

Dear all,

We live in unprecedented times and we don't suppose any of us could have envisaged what is unfolding before our eyes even just a few days ago.

We have been monitoring the ongoing situation closely, as you would expect us to, with particular attention to the advice given from our professional body the BHHPA (British Holiday & Home Parks Association) and from central Government.

We have a duty of care towards you, our valued customers, and it is clear to us now that if we opened the park as scheduled we would not be keeping you safe and discharging that duty. In addition, the very recent Government advice is against unnecessary travel and they specifically mention travel to holiday parks and second homes as unnecessary. Clearly to open the park against such advice would be irresponsible in the extreme.

We also have a wider duty of care to our local community, of which we are an active part, and encouraging people into Cornwall at this time would place extra pressure on already stretched services.

To be clear then the park will remain closed for touring/camping and for those customers whose booking we cannot honour a credit note will be issued to be used when the park re-opens.

With regards to our seasonal pitch customers your caravan will remain on your pitch and ready for you the instant we can open safely. We will carry over the pitch fees you have paid for the period of time that you are unable to use your caravan to next season.

For customers booked to stay in our bungalows a refund will be given as I'm afraid this is our last season for rentals.

These are extremely difficult times for us all and we are very grateful for your patience and understanding. It is our belief here at Franchis that the wonderful NHS and scientists battling this disease will beat it and that by everyone coming together and doing the right thing that day will come sooner.

Our thoughts are with you all and your families - stay safe.

Our very best wishes,

Phil & Kate