the conditions.

Landing Fish and Returning Fish to Water:

All fish must be carefully netted when caught. No swinging-in of fish, or handling of fish in or back-out to water. All fish caught must be quickly and gently returned to the water at the point of capture, by careful use of a landing net. When returning fish to the water please allow enough time for the fish to recover before releasing it. The removal of fish, or causing damage or distress to any fish is strictly prohibited. Never transfer a fish from one lake to another.

Unhooking Fish:

You must carry and always use a good quality disgorgers. Fish up to 4lb must be unhooked in the net, held on your knee. Fish above 4lb must be unhooked on a padded unhooking mat. The use of Klin-ik antiseptic to cleanse the hook wound and any other fish wound is recommended. Please report any case of injured fish or wildlife to a member of our family. For deep hooked fish; cut the line as close as possible to the hook and gently return the fish to the water immediately. Never pull a deep hook free, as in most cases this will be fatal to the fish and in the least cause damage and distress.

Handling, Weighing and Photographing:

Where possible try not to handle fish. But if required, hold the underneath of the net to hold fish to disgorge. If it is necessary to hold a fish, use wet hands (never use a dry towel). If your 'Big Catch' photographs are being taken – gently hold the fish low to the ground over a soft padded pre-wetted unhooking mat. When preparing to take a photo, wet the fish with water from the lake. Only weigh fish in wet slings, knotless weigh bags. Dropping a fish on the bank causes stress and damage, resulting in disease and can often be fatal.