

PLEASE RETAIN THESE TERMS & CONDITIONS FOR REFERENCE PURPOSES.

TERMS & CONDITIONS OF BOOKING

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 the booking form and/or payment is deemed as acceptance of the terms & conditions of booking. Deposits are Non-Refundable in the event of Cancellation. Please check your confirmation on receipt as mistakes cannot always be rectified.
 2. Only family parties are accepted - Single Sex or Mixed Groups under 25 years old will not be accommodated whether or not they have booked in advance.
 3. CHECK-IN TIME IS FROM 3pm ONWARDS subject to unavoidable delays. All new arrivals must report to Reception.
 4. Holiday homes must be vacated and the key returned to Reception by 10am.
 5. In your own interest you are advised to check the inventory on taking over the caravan.
 6. Prices include free use of Indoor Swimming Pool during 'Open Sessions' only. CHILDREN UNDER 14 YEARS OLD MUST BE ACCOMPANIED BY AN ADULT SWIMMER (maximum of 3 children per adult). Gymnasium is membership only and is not available for use during your stay. Entry to the Entertainment Centre is free of charge EXCLUDING PRIVATE FUNCTIONS OR TICKETED EVENTS WHERE A SEPARATE CHARGE IS LEVIED.
 7. Full entertainment programme commences from Spring Bank holiday through to mid September. Entertainment operates out of these dates but is more 'Low Key' and Festival dates are subject to an entrance fee, please check prior to booking.
 8. We are unable to accept responsibility for any defects not reported to Reception within 24 hours of arrival. Neither can we accept any responsibility for any matter of which you were aware and which you did not bring to our attention during your stay.
 9. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to carry out essential inspections, housekeeping or repairs.
 10. All losses & breakages - including windows - must be made good.
 11. The unit is to be left in a clean & tidy condition ready for the next tenants.
 12. We reserve the right to re-let the caravan where the tenant has not arrived by 12 noon on the day following the arrival date, unless special arrangements have been made.
 13. Refuse sacks MUST be disposed of at the collection points.
 14. 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. No liability is accepted for any damage caused by Roadway Sleepers. 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. Parking for one car is available adjacent to the caravan, subject to weather conditions. Additional vehicles should park in the main car park unless permission has been granted elsewhere.
 15. Only those persons whose names have been entered on the booking form are allowed to occupy the caravan. Any intended change should be notified to Reception & permission obtained.
 16. 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.
 17. 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.
 18. THE USE OF ANTI-SOCIAL TOYS - BB GUNS, ELECTRIC OR MOTORIZED SCOOTERS/TOYS ETC. IS PROHIBITED.
 19. The playing of ball games or flying of kites must be conducted on the recreation area provided, not between caravans.
 20. No tents allowed on site.
 21. Sleeping in cars is prohibited.
 22. Dogs are welcome but must be kept on a lead at all times. Not all caravans accept dogs & those that do have limited availability - please check first. Please exercise your dog off 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 caravan. Only well behaved, quiet dogs should be left unattended in caravans, any damage caused by dogs must be paid for.
 23. All linen must be supplied by the tenant EXCEPT in Gold, Silver, Bronze or Bronze Saver units. These units receive a set of clean linen per stay. Linen may be hired but must be reserved 14 days prior to arrival otherwise vacant stock cannot be guaranteed.
 24. Gold, Silver, Bronze or Bronze Saver units are owned by THE RICHMOND HOLIDAY CENTRE Smoking is NOT allowed in these caravans. All other grades are privately owned and are sublet by ourselves under a formal agreement, Smoking in these caravans is at the discretion of the Owner, please check prior to booking.
 25. Richmond Holiday Centre cannot accept responsibility for letting via private individuals - in this case the caravan owner is responsible.
 26. **HOLIDAY CANCELLATION SCHEME.** This scheme provides for reimbursement of amounts paid for which you are legally responsible if your holiday booking has to be cancelled because of sickness, accident or injury, jury service, redundancy qualifying for statutory payment, death of any member of your party or a close relation. In the event of cancellation please submit supporting evidence of claim i.e. redundancy notice, jury service or Doctor's certificate. Richmond Holiday Centre cannot entertain claims that fall outside these specified reasons for cancellation. A sum of £15 is deducted from each settlement under the Scheme to cover administration expenses caused by cancellation. Cancellation must be confirmed in writing.
DEPOSITS ARE NOT COVERED BY THIS SCHEME.
 27. If you need to CANCEL please call us immediately. This must be confirmed in writing using our Cancellation Form as cancellations are not effective until we receive your written notification.
 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.
-