2019

HELIGAN

CARAVAN & CAMPING

Heligan
ESTATE
CARAVAN & CAMPING
★★★★★

Enter an enchanting escape where the magic of nature dances with the beauty of the Cornish coast.

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

Within the original Heligan Estate and surrounded by natural beauty, Heligan Caravan and Camping Park is a magical destination that can be enjoyed all year round; with seasonal colours and charming wonders to inspire and excite visitors of all ages. Adjoining the world-famous Lost Gardens of Heligan (privilege rates available), you'll be just a step away from losing yourself in 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 our amenity block includes an on-site laundrette with drying area.

There are lots of lovely dog walks nearby and our children's play area is perfect for stretching little legs and imaginations.

Breathe in the fresh air and feel the wonder of the GREAT OUTDOORS

Breathe in
the fresh air
and explore the
MYSTERIOUS
WONDER
of the great outdoors

Images left: Lost Gardens of Heligan

ENJOY THE MAGIC OF SLEEPING IN THE GREAT OUTDOORS OR DISCOVER OUR MODERN SELF-CATERING HOLIDAY HOMES.

Our well-maintained camping and touring pitches lie amid beautiful shrubs and wild flowers. 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. All pitches are within strolling distance of the heated amenity blocks; for showers, toilets, wash-up areas and a well-equipped disabled wet room. There's no charge for hot and cold water.

Our holiday homes are nestled below towering trees and lush, flowering foliage. Sited on generous plots, all our holiday homes offer a balcony or covered veranda from which to enjoy the abundance of nature throughout the year.

They come with everything you need to enjoy your holiday (just bring your own towels) so you can sit back, relax and soak up the surroundings.

We offer a range of accessible options and welcome pets, so the whole family can enjoy our five-star park. WiFi is available, please visit our website for details and charges.

Eden Project

Lost Gardens of Heligan

ENJOY CYCLING, COASTAL WALKS, BEAUTIFUL BEACHES & WORLD-CLASS GARDENS ON THE DOORSTEP

Bosue Vineyards

Heligan Caravan and Camping Park is ideally located amidst countryside and shoreline on the spectacular south coast of Cornwall.

An area rich in attractions and activities, there are cycle trails, breath-taking South West Coast Path walks, beautiful beaches and world-class gardens on the doorstep.

The narrow streets and picture perfect harbour at Mevagissey are just a short walk away. The steep valley sides and distinctive twin harbour provide a safe haven for the many fishing boats, whilst pubs, cafes, galleries and shops cluster around the harbour walls and line the pretty streets. Just a few minutes' drive away is our sister site, Pentewan Sands.

Make the most of your concessionary swimming pool prices and 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 Pentewan Sands has a full dog ban from March to November.

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.

Be free and DISCOVER...

TOURING & CAMPING PITCHES TARIFF

Open 4 January - 17 November 2019

Limited seasonal pitches available, call us for more information

2019		Nightly pitch prices based on two persons, plus tent, car/touring caravan and car/motorhome			Additional Extras Per Night			
Arriving	Departing	Non Electric	Standard	Hard Standing	Extra Adult	Child	Dog	Boat or Extra Car/ Tent
Fri 4 Jan	Fri 29 Mar	closed	closed	11.40	2.90	1.50	4.00	2.90
Fri 29 Mar	Fri 19 Apr	8.10	14.00	15.70	2.90	1.50	4.00	2.90
Fri 19 Apr	Mon 22 Apr	11.90	18.20	20.10	3.40	1.80	4.00	2.90
Mon 22 Apr	Sat 27 Apr	8.10	14.00	15.70	2.90	1.50	4.00	2.90
Sat 27 Apr	Sat 25 May	9.50	16.20	18.10	3.40	1.80	4.00	2.90
Sat 25 May	Sat 1 Jun	12.80	20.30	22.30	4.00	3.50	4.90	4.80
Sat 1 Jun	Sat 22 Jun	9.50	16.20	18.10	3.40	1.80	4.00	2.90
Sat 22 Jun	Sat 6 July	12.80	20.30	22.30	4.00	2.20	4.00	3.60
Sat 6 Jul	Sat 20 Jul	15.10	22.80	26.40	4.30	2.50	4.00	4.80
Sat 20 Jul	Sat 24 Aug	23.70	33.80	36.20	5.40	4.00	4.90	5.70
Sat 24 Aug	Sat 31 Aug	15.50	23.30	27.00	4.50	3.50	4.50	4.90
Sat 31 Aug	Sat 7 Sep	12.80	20.30	22.30	4.00	2.20	4.00	3.60
Sat 7 Sep	Sat 14 Sep	9.50	16.20	18.10	3.40	1.80	4.00	2.90
Sat 14 Sep	Sat 2 Nov	8.10	14.00	15.70	2.90	1.50	4.00	2.90
Sat 2 Nov	Sun 17 Nov	closed	closed	11.40	2.90	1.50	4.00	2.90

BARGAIN FORTNIGHTS

Book any fortnight during the following period and enjoy 15% off the published price for the two weeks.

4 Jan - 20 Jul and 31 Aug - 17 Nov

Excludes Easter and Whitsun

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:
FREE Please note, no tents or awnings may be pitched on the surrounding grassed area of Hardstanding Pitches.

Breathable Grounds Sheets:
For year-round customer enjoyment, non-breathable groundsheets are prohibited.

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. Non-electric hardstanding pitches are also available – contact our reservations team with your request.

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 £8.25 booking fee and a £6.95 per week cancellation scheme fee.

Bookings for 2019 can be made by:
Post: The Booking Office, Heligan Caravan and Camping Park, St Ewe, St Austell, Cornwall PL26 6EL or **E-mail:** info@heligancampsite.com or **Phone:** Booking line 01726 842714 or **Online:** www.heligancampsite.com

Bookings

A seven night minimum stay applies on pitches 37 - 46 (Saturday arrival) from 25 May - 1 Jun and 20 Jul - 31 Aug.
All other 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 four types of holiday home to choose from, Silver, Gold, Gold Plus and Platinum. All are either 2 or 3 bedroom. Two bedroom holiday homes all have one double and one twin bedroom and a minimum of one wc/shower room. Three bedroom homes all have one double and two twin rooms, plus wc/shower room.

Some models also have an additional WC. All homes also have a pull-out bed settee in the lounge acting as a good-sized double bed. 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.

All self-catering holiday homes offer either a balcony or covered veranda. See page 15 for details.

Accessible Holiday Home
Our Wheelchair Friendly Holiday Home (25) offers wide-access, full wet room, full-height conventional kitchen, portable helper frame and wide single beds.

Caerhays Lodge
This 2 bedroom, 6 berth lodge 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.

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 £3.30 per night.

Holiday Home Extras
- **Cancellation Scheme (compulsory):** £13.50 per week
- **Booking Fee:** £8.25
- **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 £4.50 per person, per night.
- **Travel cots and high chairs:** May be hired at £3.30 per night – but not cot bedding. Please advise us of your requirements when booking.

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 two of our Gold Holiday Homes are available for visitors wishing to bring their well-behaved 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 £7.30 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 2020
While you are here we will hold the price at the 2019 tariff as shown on the opposite page (subject to change in caravan types / public holidays).

Damage Deposit
For customers paying by credit or debit card, 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 and to debit the card accordingly. If deemed necessary, a minimum £40 cleaning charge (£150 for damage caused by smoking) 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. Failure to pay will result in legal action. Waterproof mattress protectors are available on request.

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 £13.50 cancellation scheme and £8.25 booking fee. Two or more weeks total £200 inclusive of £13.50 per week cancellation scheme and £8.25 booking fee.

See Terms and Conditions for cancellation scheme details.

HOLIDAY HOMES 2019 SEASONAL OFFERS

2019 Special Offers

Special Holidays for Two*
For bookings of one week or more for two people only we offer a **10% discount** from 4 Jan - 20 Jul (excluding Whitsun week) and 31 Aug - 17 Nov.

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

Bargain Fornights
Book any fortnight between 4 Jan - 20 Jul and 31 Aug - 17 Nov and get the cheaper week at **HALF PRICE!**

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 and conditions apply.

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

HOLIDAY HOME TARIFF

4 January - 17 November 2019

		Silver	Gold	Gold +	Platinum	Caerhays
Weekly	2 Beds	14, 26, 28	25		21*, 24*	Superb comfort, sleeps 6. Double, twin and sofa bed. Central heating, dishwasher, washing machine and tumble dryer.
	3 Beds	13	15, 16, 27	17, 19, 22, 23	18*, 20*	
Arriving	Departing	Full Week	Full Week	Full Week	Full Week	Full Week
Fri 4 Jan	Sat 6 Apr	231	252	280	294	294
Sat 6 Apr	Sat 13 Apr	350	378	392	406	406
Sat 13 Apr	Sat 20 Apr	406	420	434	448	448
Sat 20 Apr	Sat 27 Apr	350	378	392	406	406
Sat 27 Apr	Sat 4 May	301	315	329	343	343
Sat 4 May	Sat 25 May	350	378	392	406	406
Sat 25 May	Sat 1 Jun	574	595	623	637	637
Sat 1 Jun	Sat 22 Jun	504	525	539	546	546
Sat 22 Jun	Sat 29 Jun	539	560	574	588	588
Sat 29 Jun	Sat 6 Jun	623	644	658	672	672
Sat 6 Jul	Sat 20 Jul	651	672	693	735	735
Sat 20 Jul	Sat 27 Jul	714	742	763	791	791
Sat 27 Jul	Sat 24 Aug	861	875	889	917	917
Sat 24 Aug	Sat 31 Aug	602	630	665	679	679
Sat 31 Aug	Sat 7 Sep	476	490	504	518	518
Sat 7 Sep	Sat 14 Sep	350	378	392	406	406
Sat 14 Sep	Sat 26 Oct	301	315	329	343	343
Sat 26 Oct	Sun 17 Nov	231	252	280	294	294

Key: = Dog van. = Wheelchair Friendly. Prices shown above are based on a seven night stay. Where dates are split between bands, your prices will be calculated accordingly. *New for 2019

		Silver		Gold		Gold +	
Short Break	2 Beds	14, 26, 28		25			
	3 Beds	13		15, 16, 27		17, 19, 22, 23	
Price per night		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
Fri 4 Jan	Fri 5 Apr	44	33	48	36	53	40
Fri 5 Apr	Fri 12 Apr	67	50	72	54	75	56
Fri 12 Apr	Fri 19 Apr	77	58	80	60	83	62
Fri 19 Apr	Fri 26 Apr	67	50	72	54	75	56
Fri 26 Apr	Fri 3 May	57	43	60	45	63	47
Fri 3 May	Fri 24 May	67	50	72	54	75	56
Fri 24 May	Fri 31 May	n/a	n/a	n/a	n/a	n/a	n/a
Fri 31 May	Fri 21 Jun	96	72	100	75	103	77
Fri 21 Jun	Fri 28 Jun	103	77	107	80	109	82
Fri 28 Jun	Fri 5 Jul	119	89	123	92	125	94
Fri 5 Jul	Fri 19 Jul	124	93	128	96	132	99
Fri 19 Jul	Fri 26 Jul	136	102	141	106	145	109
Fri 26 Jul	Fri 23 Aug	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
Fri 30 Aug	Fri 6 Sep	91	68	93	70	96	72
Fri 6 Sep	Fri 13 Sep	67	50	72	54	75	56
Fri 13 Sep	Fri 25 Oct	57	43	60	45	63	47
Fri 25 Oct	Sun 17 Nov	44	33	48	36	53	40

HOLIDAY HOME SPECIAL OFFER

Re-book for 2020 whilst you are here, and we will hold the price at the 2019 tariff.

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

Short Breaks:

During the periods 25 May - 1 Jun and 20 Jul - 31 Aug a seven night minimum stay applies (Saturday arrival) in all our holiday homes.

At other times, short breaks are welcome in our Silver, Gold and Gold Plus Holiday Homes with either a Monday (4 night) or Friday (3 night) arrival. These can be booked online or by telephone on 01726 842 714.

The short break tariff is inclusive of booking fees, a cancellation scheme is available as an optional extra.

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.

Seasonal opening hours apply in our Shop and Reception. 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. 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

(a) For bookings cancelled 42 or more days prior to your holiday start date then we will refund all your money (less the Cancellation Premium).

(b) 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

(c) 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)

(d) 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

(a) Illness, death, injury or maternity complications of any member of your party (detailed by you at the time of booking), or

(b) Your redundancy or that of your spouse (qualifying for payment under the Redundancy Payments legislation), or

(c) Jury service by you or your spouse, or

(d) 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 4 of our Holiday Homes, Silver 13, 14 and Gold 15 and 25. 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 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.

10. We reserve the right to change/move customer's pitches if deemed necessary.

11. Drones

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

Holiday Homes	Holiday Homes	Pitches
Silver 2 Bed	Silver 3 Bed	Electric Hardstanding with grassed area (no tents or awnings to be pitched on the grassed area)
Gold 2 Bed	Gold 3 Bed	Motorhome Hard-Standing Pitches
Platinum 2 Bed	Gold Plus 3 Bed	Electric Pitch (tents & small campervans only)
Caerhays Lodge	Platinum 3 Bed	Electric pitch all grass
Outside Decking	Recycling Points	Non electric pitch (tents only)
Covered Balcony	Information Points	C Casual pitch/hardstanding (non reservable)
Male & Female Toilets	Bus stop in the car park of The Lost Gardens of Heligan	W Water point
Disabled facilities	Baby Change	M Motorhome Service Point
Shower	Dog Friendly	S Seasonal Pitches

*Please note, decking/balcony and veranda illustrations are not to scale and for reference only.

5 Please drive slowly around the site.

All pitch sizes vary. Please ensure all units, cars and extras fit on your desired pitch. (Not to scale)

Heligan Caravan & Camping Park, Pengrugla, St Austell, Cornwall, PL26 6EL

STAY CONNECTED

For the latest news and offers
follow us on:

Heligan
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★★★★★

CALL

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01726 842 714

Direct Line:
01726 844 414

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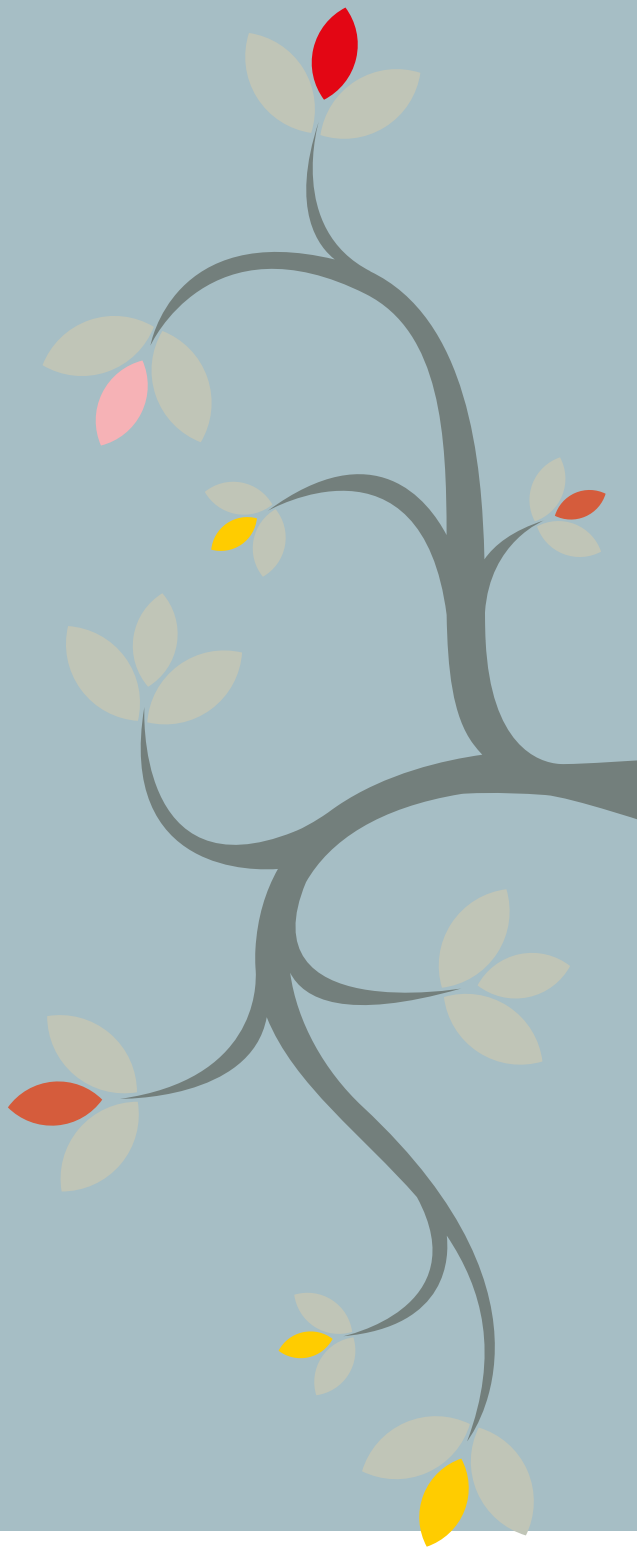
info@heligancampsite.com

VISIT

www.heligancampsite.com

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