

**BANK HOUSE FARM CARAVAN AND CAMPING PARK (HEREINAFTER REFERRED TO AS "THE PARK")**

**BOOKING CONDITIONS**

**Please read carefully**

The Terms and Conditions apply when booking a stay at The Park online, by email, by phone or in person.

When a booking is made, the first named person on the booking agrees on behalf of all persons that:

1. He/she has read these Booking Conditions and agrees to be bound by them.
2. He/she accepts financial responsibility for payment of the booking on behalf of
3. He/she consents to The Park's use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons to disclose their personal details to us, including special categories of data.

**DISCLAIMER:**

The Park and/or the Proprietor and/or the Wardens and/or its Employees accept no liability or responsibility for any accident, injury, loss or damage to any persons or property occupying or using any part of The Park, however caused.

**BOOKING CONDITIONS AND RULES OF THE PARK:**

The Park, The Proprietor and Wardens are entitled to decline, refuse any booking and refuse admission when it appears necessary in the interests of the Park and their guests. On site speed limit is strictly 5mph. Drones are strictly forbidden. The Park, The Proprietors and Wardens reserve the right to cancel or terminate where a guest(s) has/have failed to disclose any material fact, are not observing and following the park rules or are creating a nuisance.

**RESERVATIONS:**

The Park allows a maximum of 4 adults in a tent, caravan, campervan or motorhome (termed a unit). A separate pitch must be booked for each unit. The booking is not transferrable to other parties and substitutions are not permitted. Each person arriving is booked as a separate guest and is charged separately together with additional charges for dogs, extra vehicles, gazebos, event shelters, tents and the like and declared when a booking is made.

Check-in time is from 2pm on the booked day of arrival and the pitch must be vacated by 12.00 noon on the day of departure. A late departure fee may be charged.

Your booking will be confirmed by email once a deposit has been received. A binding contract will come into existence between you and The Park as soon as we have issued you with a booking confirmation.

**PAYMENT:**

The price of your stay includes Vat. A 50% with a minimum of £20.00 deposit is required at the time of booking except in the case of Hiker/Bikers where a full payment must be made at the time of booking. If the booking is made within 2 weeks of the arrival date, full payment is required at the time of booking. We accept no responsibility for errors made when booking and paying either over the telephone, in person or online so please check your confirmation carefully once received.

Any guest who is unable to make a full payment will NOT be allowed to their pitch.

**CANCELLATION:**

All cancellations must be advised to us in writing. If a confirmed booking is cancelled more than 14 days prior to the arrival date, the amount paid by you will be held as a credit to use against a new booking for a subsequent date in the same year, subject to availability. Bookings cannot be transferred to another party. If the confirmed booking is cancelled within 14 days or less before your arrival date, the amount paid will be forfeited. We will also not move your booking to an alternative date if this request is received within 14 days of arrival. No refunds will be given.

If you decide to leave The Park before the end of your booking, no matter what the reason, no refund will be given.

Should you not arrive on your scheduled booked date or by 11am on the morning following the booked date, your booking will be cancelled and The Park will re-let your pitch. You will not be entitled to any refund.

**COVID CANCELLATION:**

Should your booking be cancelled due to Government Regulations or illness due to Covid, we will place your booking on hold which you can use up to the end of the following season. A refund less a £10.00 handling fee will be allowed at management's discretion.

**FORCE MAJEURE:**

Except where otherwise expressly stated in these Booking Conditions The Park will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

**WEATHER:**

Weather conditions are beyond our control and we will not refund any monies if you cancel your booking or reduce your stay due to the weather. We will also not accept requests to move bookings to an alternative date, due to weather, if received within 14 days of arrival date. Should The Park be forced to close for any reason, the amount paid by you will be held as a credit to use against a new booking for a subsequent date in the same year, subject to availability or a refund will be issued.

**NOISE:**

The Park is a rural family site and **LOUD NOISE OR MUSIC IS STRICTLY PROHIBITED**. The Park operates a no noise policy between 10pm to 8am to ensure peace and tranquillity to all guests. TV's and radios should be used considerately at all times. The use of car radios/CD's etc. is not allowed. Anyone breaching this or any other rule and causing a nuisance to other guests will be asked to leave the site without a refund. You must take responsibility for your own safe transport home.

The use of external generators is strictly forbidden.

**CHILDREN:**

Parents are responsible for the supervision and safety of their children at all times.

**DOGS:**

The Park allows 2 dogs per pitch and The Park does not accept any dog listed under the Dangerous Dogs Act. Should you wish to bring more than 2 dogs, a request must be sent to the park by email. Dogs must be kept on a short lead at all times unless in the designated enclosed dog exercise field. Please do not let your dog roam freely and do not exercise them on empty pitches or anywhere other than the designated area. As a responsible owner, please clear up after your dog and use the

dog bin provided at the entrance to the dog exercise field. Please do not allow them to foul any part of the campsite. Dogs are not allowed in the reception area, pot wash and toilet/shower facilities. Dogs must not be left unattended at any time in cars, caravans, campervans, motorhomes and tents. Please be considerate and remember that although you love your dog, not everybody in our park will.

#### **DAY VISITORS:**

Day visitors allowed by prior arrangement.

#### **OPEN FIRES AND BBQ'S**

Barbeques are allowed, provided they are of the type that does not allow hot ash/surfaces to touch the ground. They must be situated away from combustible materials and must not be a nuisance to other guests. Camp fires are permitted only if they are in a self-contained unit and off the ground i.e. fire pit. Burning material is not to be scavenged from the camp site. Minors must be supervised at all times when these items are being used. You accept entire and full responsibility and safety for all fires and equipment used at all times.

Fire pits are made available for hire at the appropriate rates which are displayed at reception. A cash deposit is held by The Park and will be refunded to you when the fire pit is returned to reception in a clean state. All fire pits must be returned by 11am on the day of your departure. Under no circumstances will deposits be posted to guests after departure.

#### **LOSS OR DAMAGE:**

Any loss or damage to any of The Park's facilities or equipment, for which any occupier of the pitch is responsible, must be paid in full before departure. The Park and its facilities are used entirely at guest's own risk. The Park and/or the Proprietor and/or the Wardens and/or employees will not be held liable or responsible in respect of injury/death of any person or damage to any property including motorhomes, campervans, caravans and/or cars being moved by them.

#### **ACTIVITIES:**

1. Drones are strictly forbidden.
2. Skateboards, rollerblades, scooters and the like are not permitted in the interest of safety.
3. Bicycles, non-motorised go carts and the like may be ridden in the park if used in a safe manner and with due consideration to other visitors to The Park. Riding down embankments is not permitted.
4. Ball games must not be played in the vicinity of any caravan, motorhome, campervan, trailer tent or tent.
5. Any river activities are undertaken at the guest's own risk.
6. Only fly fishing (catch and release) is allowed on site with prior approval from the Proprietor and/or the Wardens. A fee is applicable and the appropriate license must be held.
7. No climbing on any of The Park walls is permitted.

#### **WASTE DISPOSAL:**

The use of the waste skip is limited to lightweight domestic refuse only. All other rubbish, e.g. packaging, metal, timber objects, masonry, polythene, groundsheets, old awnings, discarded tents, carpets, tables, chairs etc. should be taken home. All waste in the skip is 100% recycled by a local firm (Peak Waste Management) and zero waste goes to landfill. Black and grey water disposal points are provided.

#### **VEHICLES:**

Vehicles must be parked on the guest's touring pitch without blocking or obstructing the road, or in the car park as instructed by the Proprietor/Warden at the time of your stay.

**ELECTRIC VEHICLES:**

The charging of electric vehicles is strictly forbidden on the pitch power point. This will damage the and result in you being held financially responsible.

**PITCH REQUEST:**

The Proprietor and/or the Wardens will try to honour your request for a specific pitch where practical. The Park reserves the right to move or relocate any allocated pitch at any time.

**INSURANCE:**

It is strongly recommended that you obtain adequate insurance, including but not limited to travel, in respect of your booking with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing conditions, cancellation charges, medical expenses and repatriation in the event of accident, illness, injury or death. If you choose to travel without adequate insurance cover, The Park will not be liable for any losses, consequential or increased cost, howsoever arising, in respect of which insurance cover would otherwise have been available.