

If you have already paid a deposit and we are forced to be closed for your reservation date, we will hold your deposit until such time you will be able to come and stay with us.

Whilst it is important to be sympathetic, your normal refund policy will apply. Deposits remain non-refundable in all cases.

We are not liable for refunds or expenses you incur in the event which has prevented us from fulfilling your Booking because of circumstances beyond our control.

You will be able to re-use your deposit for a future booking later this year, or next year 2021.

Please understand that we have been closed since September 2019, and during this time we continue to incur running costs, we have been working hard undertaking repairs and maintenance and invested in improvements with further additions to our park.

Due to COVID-19 we have not been able to open, but most running costs remain. We hope that our customers will postpone their stay with us rather than cancel, which will be very much appreciated and will help us enormously to maintain our high standards and be ready to open as soon as allowed, and to provide you with a safe and enjoyable stay at Polruan Holiday Park, admittedly later than planned.

We recognise that for some this will be disappointing news; however, we would like to thank you for your understanding and support in these exceptional circumstances.

We look forward to welcoming you back to Polruan Holidays hopefully soon.

Please book in advance, do not arrive without a confirmed reservation.

When will your park be open? None of us would have wished to find ourselves in this predicament and coronavirus is blighting all our lives. We are following the government guidance to stay closed; we must ask that for the meantime you stay away. The Government has said that they will review the situation in relation to holiday accommodation on the 4th of July. Therefore, we strongly advise you book your stay for after this date. However, the Government has also made it clear that this date is subject to continual review. Parks should open from the 4th July but amenities on the park must remain closed.

Keep safe and stay well.

Kevin and Trudy
Polruan Holidays

