



Heligan

CARAVAN & CAMPING



2017

heligancampsite.com

Welcome to Heligan Caravan and Camping Park.

Nestled within the Heligan Estate, among wooded hills rolling down to sandy shores, this five-star campsite is a home from home for garden wanderers, sunbathers and adventurer seekers.

Feel closer at **Heligan**



“A lovely setting with clean, tidy and well maintained pitches.”

Mr Drowne, Launceston



On the south coast of Cornwall, perched above the picturesque Mevagissey Bay, lies the five-star Heligan Caravan and Camping Park.

Part of the original Heligan Estate and surrounded by natural beauty, Heligan Caravan and Camping Park is a magical destination which can be enjoyed all year round; with seasonal colours and charming wonders to inspire and excite visitors of all ages.

Adjoining the famous Lost Gardens of Heligan (charges apply), you'll be just a step away from losing yourself in over 200 acres of magnificent gardens, ancient woodlands and rare wildlife.

Whether you pitch a tent, bring a caravan or stay in one of our well-equipped holiday homes, you'll be in the ideal place to relax, explore or just enjoy time with family and friends.

You can get all your essentials from our well-stocked shop and on-site laundrette with drying area. There's a selection of lovely dog walks nearby and our children's play area is perfect for stretching little legs and imaginations!



Welcome home



“An excellently thought out home from home!”

Mrs Barritt, North Wales



Sited below ancient trees and nestled between lush, flowering foliage, our comfortable, self-catering holiday homes sit on generous plots and offer a balcony or covered veranda from which to enjoy the abundance of nature throughout the year.

Bring your own towels and tea towels, and we'll provide the linen and everything else you'll need to cook, eat, bathe, relax and sleep. Choose between two and three bedrooms, or go for one of our three pet-friendly homes (see page 12 for details), all with the year-round comfort of double glazing and domestic central heating.

We also offer an accessible holiday home, with wide-access, low threshold doors, a full wet room, portable helper frame and wide single beds. This specially designed home offers those with access requirements, and their families, an easy, relaxing holiday.



Named after the nearby castle, Caerhays is our spacious chalet for when you want a bit more from your holiday. The luxury bungalow comes with two bedrooms, an extra pull-out double in the living room, a washing machine, dryer and dishwasher. So whether you want to share your holiday with more people, or just share the extra space, Caerhays makes your holiday that bit bigger.





Into nature...



“A well-managed site in a wonderful location.”

Mrs Buley, Wiltshire



Our well-maintained camping and touring pitches lie amid beautiful shrubs and wild flowers so that if you're bringing a caravan, tent or motorhome you'll be able to pitch up and enjoy your peaceful surroundings.

Water points can be found throughout the park and electric hook-ups are available on most pitches. We also offer a number of hard-standing, gravel pitches for caravans and motorhomes. These spacious pitches come with a grass surround and are a great holiday base all year round, whatever the weather. For our customer's enjoyment, we regret that we do not allow awnings or tents on the surrounding grass areas.

All pitches are within strolling distance of the heated amenity blocks, for individual showers, toilets, wash-up areas and a well-equipped disabled wet room. There's no charge for hot and cold water.



So much to see...



Heligan Caravan and Camping Park is ideally located on the south coast of Cornwall, an area rich in attractions and family activities.

With the mysterious Lost Gardens on the doorstep and the beautiful sandy beaches and seaside villages around Mevagissey just a short drive away, you'll always find yourself just where you want to be.

The narrow streets and picture perfect harbour at Mevagissey is just a short walk away. The steep valley sides and distinctive twin harbour provide a safe haven for the many fishing boats that land their daily catch. Pubs, cafes, galleries and shops cluster around the harbour walls and line the pretty streets.

Located beside a national cycle route, it's easy to cruise down one of the local trails. Or, perhaps you would rather pull on your walking boots and follow the coast path to a nearby village or slip into your beach clothes to enjoy the stunning local beaches.

The nearby Charlestown is famed for its collection of Tall Ships and traditional

appearance. Charlestown has long caught the attention of location managers – most recently as the principal maritime port in Graham Winston's Poldark.

Just a few minutes' drive away is our sister site, Pentewan Sands. Make the most of your redeemable parking charges by spending the day on the popular beach before enjoying a meal in one of the on-site eateries. Please note however that the campsite at Pentewan Sands is dog-free all year round and the beach at Pentewan has a full dog ban from March to November.

Whichever path you choose to discover, there's nothing like coming home to Heligan.



“A peaceful base for enjoying Cornwall,”

Mrs O'Neill, Manchester

“Fabulous location,”

Mr Dugdale, Gloucester

Photograph courtesy of Adam Gibbard

Touring & Camping Pitches Tariff

Open 6 January - 19 November 2017

Limited seasonal pitches available, call us for more information

		Nightly pitch prices based on two adults, plus tent and car/touring caravan and car/motorhome.			Extras (per night)			
2017 Arriving	2017 Departing	Non Electric	Electric	Hard Standing*	Extra Adult	Extra Child (3-15yrs)	Per Dog	Boat or Extra Car/Tent
Fri 6 Jan	Fri 24 Mar	n/a	n/a	10.65	2.70	1.35	3.90	2.70
Fri 24 Mar	Sat 1 Apr	7.55	13.00	14.65	2.70	1.35	3.90	2.70
Sat 1 Apr	Sat 8 Apr	8.90	15.20	16.90	3.20	1.60	3.90	2.70
Sat 8 Apr	Mon 17 Apr	11.15	17.00	18.70	3.20	1.60	3.90	2.70
Mon 17 Apr	Sat 27 May	7.55	13.00	14.65	2.70	1.35	3.90	2.70
Sat 27 May	Sat 3 Jun	12.00	18.95	20.75	3.80	2.75	4.70	4.40
Sat 3 Jun	Sat 17 Jun	8.90	15.20	16.90	3.20	1.60	3.90	2.70
Sat 17 Jun	Sat 8 Jul	12.00	18.95	20.75	3.80	2.25	3.90	3.40
Sat 8 Jul	Sat 22 Jul	13.85	21.30	24.60	4.10	2.00	3.90	4.40
Sat 22 Jul	Sat 26 Aug	22.15	31.60	34.95	5.05	3.75	4.70	5.35
Sat 26 Aug	Sat 2 Sep	13.85	21.30	24.60	4.10	2.00	3.90	4.40
Sat 2 Sep	Sat 9 Sep	8.90	15.20	16.90	3.20	1.60	3.90	2.70
Sat 9 Sep	Sat 28 Oct	7.55	13.00	14.65	2.70	1.35	3.90	2.70
Sat 28 Oct	Sun 19 Nov	n/a	n/a	10.65	2.70	1.35	3.90	2.70

BARGAIN FORTNIGHTS

Book any fortnight during the following period and

enjoy 15% off

the published price for the two weeks.

6 Jan - 22 Jul & 26 Aug - 19 Nov

Excludes Easter and Whitsun.

*Please note: No tents or awnings may be pitched on the surrounding grassed area.

LOCATION AND TYPE

Please refer to the plan on page 15. It will enable you to select the location of your touring pitch.

CHARGES

The above tariff applies to a touring caravan, a motorhome or a tent occupied by two persons and one car. Pitches may be used by up to a total of 6 people. Larger parties must book a second pitch. Tariffs shown include VAT at prevailing rates.

Awnings and breathable groundsheets:

FREE (please note, for year round customer enjoyment, non-breathable groundsheets are not permitted). Please note, no tents or awnings may be pitched on the surrounding grassed area of Hardstanding Pitches.

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

Extra car: One extra car is allowed to be parked on the pitch. See tariff sheet for charges. Please note, some pitches may not be suitable for an extra car.

Extra persons: No more than a total of 6 persons per pitch. See tariff for charges.

Children under 3: No charge.

Children 3 - 15 years: See tariff.

Electricity: 240 volts. 1 Hook up point per pitch allocated.

DEPOSITS

A deposit must be paid at the time of booking amounting to 25% of your total booking including cancellation scheme and booking fee and subject to a minimum deposit of £50. All bookings of 7 nights or more are subject to an £8.00 booking fee and a £6.75 per week cancellation scheme fee.

Bookings for 2017 can be made by:

Post: The Booking Office, Heligan Woods Caravan and Camping Park, St Ewe, St Austell, Cornwall PL26 6EL or **E-mail:** info@heligancampsite.com or **Fax:** 01726 844142 or **Phone:** Booking line 01726 842714 or **Online:** www.heligancampsite.com

BOOKINGS

Touring pitches can be reserved for any date or period throughout the season. You may occupy your pitch from 12 noon. Pitches must be vacated strictly by 10.30am on your last day to permit maintenance. Provisional bookings will be held for up to 48 hours, after which they will lapse if no deposit or payment has been made. Balances must be paid in full 42 days before the

start of your holiday. The Company reserves the right to re-let your pitch if full payment is not received 42 days prior to the start of your holiday. No refund will be given for late arrival or early departure for whatever reason. Non electric hard standing pitch available - call Reservations Team for details.

MOTORHOMES AND RVs

Large vehicles may be restricted at the discretion of the Company as to which pitches they may occupy. If your unit is over 24'6"/7.5 metres please ensure this is stated at the time of booking.

CARAVAN AND BOAT STORAGE

Storage can be provided at Pentewan Sands, space permitting, at the caravan or boat owner's own risk. For details please ask at reception or call 01726 842714.

PETS

Well behaved pets (a maximum of 2) are welcome on selected touring pitches at the Park Warden's discretion. Pets are not to be left unattended. Please note pets are not permitted at Pentewan Sands Holiday Park or the beach at Pentewan. There are other dog friendly beaches nearby.

Self Catering Holiday Homes

LOCATION AND TYPE

Please refer to the plan on page 15 of the brochure. It will enable you to select the location of your holiday home.

We have three types of holiday home to choose from, Silver, Gold & Gold Plus. All are either 2 or 3 bedroom, with pull out double beds in the lounge - sleeping up to 6 people in the two bedroom, or 8 people in the three bedroom. See table on page 13 for details. All Holiday Homes come with central heating and double glazing and are fully equipped with a cooker, refrigerator, shower, digital TV and microwave. Travel cots and highchairs may be hired - but not cot bedding.

CAERHAYS LODGE

This 2 bedroom, 6 berth accommodation offers an extra level of luxury and comes with double the living space! The lodge has central heating, double glazing, a dishwasher, separate freezer, washing machine and tumble dryer.

LINEN

Pillows, pillowcases, duvets, duvet covers and one sheet per bed are supplied free of charge. Fresh linen is supplied weekly. Towels and tea towels are not supplied. We do not provide cot linen.

HOLIDAY HOME EXTRAS

- Cancellation Scheme (compulsory): £13.00 per week
- Booking Fee: £8.00
- VAT: Included at prevailing rates
- Electricity/Gas: FREE
- Linen: FREE
- Extra Persons: Tariff rates are shown based on occupation by four persons in two bedroom homes, six persons in all three bedroom homes. Additional persons will be charged at £28 per person per week or part thereof.

CARS AND BOATS

Car parking is provided alongside each holiday home. The tariff allows for one vehicle FREE and additional cars and boats will be charged at £3.20 per night.

TENTS

Tents and/or gazebos 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.

PETS

Two of our Silver and one of our Gold holiday homes are available for visitors wishing to bring their pets - (no more than 2 pets per home are permitted). With the exception of registered Guide Dogs, we regret that no pets are allowed in any other self-catering accommodation. A supplementary charge of £7.00 per pet, per night will be charged. Pets must not be left unattended in holiday homes, verandas or vehicles. When out on the site, they must be kept on a lead at all times.

RE-BOOK FOR 2018

While you are here we will hold the price at the 2017 tariff as shown on the opposite page (subject to change in caravan types).

DAMAGE DEPOSIT

For customers paying by credit or debit card, no deposit is required. However, the Company reserves the right to charge the customer within 72 hours of departure for any damaged or missing items and to debit the card accordingly. If deemed necessary, a minimum £40 cleaning charge may also be levied. Customers paying by cash or cheque will be required to provide authorisation by a credit or debit card against the above prior to occupancy of your holiday home.

BOOKINGS

Provisional bookings are accepted for a period of up to 48 hours, after which they will lapse if no deposit or payment has been received. Balances must be paid for in full 42 days before the start of your holiday. We reserve the right to re-let accommodation if your balance is not paid in full 42 days before the start of your holiday.

DEPOSIT

One week total £100 inclusive of £13.00 cancellation scheme and £8.00 booking fee. Two or more weeks total £200 inclusive of £13.00 per week cancellation scheme and £8.00 booking fee. See Terms and Conditions for cancellation scheme details.

HOLIDAY HOME SEASONAL OFFERS

for 2017
Holiday Homes only

Offers only available by calling us on **01726 842 714**

- not available online.
Discounts apply to base price only and do not include extras.

Terms & conditions apply.

BARGAIN FORTNIGHTS

Book any fortnight between 6 Jan - 22 Jul and 26 Aug - 19 Nov and get the cheaper week at **HALF PRICE!**

SPECIAL HOLIDAYS FOR TWO*

For bookings of one week or more for two people only we offer a **10% discount** from 6 Jan - 22 Jul (excluding Whitsun week) and 2 Sept - 19 Nov.

SENIOR CITIZENS*

For parties of senior citizens only we offer a **5% discount all year round.**

* Note: only one of the asterisked offers can apply to any booking.

Holiday Home Tariff

Open 6 January - 19 November 2017

		SILVER	GOLD	GOLD +	CAERHAYS
Full Week	2 BEDS	26, 28	20, 21, 24, 25 ♿		Sleeps 6. Double, twin and sofa bed
	3 BEDS	4 🐾, 5 🐾	16, 18, 27, 15 🐾	17, 19, 22, 23	
Arriving	Departing	Full Week	Full Week	Full Week	Full Week
Fri 6 Jan	Sat 24 Mar	217	238	259	280
Sat 24 Mar	Sat 1 Apr	287	301	315	329
Sat 1 Apr	Sat 8 Apr	336	350	364	378
Sat 8 Apr	Mon 17 Apr	385	399	413	420
Mon 17 Apr	Sat 29 Apr	287	301	315	329
Sat 29 Apr	Sat 6 May	357	371	385	399
Sat 6 May	Sat 27 May	336	350	364	378
Sat 27 May	Sat 3 Jun	539	560	581	595
Sat 3 Jun	Sat 24 Jun	476	497	511	518
Sat 24 Jun	Sat 1 Jul	511	532	546	560
Sat 1 Jul	Sat 8 Jul	595	609	623	637
Sat 8 Jul	Sat 15 Jul	616	637	658	700
Sat 15 Jul	Sat 22 Jul	714	735	756	784
Sat 22 Jul	Sat 26 Aug	819	833	854	882
Sat 26 Aug	Sat 2 Sep	539	560	581	595
Sat 2 Sep	Sat 9 Sep	434	448	462	476
Sat 9 Sep	Sat 16 Sep	336	350	364	378
Sat 16 Sep	Sat 28 Oct	287	301	315	329
Sat 28 Oct	Sun 19 Nov	217	238	259	280

		SILVER		GOLD		GOLD +		CAERHAYS	
Short Breaks	2 BEDS	26, 28		20, 21, 24, 25 ♿				Sleeps 6. Double, twin and sofa bed	
	3 BEDS	4 🐾, 5 🐾		16, 18, 27, 15 🐾		17, 19, 22, 23			
PRICE PER NIGHT		Short breaks		Short breaks		Short breaks		Short breaks	
Arriving	Departing	F,S,S	M,T,W,Th	F,S,S	M,T,W,Th	F,S,S	M,T,W,Th	F,S,S	M,T,W,Th
Fri 6 Jan	Fri 24 Mar	41	31	45	34	49	37	53	40
Fri 24 Mar	Fri 31 Mar	55	41	57	43	60	45	63	47
Fri 31 Mar	Fri 7 Apr	64	48	67	50	69	52	72	54
Fri 7 Apr	Mon 17 Apr	73	55	76	57	79	59	80	60
Mon 17 Apr	Fri 28 Apr	55	41	57	43	60	45	63	47
Fri 28 Apr	Fri 5 May	68	51	71	53	73	55	76	57
Fri 5 May	Fri 26 May	64	48	67	50	69	52	72	54
Fri 26 May	Fri 2 Jun	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Fri 2 Jun	Fri 23 Jun	91	68	95	71	97	73	99	74
Fri 23 Jun	Fri 30 Jun	97	73	101	76	104	78	107	80
Fri 30 Jun	Fri 7 Jul	113	85	116	87	119	89	121	91
Fri 7 Jul	Fri 14 Jul	117	88	121	91	125	94	133	100
Fri 14 Jul	Fri 21 Jul	136	102	140	105	144	108	149	112
Fri 21 Jul	Fri 25 Aug	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Fri 25 Aug	Fri 1 Sep	103	77	107	80	111	83	113	85
Fri 1 Sep	Fri 8 Sep	83	62	85	64	88	66	91	68
Fri 8 Sep	Fri 15 Sep	64	48	67	50	69	52	72	54
Fri 15 Sep	Fri 27 Oct	55	41	57	43	60	45	63	47
Fri 27 Oct	Sun 19 Nov	41	31	45	34	49	37	53	40

HOLIDAY HOME SPECIAL OFFER

Re-book for 2018 whilst you are here, **and we will hold the price at the 2017 tariff.**

Subject to holiday home changes, public holiday changes and availability!

SHORT BREAK PRICES: A short break tariff is available. Online, you can book 3 nights (Friday - Monday), or 4 nights (Monday - Friday). For any other short break or start date, please contact our Reservations Team on **01726 842 714**.

A seven night minimum stay applies (Saturday arrival) from 27 May - 3 Jun and 22 Jul - 26 Aug.

Please note that minimum 2 night stays are required except at Easter when the minimum stay must be 3 nights.



♿ Our Wheelchair Friendly Holiday Home offers wide-access, full wet room, portable helper frame and wide single beds.

Terms & Conditions

BOOKINGS

To make a booking please telephone, e-mail or book online 24 hours a day at www.heligancampsite.com

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. No refunds will be made for late arrivals or early departures. Provisional telephone bookings will be held for 48 hours. If no deposit or payment is received within that time the booking will lapse.

Whilst every endeavour is made to provide all the facilities as advertised in this brochure, 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.

Certain facilities may not be available during the periods prior to Whitsun or after 2nd September. This particularly applies to shop opening times. The Company reserves the right to make a surcharge after accepting a booking if increased costs make this necessary, any such surcharge to be notified to the customer at least 21 days prior to the commencement of the holiday.

STORAGE OF CARAVANS/BOATS

Storage of caravans can be provided on an annual basis at Pentewan Sands, space permitting, and at the caravan owner's own risk. Tariff applicable from October 1, 2016. Tow on/off £14.00 each way. Forty-eight hours' notice must be given when a caravan is required to be moved out of storage.

HOLIDAY CANCELLATION SCHEME

The Company provides a compulsory Cancellation Scheme. A booking is a contract and we regret that no refunds will be given of deposits or balances in the event of cancellation unless conditions of the Cancellation Scheme are satisfied.

Cancellation scheme is optional on all Short Breaks.

CANCELLATION CONDITIONS

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 or more days prior to your holiday start date then we will refund all your money (less the Cancellation Premium).
- For bookings cancelled less than 42 days prior to your holiday start date then we will refund all of your money (less the Cancellation Premium) and less a £40.00 administration charge.

If you cancel without a qualifying reason

- For bookings cancelled more than 42 days prior to your holiday start date then you will forfeit your deposit but we will refund all your other money paid (less the Cancellation Premium)
- For bookings cancelled less than 42 days prior to your holiday start date you will forfeit your deposit, you also forfeit all other monies paid and are liable for any outstanding balance on your holiday.

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.

HOW TO CANCEL

If you wish to cancel your holiday you must notify us in writing. The date of cancellation is the date we receive your letter and to ensure delivery we recommend all cancellations are sent by recorded delivery.

RULES AND CONDITIONS

1. Vehicles

The speed limit throughout the site is 5 mph. BEWARE OF CHILDREN. Vehicles may not be driven across the site between the hours of midnight and 6 am. Motorised scooters may not be used on the site unless road legal and covered by a valid certificate of insurance.

2. Boats

Boats must be kept on the owner's pitch. (Please note that 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. Their further terms and conditions are available at www.pentewan.co.uk)

3. Touring Pitches

Pitches are clearly numbered.

A total of no more than 6 persons may be accommodated on a touring pitch. No more than one pup tent, in addition to the caravan/motorhome/tent.

Grey water must be emptied only in the disposal points provided. There are chemical toilet disposal points at the toilet block.

No pitching is allowed after dusk.

Pitches must be vacated by 10.30 a.m. on the day of departure.

4. Self-Catering Accommodation

Holiday homes are available for occupation from 3pm on the day of commencement of the holiday.

Holiday homes must be vacated by 10am promptly on the day of departure.

Tents may not be pitched beside self-catering units. If tents are required to accommodate extra members of the party a tent pitch must be booked.

5. Dogs and Other Pets

Pets are accepted in 3 of our Holiday Homes, Silver 4 & 5, and Gold 15. Dogs must not be left unattended in Holiday Homes at any time or in vehicles. When on site they must be kept on a lead at all times.

Well behaved dogs are allowed on selected touring pitches at Heligan Woods Camping and Caravan Park (Maximum 2) so long as they are kept on a lead at all times.

6. Refunds/Amendments

Refunds will not be given for late arrivals or early departures or evictions. Any amendments to bookings will only be refunded if we are notified no later than 24 hours before your arrival date.

7. Children

Parents are responsible for the safety, welfare and conduct of their children anywhere on Company property.

8. Declaration of Extras

It is the responsibility of customers to disclose at the time of arrival any extra members, dogs, extra cars, boats, tents, etc. not previously included on their booking form. This applies also to extra members 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.

9. Restrictions

The site is designed for family holidays. 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 of reason. Whilst every effort has been made to ensure the prices, specifications and facilities in this tariff are correct at time of printing the company reserves the right to change them without notice.





“It has been perfect, quite perfect”

Mrs Eld, West Sussex




Heligan
 CARAVAN & CAMPING
 HELIGAN ESTATE, ST AUSTELL,
 CORNWALL, PL26 6EL

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 www.heligancampsite.com

Booking and Enquiries:
 01726 842 714
 Direct Line:
 01726 844 414



