

Queensberry Bay Holiday Park 2010 - touring & camping - terms and conditions

• **Bookings & deposits.**

You are free to arrive on spec but we do recommend booking. Deposits are as follows:

- A stay of less than 7 nights - £20
- A stay of more than 7 nights - 50% at time of booking. 50% on arrival.
- **Deposits are non refundable under any circumstances where cancellation is within 7 days of the start of your stay.**

• **Maximum stay:** - 14 nights. For longer stays please ask about our seasonal touring pitches.

• **Cancellations & refunds.** We do not offer cancellation insurance. You can cancel your booking at any time subject to the following:

- Cancellation more than 7 days before the start of your holiday - full refund after £5 admin charge.
- Cancellation less than 7 days before the start of your holiday - **no refund.**
- We will always try to 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 between dates. Bookings may not be carried forward between years.
- A £5 admin fee will be charged each time a booking is altered.
- **Please note that refunds are not negotiable.**

• **Charges.** Our rates are based on a party of up to 2 adults staying in a tent or caravan (with one vehicle per unit), or a camper van. Additional charges are made for pets, for extra vehicles, for children and for extra guests. Restrictions apply - please see below.

• **Discounts.** We offer great rates for mini breaks of 3 nights (starting Friday), 4 nights (starting Monday) or 7 nights.

• **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 & 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 can accept a maximum of 4 guests per pitch - or up to the berth number of the unit if less than 4.

• **Unit size.** We have a **length restriction of 21 feet for touring caravans** and **25 feet for camper vans on Shoreside. Tents on Shoreside** may not exceed 10 x 12 feet. Larger pitches are available elsewhere on the park.

• **Pets.** We welcome dogs or cats on our touring pitches. We can accept a maximum of 2 pets per unit. If you bring a pet we ask of course that you keep it under control, do not allow it to wander the park alone & clear up after it.

• **Vehicles.** **We are unable to accept any commercial vehicles 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 & the same laws therefore apply here as on the open road. Maximum 2 vehicles per pitch.

• **Children.** We welcome well behaved children & parents onto our park, but **we are not a family park** & 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 - & 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 at any time will be returned to his base & the party asked to leave the park.

• **Family pitches.** Pitches 1 - 2 on Shoreside and Kiddies Corner are family pitches.

• **Awnings.** We don't charge for awnings. However being right on the coast it can get windy & you may have to take your awning down if it gets too wild. It's your decision - but you would of course be liable for any damage if it fell down.

• **Arrival.** Barring emergencies your pitch will come free at **12 noon** on the day of arrival and must be vacated by 12 noon on the day of departure. Depending on availability we may be able to extend this - additional charges apply.

• **Check in & security.** Check in must be before our park office closes. Essentially this is at dusk in the winter & from May to the end of August is 9pm. We have a barrier system in place and if you arrive after the offices are closed and the barrier is down **you will not be able to get onto the park until the next morning.** We can usually arrange a late check in - which is any time after the office has closed (please check when booking) - and **this costs £25 and must be booked in advance.** Our prices are lower off season precisely because we are not fully staffed!

• **Keyfob.** At check in you will receive an electronic security fob. A deposit for the fob of £20 is charged on booking. The fob will allow you access to the showers, laundry & onto & off the park. Unless it is extended for some reason your keyfob will automatically switch off at 12 noon on the expected day of departure. Keyfob deposits will be refunded when the fob is returned intact at check out. Any amounts owed to the park will be deducted from this deposit. If you choose to leave early & the office is closed please place the keys in the letter box alongside the reception. **Please call us on the day of departure to tell us you have done this.** Your refund will be paid by cheque within 5 working days to the name & the address on the booking form.

• **Cycling.** This is a great spot for cycling & we are on the Sustrans 7 route. Please ensure that you & any of your party are acquainted with the Highway Code & aware of the dangers of cycling on & off the main highways - & see above re RTA.

• **Tides.** We are situated right on the shores of the Solway Firth & the tide can be treacherous. Please make a point of reviewing the tide times (on our shop window) & 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 - which doesn't suit everyone - & operate a zero tolerance policy towards rowdiness, rudeness & 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 & you are required in this case to leave the park within one hour or such shorter time as we think fit.

• **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 & 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 & kite flying.** Ball games & 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 & / 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 & 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 Cathy Grantor Nicola Templeman, who will take the matter forwards.

