

TERMS & CONDITIONS OF BOOKING 2019

TOURER TERMS & CONDITIONS 2019

If any of the following Terms & Conditions of Booking are breached the person(s) involved & their party members will be required to leave the Park and no refunds will be due.

1. Completion of booking form and/or payment is deemed as acceptance of the terms & conditions of booking. Payments are Non-Refundable in the event of Cancellation. Please check your confirmation on receipt as mistakes cannot always be rectified.
2. A booking is confirmed on receipt of a deposit of 25% of the total price, with the minimum deposit being £15. The balance of the holiday is to be paid in full 21 days prior to the start of the holiday. Holidays booked within 21 days of the arrival date need to be paid in full at the time of booking.
3. **Pitches are available from 12 noon on the day of arrival** and must be vacated by 10am on the day of departure, unless special arrangements have been made.
4. All visitors are required to report to Reception.
5. All tourers are required to park on their allocated pitch as directed for the duration of their stay. Please make sure you park with your jockey wheel on the concrete block as touring vehicles cannot face 'door to door'.
6. We do not accept commercial vehicles and use of the touring field is available to holidaymakers only.
7. On most pitches you can either erect an Awning (CHARGEABLE) or Gazebo (NOT CHARGEABLE) but not both. Not all pitches will accommodate these, please check at time of booking.
8. Waste buckets must be emptied regularly & only at the points provided.
9. Refuse sacks **MUST** be disposed of at the collection points.
10. Dogs are welcome but must be kept on a lead at all times. Dogs can only be exercised off the lead away from the park. Dog owners are required to clean up after their dogs using the special bins provided. Dogs cannot be left in vehicles overnight. No more than 2 dogs per booking. Please do not leave your dog unattended. Some breeds of dog, including those listed in the Dangerous Dog Act are not allowed, if unsure please check with us before you book.
11. For the safety of children a speed limit of 10mph is imposed throughout the park and this must be **STRICTLY OBSERVED**. The Highway Code for public roads applies to all vehicles on the park. Vehicles, their accessories & contents are left entirely at your own risk, we accept no responsibility for any loss or damage to any vehicle from any cause whatsoever.
No liability is accepted for any damage caused by roadway sleepers.
12. Only family parties are accepted - Mixed Groups under 25 years old and Single Sex parties will not be accommodated whether or not they have booked in advance. **ALL BOOKINGS ARE AT THE DISCRETION OF THE MANAGEMENT.**
13. No tents are allowed on the park.
14. Touring caravans must not be occupied by more people than is consistent with the number of sleeping berths.
15. Sleeping in cars or awnings is prohibited. One car may be parked at the side of the unit, subject to ground conditions. Additional vehicles should be parked in the main car park on site.
16. The playing of ball games or flying of kites must be conducted on the recreation area provided, not between caravans.
17. Enjoy yourself but not at the expense of others - anyone creating a disturbance or whose conduct could give offence to others will be required to leave immediately & **NO REFUND GIVEN**. In the case of group bookings **ALL PARTIES** will be required to leave.
18. Under 18 year olds are not allowed to consume alcohol within the perimeter of the park. We reserve the right to ask for proof of age from any person we believe to be under age, if proof cannot be provided alcohol will be confiscated. Under 18 year olds remain the responsibility of their Parents/Guardians at all times.
19. The use of anti-social toys - BB guns, electric or motorised scooters/toys etc. is prohibited. It is not allowed to fly remote controlled aircraft (including drones) within the park boundary.
20. Young people must not be left without adult supervision overnight, and adults should not allow parties to be held in their absence at any time.
21. It is not permitted for anyone who is to your knowledge, a convicted child sex offender, or is subject to the notification requirements of the Sexual Offences Act 2003 ('on the sex offenders register') to use or visit the Caravan.
22. Generators are not allowed to be used on the park.
23. We regret that in the event of cancellation or early departure we are unable to make refunds.
24. If we become aware or have reasons or grounds for suspicion that a guest has contracted a contagious disease that has the potential to infect a large number of people, they will be required to leave the park. If this is not possible then restrictions will be placed upon their activities and movements. Unfortunately no refunds will be due in these circumstances.
25. We do not expect to make any changes to your booking. However, sometimes problems happen and bookings have to be changed or cancelled or mistakes in brochures or other details corrected. We may occasionally need to cancel a booking if it is in the best interests of the Richmond Holiday Centre to do so. We reserve the right to do this. If we do this we will contact you as soon as is reasonably practical. We will explain what has happened and let you know about the cancellation or change. We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.
26. If you have a complaint that you do not feel has been adequately dealt with during your stay then you must put this complaint in writing within 14 days of your date of departure. You will be responded to within 21 days of our receiving your correspondence.
27. Please remember that booking earlier you will have a greater choice of available plots and dates. However on some occasions we may offer discounts, usually at times of limited availability and choice. We will always offer the lowest price available at the time of booking and unfortunately we cannot make adjustments if the price you have paid is subsequently offered at a lower price.
28. We would like to remind you that we are in no way responsible for the loss of, or damage to your property whilst you are on the park. We recommend that you insure your personal effects, clothing and cash in the normal way before coming on holiday. We will not be held responsible for any damage or inconvenience caused by acts of God or extreme weather conditions.

