



## Booking Terms and Conditions

**For touring caravans bookings and holiday cottage bookings at Riverside Caravan Park, High Bentham.**

Terms used throughout – ‘We’ refers to Riverside Caravan Park, Riverside Cottages, its owners, and staff. ‘You’ refers to the customer, our guests. Please note that all pitches are for one caravan, motorhome, campervan, trailer tent or folding camper. **We do not accept tents.**

**The person completing the booking is responsible for the conduct of their party. The lead booker must be aged 18 years or over.**

### Reservations

We accept bookings online and by telephone. We will not accept responsibility for errors arising from booking requests. Please check your booking confirmation as soon as you receive it and please let us know if any of the details of your booking change so we can update your details.

### Deposits

On booking, a £30 deposit is taken for tourers, and a 25% deposit is taken for a cottage stay. Your deposit is non-refundable. However, we may in certain circumstances, provide a credit note equalling the amount of the deposit which must be used within the time specified. Credit notes are non-transferable.

### Payment

Any remaining balance is due one week prior to arrival at Riverside Caravan Park for touring bookings, and 4 weeks prior to arrival for cottage bookings. Currently we accept cash, credit and debit cards. With regret we do not accept American Express or Business cards.

### Cancellations

Booking a holiday is a legally binding contract. Upon receipt of the deposit, which is non-refundable, the booking is then considered as a contract. If you cancel, you will lose your deposit and may have to pay the whole balance.

Bookings cancelled prior to 48 hours of arrival will be offered a credit note. Bookings cancelled 7 days prior to the arrival date will receive a credit note for their deposit and will not be required to pay the balance. If you fail to advise of a cancellation within 48 hours of arrival, no monies will be refunded or credited. Further, if you are unable to take your holiday, you could still be liable for the whole amount. In the event of a no show without any notice, we reserve the right to ask for full payment of the pitch.

Cancellations are to be notified to Riverside Caravan Park either in writing, via email ([info@riversidecaravanpark.co.uk](mailto:info@riversidecaravanpark.co.uk)) or post (High Bentham, Lancaster, LA2 7FJ), or by phone on 015242 61272.

If you arrive after your intended arrival date or cut your holiday short for any reason including weather, there is no partial refund or credit note.

If we are forced to cancel your booking due to reasons out of our control, e.g government enforced closure of accommodation facilities or incidents that would affect the safety of our guests accessing our facilities, then any monies paid will be returned by way of credit note.

### Insurance

We recommend that you take out insurance to cover your holiday.

### Arrival & Departure

**Touring Pitches** are available from **1pm** on the day of arrival. All pitches must be vacated before **11am** on the day of departure unless an extended stay has already been authorised and paid for.

If you're planning to arrive after 6pm or are running late, please let the park know in advance on 015242 61272 so we can make arrangements for your arrival. We will assume you are not coming and will cancel your booking if you haven't arrived by 10am the following day – unless you tell us beforehand.

**Holiday Cottages** are available from **3pm** on the day of arrival and must be vacated by **10am** on the day of departure. If you are planning on arriving later than 5pm please let us know in advance on 015242 61272 so that we can arrange with you the collection of the keys.

### Standard of behaviour on our Park

If a customer is deemed to be engaging in any behaviour that causes offence to themselves, the staff or to others, they may be asked to leave the park. In this instance they are still liable for any monies outstanding to Riverside Caravan Park. A non-exhaustive list of nuisance behaviour is any behaviour or activities involving:

- Guns, firearms or weapons of any type, which are not permitted anywhere on the park property.
- Fireworks are not permitted on the park.
- The use of unlawful drugs on the park is a criminal offence and is likely to lead to the termination of your stay. Criminal proceedings may follow.
- You must not use a drone, powered model aircraft or any other powered flying object on the park.
- No person shall wilfully damage or disfigure any of the park buildings, roadways, equipment or any trees, hedges or plants.
- Drunk and disorderly incidents. Alcoholic drinks may only be consumed outside in the immediate vicinity of your touring unit. It is requested that customers do not walk around the park consuming alcoholic drinks.
- Threatening or violent behaviour towards staff or other guests will not be tolerated.

No refunds will be given to parties asked to leave the park due to unreasonable or nuisance behaviour.

**Riverside Caravan Park is a quiet park and does not accept loud or excessive noise at any time, in particular after 10pm or before 9am and we insist upon an absolute quiet rule between 11pm – 7am.** Zero tolerance for anti-social and/or drunken behaviour.

We don't allow hover boards, segways, drones or remote-controlled cars & toys. Motorised skateboards & scooters and the like are also not permitted. This does not include mobility scooters.

Push bikes, skateboards, scooters and the like are more than welcome, but we ask for these to go to bed at 7:00pm or as soon as the streetlights come on. We politely ask this for the peace and quiet of customers of all ages.

Please can we ask that helmets are worn at all times.

### **Food Deliveries**

Please be aware we don't allow food deliveries from the leading supermarkets (ask in reception if you require further clarification) on to the park as there is a great selection of shops and services available in Bentham, and the local area, whom we ask you to support as part of our commitment to green tourism.

### **Dogs**

Dogs are permitted at Riverside but must be kept on a lead at all times, with the exception of the exercise field situated along the river walk. Owners are responsible for cleaning up after their dogs. No banned breeds. If dogs are left unattended in a touring caravan and are causing a nuisance to neighbours, the customers will be asked to vacate the park. Only one of the holiday cottages – Parkside - is dog friendly, therefore if you book both cottages together, please make sure the dog(s) stay downstairs in Parkside only.

### **Fire Risks**

BBQ's are welcome but must be raised off the floor. All BBQ coals/ashes must be disposed off in the red dustbins in the refuse areas. **No open fires or fire pits are permitted.**

### **Offers**

In the case of any offers, only one offer can be used at any one time and we reserve the right to withdraw an offer at any given time without prior notice to customers. If a customer wishes to amend a booking, when an offer is being used, this will be at the owner's discretion. All offers are subject to availability.

### **Number of your party**

**Touring** – The numbers of persons (including children and babies) in any touring unit must not exceed the numbers for which they are devised. All number of adults, children, dogs and whether an extra car is being used must be declared on arrival or we may ask for additional

payment. If the additional payment is not forthcoming, then the customers (or the whole party) will be asked to leave the park.

**Holiday cottages** – The number of persons (including children and babies) in either cottage must not exceed the numbers for which they are devised.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party except Campstead Ltd who may contact you, inviting you to complete a questionnaire and review your stay at our park.

### **Water supply**

We have a private water supply which is regularly tested in accordance with The Private Water Supplies Regulations 2009.

### **Accessibility Statement**

Further information regarding accessibility on the park and facilities for disabled customers can be viewed in our accessibility statement.

### **Smoking Policy**

It is illegal to smoke inside enclosed public buildings; therefore, we operate a non-smoking policy in all buildings around the park.

### **Your Car**

All vehicles on the park must conform to the Road Traffic Act and must have up to date tax, MOT and insurance and you should comply with the speed limit (10mph) on our park. All vehicles are brought onto the premises at their owner's risk and the company does not accept responsibility for loss or damage to these except where it is caused by our negligence or fault. If your towing vehicle is a van, please park this in the main car parking areas on the park rather than on the pitch.

### **Special Requests**

Please note that we will do our best to meet any special requests; however, we are unable to guarantee any special requests. Please note special requests do not form part of the booking contract and are not a condition of the booking.

### Coronavirus restrictions

If restrictions are in place, you are required to adhere to all restrictions impacting either yourself or the park. Refusal to adhere to these restrictions will void your holiday and you will be asked to return home without refund.

Please be aware of any national or localised restrictions that are currently in place or will be in place during your stay. **Any restrictions that are in place in your local area also apply to you when you travel and therefore must be adhered to whilst you are at Riverside.**