

## Queensberry Bay Holiday Park Terms and Conditions 2008

### Letting units

- **Bookings and deposits. All letting must be booked and paid for in advance.** Minimum deposits are:
  - Where holiday costs more than £200 and start date is more than 6 weeks away, £200. Balance due 4 weeks before holiday start date
  - Where holiday costs less than £200 and start date is more than 6 weeks away, value of the holiday in full
  - Where holiday start date is less than 4 weeks away, value of the holiday in full.
- **Minimum stays:** - Wigwam 1 night mid week, otherwise 2 nights, all other units: - 2 nights midweek and 3 nights at the weekend.
- **Maximum stay is strictly 14 nights in all units**
- **Cancellations.** We do not offer cancellation insurance. You can cancel your booking at any time subject to the following:
  - If you cancel more than 30 days before the start of your holiday we will refund any payment made, after deduction of a £5.00 cancellation fee.
  - If you cancel less than 30 days but more than 14 days before the start of your holiday we will refund 50% of any payment made, after deduction of a £5.00 cancellation fee. Refund will be by company cheque.
  - If you cancel within 14 days of your stay, the deposit element of any booking (the greater of the price paid or £200) is non-refundable. Other fees paid in advance will be repaid as above, after deduction of the £5.00 cancellation fee.
  - We can also carry forwards a booking to a date later in the current season if you wish. This may result in a higher or lower charge where you move to between season dates. 2008 bookings may not be carried forwards beyond the current season. A £5.00 admin fee will be charged each time a booking is altered.
- **Charges.** Our normal nightly rates are based on the hire of the unit for up to 2 guests and with one vehicle. Extra charges are made for additional vehicles (maximum 2 vehicles per unit) and for additional guests.
- **Smoking. All our units are strictly non smoking.** We prosecute anyone found to have been smoking in our units.
- **Numbers.** The Bothey sleeps 2 in a double bed. All other units sleep up to 4. Sorry, but we cannot accommodate larger groups.
- **Discounts.** We offer 7 nights for the price of 6 on all our letting.
- **Groups.** We can accept individual bookings for up to 2 associated parties. "Associated" in this context means any form of friendship or previous acquaintance as well as family members. Bookings for more than 2 parties cannot be accepted. Single sex groups of more than 2 people and any groups under 25 will be accepted only with our prior written agreement - please check when booking. This rule is here for a reason - please respect it.

- **Vehicles.** We are unable to accept any workers' vans on the park, with or without trade advertisement. We also are unable to accept any go-peds, mini mopeds, scooters, scramblers, quad bikes or other motorised, off-road, toy or farming vehicles. Our park is covered by RTA legislation and the same laws therefore apply here as on the open road.
- **Cycling.** This is a great spot for cycling and we are on the Sustrans 7 route. Please do however ensure that you and any of your party are acquainted with the Highway Code and aware of the dangers of cycling on and off the main highways - and see above re RTA.
- **Arrival.** We always aim to have our letting units ready for you by 4pm on the day of arrival. We will however check you in as soon as the unit is available, so do please check if you arrive early. Only the person named on the booking form may check in. Access to the unit will be denied where the person so named is not available to check in. That person is responsible for the booking, for the behaviour of the party as a whole and for the repair or reinstatement of any accidental damage occasioned to our property in the course of your stay.
- **Departure.** Please ensure that you check out by 10am on the morning of departure. We can sometimes extend this time by prior agreement, and depending on other bookings. If you choose to leave earlier than 10am & the office is closed please place the keys in the letter box alongside the Queensberry Bay office door. Any deposit refund that is due will be posted to you within 7 days.
- **Late arrival.** If you are likely to arrive after 6pm you must let us know immediately. We employ security staff on our park as well as an automated access system. If you have not arrived by 6pm and have not informed us of any delay, you will not be able to gain access onto the park (and hence your unit) until the following morning. You can pre-book a late arrival slot - up to 9pm - and a charge of £25.00 will be made to cover overtime costs. No arrivals can be accepted after 9pm. Late arrivals may be asked to check in the following morning at the reception. A surcharge of £5.00 ph is made where a guest has not checked in by 12 noon.
- **Keys and keyfob.** At check in you will receive your accommodation key and also an electronic security fob. A deposit for the key and fob of £20 will be charged on booking. The fob will allow you access to the laundry and onto and off the park. Unless it is extended for some reason your keyfob will automatically switch off at 10am on the expected day of departure.
- **Deposits and refunds.** Keyfob deposits will be refunded when the key and fob are returned intact at check out. Any amounts owed to the park will be deducted from this deposit.
- **Tides.** We are situated right on the shores of the Solway Firth and the tide can be treacherous. Please make a point of reviewing the tide times (on our Notice Board) and make sure that you are always within sight of the shore. Please ensure that no children in your party are allowed to wander away from the shore unsupervised.
- **Behaviour.** We have a strict code of behaviour on our park and operate a zero tolerance policy towards rowdiness, rudeness and aggression of any kind. We do not allow the use of firearms, weapons or illegal substances in any form. By booking with us you are undertaking to adhere to our code of behaviour. We reserve the right at all times to refuse entry to the park, or to remove from the park any guest or party whose behaviour has caused us, our staff or our other guests concern. Such notice will be verbal and you are required in this case to leave the park within one hour or such shorter time as we think fit in the circumstances.
- **Children.** We welcome well behaved children & parents onto our park, but there is little here for children to do. As a result we do not hold out our park as being suitable

for anything but the youngest of children - and then only with constant parent or guardian supervision. We have a strict code of behaviour for children of all ages - please see our notice board. For safety reasons, any child found wandering the park alone and away from his parents' or guardian's line of vision at any time will be returned to his base and the party asked to leave the park.

- **Pets.** We can accept a maximum of 2 pets in the Skiddaw van. We accept 1 pet only in the Wigwam or the Nith. No pets are allowed in the Bothy or Annan. We do require that you keep your pet under control, do not allow it to wander the park alone and clear up after it.
- **Noise.** We require noise to be kept to a minimum, especially after 9pm. This includes shouting by children or adults, barking dogs, the playing of instruments, radios etc or general chatter that might disturb your neighbour.
- **Fires and barbecues.** We do not allow any fires whatsoever on the park. You may use a commercial disposable barbecue. Please make sure you dispose of it properly in the bins provided.
- **Ball games and kite flying.** Ball games and kite flying are only permitted in the football field or on the shore. We do not allow ball games or kite flying of any sort in or around the caravans as this may disturb your neighbour and / or damage their property. We do not allow the flying of flags of any kind.
- **Complaints.** We take the running of our park very seriously and we want to hear from you if you have any comments, good or bad, or recommendations for improvements. We can only improve if we listen to what our guests actually want! If you have a point you wish to raise at any time, please ask to see Wendy Stevens, who will take the matter forwards.

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### Touring and camping

- **Bookings and deposits.** You can of course arrive on spec but we do recommend booking. Deposits are as follows:
  - A stay of less than 7 nights out of main season - £20
  - A stay of more than 7 nights out of main season - payment in full
  - A stay of any length in main season - payment in full
  - All reservations must be paid for prior to parking up
- **Maximum stay is strictly 14 nights** - for longer stays please ask about availability of seasonal touring pitches.
- **Cancellations.** You can cancel your booking at any time but please note the following regarding refunds:
  - Cancellation more than 7 days before the due start date - we will refund any payment made, after deducting a £5 cancellation fee.
  - Cancellation within 7 days of the due start date - we will refund any payment made, after deduction of the required deposit element (above) and a £5.00 cancellation fee.
  - We can also carry forwards a booking to a date later in the current season if you wish. This may result in a higher or lower charge where you move to between season dates. 2008 bookings may not be carried forwards beyond the current season. A £5.00 admin fee will be charged each time a booking is altered.
- **Charges.** Our normal nightly rates are based on a party of up to two adults staying in a camper van, or in a tent or caravan (with one vehicle). Extra charges are made for larger units, additional vehicles (maximum 2 cars per pitch) and for additional guests up to the number of berths in the tent / caravan / camper van - see below.
- **Discounts.** We offer 7 nights for the price of 6 on all our touring pitches.
- **Groups.** We can accept individual bookings for up to 2 associated parties and will attempt to place them together on the park if at all possible. "Associated" in this context means any form of friendship or previous acquaintance as well as family members. Groups of more than 2 parties cannot be accepted. Single sex groups of more than 2 people and any groups under 25 will be accepted only with our prior written agreement - please check when booking. This rule is here for a reason - please respect it.
- **Berths.** We cannot accept a booking where the number in the party exceeds the recommended berths in the unit. In addition we cannot accept a booking for a tent with more than 4 guests, regardless of size - see also below.
- **Unit size.** We have a **length restriction of 21 feet for touring caravans** and **25 feet for camper vans on Shoreside**. Larger pitches are available elsewhere on the park. Additional charges will apply. **Tents** on Shoreside, Fieldside or Kiddies Corner may not exceed 10 x 15 feet. Tents on standard non electric pitches may not exceed 12 x 12 feet. Larger tent pitches are available. Additional charges will apply
- **Vehicles.** We are unable to accept any workers' vans on the park, with or without trade advertisement. We also are unable to accept any go-peds, mini mopeds, scooters, scramblers, quad bikes or other motorised, off-road, toy or farming vehicles.

Our park is covered by RTA legislation and the same laws therefore apply here as on the open road.

- **Cycling.** This is a great spot for cycling and we are on the Sustrans 7 cycle route. Please do however ensure that you and any of your party are acquainted with the Highway Code and aware of the dangers of cycling on and off the main highways - and see above re RTA.
- **Awnings.** Because of the weather here awnings must be dismantled if you are away overnight - or in high winds at any time.
- **Arrival & departure.** Your pitch will come free from 12 noon on the day of your arrival. Your pitch must be vacated by 12 noon on the day of your departure. A surcharge of £15.00 is made where you stay on your pitch beyond 12 noon without our prior knowledge and agreement.
- **Check in and security.** Our park office and reception closes at 7pm (9 pm in peak season). We employ security staff on our park as well as an automated access system to the park and facilities. They will be able to admit you up to 9pm. **Strictly no admission after 9pm** whether or not you have booked and paid for your pitch in advance.
- **Keyfob.** Unless it is extended for some reason your keyfob will automatically switch off at 12 noon on the expected day of departure.
- **Deposits and refunds.** Keyfob deposits will be refunded when the keyfob is returned intact at check out. Any amounts owed to the park will be deducted from this deposit.
- **Tides.** We are situated right on the shores of the Solway Firth and the tide can be treacherous. Please make a point of reviewing the tide times (on our Notice Board) and make sure that you are always within sight of the shore. Please ensure that no children in your party are allowed to wander away from the shore unsupervised.
- **Behaviour.** We have a strict code of behaviour on our park and operate a zero tolerance policy towards rowdiness, rudeness and aggression of any kind. We do not allow the use of firearms, weapons or illegal substances in any form. By booking with us you are undertaking to adhere to our code of behaviour. We reserve the right at all times to refuse entry to the park, or to remove from the park any guest or party whose behaviour has caused us, our staff or our other guests concern. Such notice will be verbal and you are required in this case to leave the park within one hour or such shorter time as we think fit in the circumstances.
- **Children.** We welcome well behaved children & parents onto our park, but there is little here for children to do. As a result we do not hold out our park as being suitable for anything but the youngest of children - and then only with constant parent or guardian supervision. We have a strict code of behaviour for children of all ages - please see our notice board. We do not allow children under 10 to use the park facilities (including the toilets and showers) unsupervised. For safety reasons, any child found wandering the park alone and away from his parents' or guardian's line of vision at any time will be returned to his base and the party asked to leave the park.
- **Family pitches.** We have allocated pitches 1 - 3 (Shoreside) and 1-4 (Kiddies Corner) as family pitches.
- **Pets.** We can accept a maximum of 2 pets in each touring unit. Additional charges apply. Well behaved pets & owners are welcomed on our park. We do however require that you keep your pet under control, do not allow it to wander the park alone and clear up after it.
- **Noise.** We require noise to be kept to a minimum, especially after 9pm. This includes shouting by children or adults, barking dogs, the playing of instruments, radios etc or general chatter that might disturb your neighbour.

- **Fires and barbecues.** We do not allow any fires whatsoever on the park. You may use a commercial disposable barbecue. Please make sure you dispose of it properly in the bins provided.
- **Ball games and kite flying.** Ball games and kite flying are only permitted in the football field or on the shore. We do not allow ball games or kite flying of any sort in or around the caravans as this may disturb your neighbour and / or damage their property. We do not allow the flying of flags of any kind.
- **Complaints.** We take the running of our park very seriously and we want to hear from you if you have any comments, good or bad, or recommendations for improvements. We can only improve if we listen to what our guests actually want! If you have a point you wish to raise at any time, please ask to see Wendy Stevens, who will take the matter forwards.