

Riverside Caravan Park

Booking Conditions

(A booking constitutes a legal contract)

- Once we have confirmed the booking you are responsible for the total pitch fees
- We request that bookings are made by telephone providing credit/debit card details for payment of deposit. Any amendments to bookings must also be made by telephone. Cancellations can be notified by telephone but must also be made in writing.
- Bookings are accepted on the strict understanding that there is at least one person in the party over 25 years of age.
- If you are lucky enough to look under the age of 21 then you will be asked for identification if you wish to purchase and drink alcohol in the on-site bar.
- Children remain the responsibility of their parents or guardians at all times.
- Please note that as we are a touring park a maximum period of occupancy will apply please ask for details prior to booking.

We reserve the right:

- To refuse admission to the park and all facilities and in such circumstances the contract is discharged.
- To remove any person (and property) who, in our opinion, is not suitable to use the park, or whose behaviour we consider to be detrimental to the interests of our other guests.
- To alter, postpone or cancel any facility for reasons beyond our control – we can only guarantee to do our best to see that facilities are available as advertised.
- The park and all its facilities are used entirely at the guest's own risk. We will not accept liability in respect of any person or property.
- Single sex groups are not accommodated.
- We do not accept commercial vehicles, sign written vehicles, migrant workers, travellers or any type of converted transport vehicle: we may refuse entry to particularly large caravans we deem to be unsuitable.
- Whilst we may accept a booking and payment of deposit, the balance of fees due on any stay are payable at least 21 days prior to arrival. Should any balance of fees not be received when they are due we reserve the right cancel the booking, discharge the contract and re-let the pitch at our discretion.
- Dogs are accepted on condition that they are on a lead at all times whilst on site and they are taken offsite for toilet duties and exercise. Any fouling is to be collected and disposed off and they are never to be left on site unattended.
- The speed limit whilst on site is strictly 10mph

ARRIVAL / DEPARTURE

Pitches are available from 1pm on the day of arrival and must be vacated by 10am on the day of departure. Upon arrival please park on the hard standing just past the office then come to reception to book in and be allocated your pitch.

CANCELLATION PLAN

No refunds are given, except under the terms of the cancellation plan. We therefore cannot emphasize too strongly the wisdom of taking up our insurance, which is £1 per night stay to be paid at the time of payment of your deposit. We guarantee that this payment protects you up to and including the day before your holiday commences against loss of monies already paid (excluding insurance) due to redundancy, jury service, accident, injury, illness or death of a member of your party or close relation. Cancellations must be made in writing providing supporting evidence e.g. Doctors certificate, Redundancy notice etc.

VISITORS

We have a legal obligation to be aware of all people on site in case of an emergency situation. ALL visitors to the site must book in at reception. If visitors are using the facilities on site i.e. swimming pool, games room, children's play area etc then the daily visitor rate must be paid.

NOISE / ABUSIVE LANGUAGE

We are a family orientated site, therefore please be aware of others and keep noise to a sensible level. All music must be switched off by 11.30pm. Abusive language will not be tolerated at any time in any part of the site.

DRYING LINES

Ground staked rotary lines or lines strung from trees or shrubs are not allowed.

OPEN FIRES / BBQ'S

Campfires and fireworks are not permitted on site. Disposable BBQ's must not be placed directly onto the grass.

SWIMMING POOL AND CHILDRENS PLAY AREA

The above facilities are NOT monitored therefore a responsible adult must accompany children at all times. Glass is not permitted in these areas.