

## Riverside Caravan & Camping Park & Country Club

### Terms & Conditions of Booking

**All Arrivals:** Must report to reception and all fees paid before proceeding . Your pitch number will be issued at this time.

**Day Visitors:** Your visitors are welcome ,but must register with reception, checks are made hourly.

**Holiday Bookings:** Camping Pitches will not be available BEFORE 12 NOON on the day of arrival [you must notify the park if you intend to arrive after 6.30] all pitches must be vacated NO LATER THAN 11AM on the day of departure

Static Holiday Homes will not be available BEFORE 2PM on the day of arrival and must be vacated by 10am on the following day

Ensuite Rooms will not be available BEFORE 2PM on the day of arrival and must be vacated by 10am on the following day , full English breakfast is included with this booking available from 8am – 11,30 Monday – Saturday and 8am – 10,30 am on.

No refunds are available for late arrivals or early departures or a no show or cancellations for any reason.

Payments are NON REFUNDABLE and we cannot accept cancellation due to adverse weather conditions.

**Speed Limit:** for the safety of our guests – especially the children : the speed limit of all vehicles must not exceed 5mph on the park .

**Telephone Reservations:** Can be made using debit or credit cards.

**A Deposit OF 50%** is required with your completed booking form, this confirms your reservation and is non-refundable

Static holidays and Ensuite Room holidays require a holding deposit of £50.00 per person this can be on a credit or debit card, if damage is found guests are notified and the deposit payment is used to repair all damages , breakages or thefts.

**Balance Of Fees:** must be paid no later than 4 weeks prior to the holiday start date. We do not send a reminder and reserve the right to cancel your booking and retain the deposit , if not paid within this time.

**The Booking Form:** shall be treated as an application fo reach party

**Booking Confirmation** :the submission of completed booking forms, or telephone agreements shall constitute an offer by the client and a contract will exist if and when the park issues an invoice

**The Person Making This Booking** :will be present and responsible for all damage, liabilities and eventualities of this booking unless , prior to arrival , transfer of responsibility is accepted in writing by another attending, party member with the park managements full knowledge and agreement.

**Parties:** We are a family holiday park therefore any campers under the age of 18 years must be accompanied by an adult [unless previously arranged]

**Barbeques** are only permitted, if raised aboe the ground , no not place them on the tables, [if caught a fine of £150 payable to Riverside Park will apply ] do not let them become a nuisance to other campers

**Fires** no open fres are permitted anywhere on the park, under any circumstances, you will be asked to leave immediately if a fire is lit

**Weapons:** Firearems, Air Rifles Pistols, Corssbows, Archery Bows are not permitted in the park

**Pets** well behaved dogs are welcome, tey must be kep on a lead at all times within the park, we would ask our pet owners to remember that not all our guests are pet friendly all fouling must be collected and disposed of in the bins provided , dogs are not allowed in the shower block or shop, an exercise area is provided, please do not leave pets unattended

As a family holiday park we reserve the right to refuse certain breeds of dog we consider inappropriate

**The Park** uses its best endeavours to ensure the availability of all amenities advertised in the brochure or otherwise but shall not be liable in respect of their non availability due to circumstances or events beyond its control

**Pitch Allocation** Dos not guarantee any specific pitches nor do we guarantee pitches allocated together

**Electricity** We cannot guarantee uninterrupted electrical supply to the site

**Water** We cannot guarantee the amount of water pressure or water quality on site

**Car parking** is crucial , please park as requested on arrival

Rivers , lakes, and woods are for residents staying on site only and at times the river can be deep and fast flowing , children must be supervised at all times

**The Enjoyment** of your holiday is important to us and in the unlikely event of any shortcomings, you are asked to notify the management immediately so that they may be remedied

**Neither** the park nor its servants or agents accept liability for any personal injury , loss or damage which may be sustained by the applicants or their property during the period they or any member o ftheir party are at the Riverside Park

**Lost Property** any personal items / property to be sent on via post having been left behind on departure will carry a minimum charge of £12.00

**If Due** to circumstances beyond our control, we are forced to change or alter in any way the service of pitch you may have booked, we reserve the right to offer an alternative where possible .

**Vehicles** are left on the park at your own risk,

**Insurance Claims** The person that signs for the responsibility of the party included on the registration form is responsible for the first £5,000.00 of any claim made against Riverside Park for whatever reason made by any of the party including the signatory

**Smoking** Guests are requested not to smoke inside park static holiday homes, or ensuite rooms in the country club, or the restaurant & shop & showerblock

**Static Holiday Homes & Ensuite Apartments** Are inspected on your departure, please do not spoil the pleasure of the next occupants by leaving them dirty or damaged or with items missing. The park management reserve the right to enter the statics or ensuite rooms at anytime for service or repairs

**Deposits** A £50.00 per person holding deposit is kept against any damage, this will not be taken out of your account unless damage, breakages or theft has been noticed on inspection of statics and rooms, you will be contacted first

Please respect the shower block – if caught vandalising, instant dismissal from the site

No washing of any caravans and vehicles whilst staying on the park unless you pay a £30.00 fee at reception