



**atlantic reach**  
at home in Cornwall

### **Terms and Conditions**

Your terms and conditions with us. Please read them carefully as they are part of your agreement with us when you make a booking to stay at Atlantic Reach whether online, by phone, email or through travel agents and third parties.

If you make a booking we will assume you have accepted these terms. These terms and conditions include our site rules. Failure to comply with these terms could result in you being asked to leave the site without a refund.

Atlantic Reach is the trading name of Atlantic Reach Limited, Atlantic Reach, Whitecross, Newquay, Cornwall TR8 4LX. The company registration number of Atlantic Reach Limited is 08257555 and the registered office is at the address above.

### **Privacy Policy**

This is available at [www.atlanticreach.co.uk](http://www.atlanticreach.co.uk).

### **Covid Symptomatic Guests Policy**

It is of utmost importance that you and your party are in good health before you travel to us at Atlantic Reach. Our wish is that you enjoy your holiday in Cornwall to the full, and we ask for your cooperation with the following:

If you or anyone in your party are displaying symptoms of Coronavirus or indeed have a positive Coronavirus diagnosis it is very important to contact us immediately to rearrange your holiday. Do not visit the site. Once on holiday with us, if you or a member of your party find that you are displaying symptoms of Coronavirus we ask you to inform us by phone and for no member of your booking to enter any of our communal areas, check out and return home to self isolate according to current government guidance. Further details on our Covid policies and measures can be found on our website.

### **General**

It is an express condition of booking that we cannot be held responsible for any personal injury, damage to property or non-availability of accommodation or amenities due to circumstances beyond our control. We reserve the right to make improvements or alterations without notice to our brochures and websites at any time. It is an express condition of booking that we will not be held responsible for any planned facility or activity being unavailable through circumstances beyond our control. We reserve the right to alter or withdraw any facilities as might become necessary. Opening times of the facilities may change.

Children must be accompanied on site at all times.

These rules are designed to ensure everyone can enjoy Atlantic Reach in a safe manner – please ensure you comply with these rules, and all safety signage around the site and within the information you are provided.

### **Arrival (and Departure) - Cottages**

Keys are available from 5pm on the day of arrival. They may be available earlier and you are welcome to use our facilities as soon as you arrive and while you wait for your keys. Your property must be vacated and the keys returned to reception by 10am on the day of departure. There will be a charge where late check out has not been agreed in advance.

### **Arrival (and Departure) - Camping and Touring**

The designated arrival time is between 3pm and 7pm on the day of arrival. We have limited parking space if you choose to arrive earlier. You are welcome to use our facilities as soon as you arrive but you will not have access to your pitch until after 3pm on the day of arrival. Your pitch must be vacated by 10am on the day of departure. There will be a charge where late check out has not been agreed in advance. You will be provided with details of the pitch you have been allocated and any specific pitching instructions that you are required to comply with.



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### **Your Responsibility**

Atlantic Reach no longer takes a security deposit on arrival, but when making a booking, you become responsible for the guests within your party. This means you may be liable for damage to property, facilities or equipment at Atlantic Reach, or breach of these terms and conditions. In any event, Atlantic Reach will itemise the extent of the compensation requested as soon as is reasonably possible in a request for payment within 24 hours from that point. Failure to adhere may result in this being passed to our solicitors.

### **Late Arrival**

If you are going to arrive after 8pm on Monday – Friday or 4pm on Saturday or Sunday you should phone us in advance so we can make provisions for your late arrival.

Camping and Touring - If you arrive after 7pm it may not be possible to set up on your pitch, in which case you will be provided with a temporary pitch for the night. This is to avoid disturbance to other guests.

### **Car Parking and Vehicles**

All vehicles must be registered at check in, upon arrival. The registration number of each vehicle will be held with the booking information. Carworgie Terrace and Garden Terrace bookings are permitted to bring one vehicle on site free of charge. Contemporary Cottage bookings are permitted to bring two vehicles on site free of charge. Camping and Touring bookings are permitted to bring one vehicle on site free of charge. An Atlantic Reach parking permit will be provided and must be displayed in the front windscreen. Please note it is not normally possible to park outside your property and we ask that you ensure all vehicles are parked safely to allow access to vehicles at all times including emergency services. All vehicles must be parked within a designated parking area / bay.

The speed limit on site is 5mph.

### **Commercial Vehicles**

The accommodation is for short term holiday use only and as such commercial vehicles are not permitted on site. Where there is a holiday booking and the guest has no option but to use their commercial vehicle, this must be agreed by Atlantic Reach in advance. The vehicle must be in good condition, free from work tools and materials and inspectable on our request. The definition of commercial vehicles includes, but is not limited to vans, sign-written vans, pickup-trucks and lorries.

### **Wheelchairs and Disability**

We have a limited number of accommodation suitable for guests with disabilities. If you or a member of your party has any form of disability, please ask a member of staff who will be delighted to assist with your booking.

We have accessible washroom facilities on the campsite (one on the Fistral Field and one on the Watergate Field). You will need to bring a RADAR Key to access this, and we ask that you notify us at the time of booking.

### **Dogs (and Other Pets)**

A limited number of pets are allowed on site and must be added to your booking and paid for at the time the booking is made. Pets will only be allowed in our pet friendly accommodation. There is a limit of 2 pets in any property at a charge of £70 per pet. Pets must be supervised and kept on a lead at all times.

Well behaved dogs are permitted in The Manor Arms and The Cafe.

Dogs are permitted on the campsite on the Fistral and Watergate Fields. There is a maximum of 2 dogs per booking, with a charge payable for each dog of £5 per night.



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### **Highchairs and Travel Cots**

High chairs and travel cots can be provided at a cost of £15 per item. Bedding for the cot is not supplied.

### **Maintenance**

If you spot something in your property that requires maintenance please let us know so we can carry out a swift repair. Maintenance requests can be logged at the reception desk or via the Atlantic Reach App.

### **Hot Tubs**

We have a number of properties with a private Hot Tub. The water in our Hot Tubs is heated to a temperature of approximately 35 – 40C. Please note that we have strict Health & Safety policies in place for the protection of our guests. One of these policies is to ensure that the Hot Tub is fully drained, cleaned and refilled between bookings. This can have an effect on the temperature of the water on arrival, as it can take up to 24 hours for the water to return to the standard temperature. Our on-site Maintenance Team will check your Hot Tub at least twice daily throughout the period of your stay to ensure the chlorine levels are maintained. This is for your safety. No under 16s are permitted to use the Hot Tub. No glassware should be used around the Hot Tub. No additives such as bubble bath, shower gel, shampoo, washing liquid or similar should be added to the Hot Tub water. No makeup should be worn by guests using the Hot Tub and guests must shower before using the Hot Tub. Breach of these rules may result in additional charges being applied should any damage occur or extra maintenance be required to rectify the problem. The Hot Tub will not be available on the morning of your departure without prior arrangement, which will not always be possible. The Hot Tub should not be used after 11pm and before 7am. The cover should be removed carefully before use and replaced after use, in the event of damage caused to the hot tub cover you will be liable for payment to cover any damages.

A deposit of £250.00 will be charged on arrival for guests staying in properties with Hot Tubs, this is payable by debit/credit card by Pre Authorisation.

### **Group Bookings**

Atlantic Reach is a family holiday resort and as such any booking for large groups, or a group of adults where the majority are aged under 30 years will not be accepted. Furthermore, bookings of more than 2 properties or pitches require prior approval (this includes bookings with friends), and these will be treated as group bookings. If you arrive on site, and have not sought prior approval as a group you may be asked to leave. If you are unsure please contact Atlantic Reach before booking. Refunds will not be made where the group has arrived to site, and are asked to leave due to breach of the rules. This policy is for all properties at Atlantic Reach.

### **Contractors, Working Holidays & Residential Stays**

Atlantic Reach is a family holiday resort and as such we don't accept bookings if you want to stay for work or use the resort as a base to travel to work or for residential use.

### **Behaviour**

The safety and welfare of our staff and guests is of extreme importance and we will not tolerate any behaviour which is deemed inappropriate whilst staying on site. We reserve the right to ask any guest(s) behaving in a manner we feel is unacceptable to leave Atlantic Reach without a refund.

### **Smoking**

All our facilities and the properties are non-smoking. E-cigarettes are also not permitted in any of our facilities. You may be charged if it is found you or a member of your party has smoked in a property or one of the facilities.

### **Drones**

The use of drones (and similar devices) is not permitted at Atlantic Reach without prior written consent being provided by Atlantic Reach Limited and the Civil Aviation Authority.



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### **BBQ's**

BBQ's are permitted on site, but are not provided with the accommodation. If you do bring or buy a BBQ, please make sure you use your BBQ in a safe and considerate way, do not leave it unattended when hot and dispose of it appropriately when you have finished with it. They should not be left outside your property at the end of your stay. BBQ's should not be placed directly on grass.

### **Noise**

We ask that you consider the welfare of others on site and your neighbouring properties at all times and you must ensure that noise is kept to a minimum after 10pm. If you are affected by noise during your stay, please contact the Duty Manager.

### **Deposit**

A deposit is payable when you make your booking. The amount of the deposit may be varied from time to time but will be clearly displayed at the time of booking. The deposit is non-refundable. You can take out our cancellation plan to cover the balance of the cost of your holiday. The remainder of your balance will be due 10 weeks prior to the start date of your holiday. If you fail to pay the balance when required, your booking will be cancelled and your deposit retained. We will endeavor to contact you before this action is taken.

### **Cancellation Policy**

If you cancel your holiday within ten weeks prior to your arrival date you will be liable to pay 75% of the booking value, if you cancel within four weeks prior to your arrival date you will be liable to pay 100% of the booking value. Your holiday booking is non transferable. The original name on the booking can not be transferred.

### **Cancellation Cover**

We provide cancellation cover at a cost of £21.00 per week. This protects you from being liable to the balance of the rental, should you be forced to cancel prior to your holiday because of serious injury, illness, death, jury service or redundancy (to yourself or any member of your party). If this can be substantiated and has arisen since you made the booking, then you will no longer be liable for the balance of the rental. If the balance of the rental has been paid we guarantee to refund the balance, 25% of the booking value will be non-refundable. The decision of Atlantic Reach on all claims will be final. To qualify you must notify us immediately if any of these circumstances may arise. The cover is only valid if such qualifying circumstances arise before you leave your home for your holiday, only those persons due to come on holiday and those listed on the booking form, submitted prior to your arrival, will be covered by our Cancellation Plan. Should you need to cancel you must contact us immediately. Telephone cancellations must be confirmed in writing.

### **Cleaning & Linen**

The cost of cleaning your holiday home is included in the price you have paid for your holiday. We are sure you will find the standard of cleaning to be of a high level. We ask that you respect this and leave the property in a reasonably clean and tidy condition before you leave. Please dispose of your waste before you vacate the property. If the property is not left in a suitable condition you may be charged. All bed linen will be supplied within the accommodation and a change of linen will be provided automatically mid-stay for 14 night bookings.

### **Towels**

Towels are only provided in the Hot Tub and Superior properties and are for use in the accommodation only (ie not for beach use etc). Please leave the towels in the property at the end of the stay. We do have towels available for hire. Please select them as an extra at the time of booking or call Reception to add them to your booking.

### **Leisure Passes**

Leisure passes are included with every booking made with Atlantic Reach Limited (on our website or by telephone), or via Hoseasons, Booking.com, Expedia or PitchUp. Leisure passes are not available for purchase on their own. Leisure Passes are issued at the time of check in for guests staying at Atlantic Reach.

Atlantic Reach Limited - Reg. No 8257555

Registered Office: Atlantic Reach, Whitecross, Newquay, Cornwall, TR8 4LX

Tel: 01726 860 775 | Email: [info@atlanticreach.co.uk](mailto:info@atlanticreach.co.uk) | [www.atlanticreach.co.uk](http://www.atlanticreach.co.uk)

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### **Entertainment and Facilities**

In order to use the facilities at Atlantic Reach you must have a Leisure Pass (issued on arrival with your booking), a Locals Card (subject to the rules, terms and conditions of our Locals Cards), or Leisure Club Membership (subject to the rules, terms and conditions of our Leisure Club Membership). You cannot use the facilities if you do not comply with the above.

You will be required to show or scan your leisure pass to use the facilities. Facilities normally means the indoor swimming pool, outdoor swimming pool, gym, fitness classes (additional charges of £3 per class apply), The Manor Arms, and tennis courts. The leisure pass will expire on the day your reservation ends.

Some of the facilities have additional rules for your safety, which are displayed on signs around the site or provided in additional information we may provide, and we ask you to comply with these. In the interest of safety it might become necessary to limit the opening times of our swimming pools and or the availability of our swimming pools or other facilities. We do not employ lifeguards at all times and all swimmers must be accompanied by an adult (16+) swimmer at all times.

### **General Use of Facilities and Commercial Use**

The facilities are provided for personal recreational use subject to these terms and conditions, and the rules that might apply for the specific facilities. If you are wishing to use our facilities for commercial use, including but not limited to, teaching (e.g. swimming lessons, etc), instructing (e.g. in the gym, fitness training, one to one training or personal training, etc), training, functions or events, or any other activity on site where it could be perceived that you are carrying this out for a reward, then prior written approval must be sought from the management team, and a commercial fee structure will apply.

### **Food Allergies**

Allergen advice: due to the way our food is prepared it is not possible to guarantee the absence of allergens in our products. Please talk to a member of the Cafe or Manor Arms Teams; if you have any food allergies or specific dietary requirements and our team will endeavour to cater for your needs.

### **Accommodation**

All properties are maintained to a high standard, however equipment, furnishings and the finish will vary slightly from the photographs and descriptions provided and from property to property. We reserve the right to enter the properties at any time and will endeavour to provide notice in such an event and minimise any disruption.

### **Utilities**

The costs of any utilities (electric and water) are included within your holiday price.

### **Amendments to your Booking**

Any alteration or amendment to your booking after the original confirmation, including changing the dates or accommodation type, will be subject to a £25 administration fee. Any amendments will be at the discretion of Atlantic Reach.

### **Refuse and Recycling**

Please deposit the bin bags in the bins provided around the site and not left outside the properties. Glass, metal, plastic and cardboard can be recycled. Please ask a team member for details of the closest waste and recycling point to your property.

### **CCTV**



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A CCTV system is in operation at Atlantic Reach. This system is operated by Atlantic Reach Ltd and any queries should be made using our contact details below, and clearly headed FAO CCTV Operator.

### Complaints

We hope you have a great holiday at Atlantic Reach. If however you feel you have a cause to complain whilst on site with us, please visit Reception during your visit. We will aim to resolve any complaints in a fast and efficient manner so you can continue to enjoy your holiday. Failure to report issues to us during your stay will limit our ability to resolve problems and / or provide compensation.

### Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. You can opt out of mailings at any time. We may also disclose your date to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay.

### Changes to our Terms and Conditions

We may need to update these terms and conditions and any update will be published on our website at [www.atlanticreach.co.uk](http://www.atlanticreach.co.uk). If you have any queries with regards to these terms please contact us at the details below.

### Contact Us

- To contact us by post, please write to Atlantic Reach, Whitecross, Newquay, Cornwall, TR8 4LX.
- Our phone number is 01726 860 775
- Our email address is [info@atlanticreach.co.uk](mailto:info@atlanticreach.co.uk)
- Our team can help direct your enquiry to the right person if that person cannot help themselves.
- Out of hours and in the event you need immediate attention, please contact the Duty Manager on 01726 862 020 or follow the instructions on the entrance door of the Leisure club.
- For any emergency (Police, Ambulance Service, Fire etc), please use 999 as appropriate.