



BLAIR CASTLE  
CARAVAN PARK  
ATHOLL ESTATES



# Terms & Conditions

## 2025



# Booking Terms & Conditions

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We process 'personal data' within the meaning of the EU General Data Protection Regulation (GDPR) in accordance with our Privacy Notice. Our Privacy Notice is available at [www.atholl-estates.co.uk](http://www.atholl-estates.co.uk) and copies can be obtained from the Estate Manager at Atholl Estates Office, Blair Atholl, Pitlochry, Perthshire PH18 5TH.



### 1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Blair Castle Caravan Park (BCCP) and the Customer, binding each to the following conditions. The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions.

A 50% deposit payment is required upon booking. All balances due must be paid at least four weeks before arrival, or upon booking if the arrival date is less than four weeks away. Specific Lodges can be requested (subject to availability) and where necessary, we reserve the right to reallocate Lodges before arrival, and also to allocate a larger Lodge than requested (at no extra cost).

We do not charge a security deposit upfront. However, we will pre-authorise £100 as a deferred payment. This hold allows us to cover any potential damages and for any missing items. This remains in place for 30 days after check in and you would be notified in writing with a breakdown of the costs before any charges are made. We do not retain your card details and the payment gateway used is Level 1 PCI certified.

### 2. Hire Period and Times

Unless otherwise arranged, Short Breaks run from Friday to Monday (3nights) or Monday to Friday (4nights) and weekly stays are from Friday to Friday. Woodland Lodge hire is from 4.00pm on the day of arrival (and note the latest arrival time is 9.30pm). Please inform us in advance if you expect to arrive after our Reception Desk closes. CHECKOUT time is by 10.00am on the day of departure. Failure to depart on time affects the Housekeeping schedule for incoming guests and will incur a late departure charge.

A late departure of 12 NOON may be requested and booked IN ADVANCE ONLY, at the fee of £25 per unit and is subject to limited availability.

At the end of your holiday you must leave the accommodation in a clean and tidy condition. BCCP retain the right to enter any Woodland Lodge at any reasonable time if deemed necessary by us.

### 3. Dogs

Dogs are only permitted in our 'pet-friendly' Lodges and strictly by prior arrangement at the time of booking. A maximum of two dogs will be accepted in our 'pet-friendly' units at the cost published for the relevant season. We do not accept cats/litter trays.

A dog is only allowed on the understanding that it will never be left unattended in the accommodation or anywhere else on the Park and must be kept on a lead at all times. Dog bedding is to be brought and used, and dogs must be refrained from going upon seating, beds or any soft furnishings.

Dog exercise areas out with the Park should be used and fouling in any area must be cleared up immediately. Dog bins are provided and spare bags are available from Reception. No dangerous breeds or apparently aggressive dogs will be allowed. The dog is the responsibility of its owner at all times, and no responsibility will be taken by the Park for any damage caused by it.

### 4. Vehicles / 5mph Speed Limit

A maximum of two cars may be parked at each Lodge. Our holiday park is designed mainly for families and does not accept commercial bookings. Any commercial vehicles brought onsite by holidaymakers must be parked as directed by the park warden.

The speed limit on the main Park is 5mph and is constantly monitored and enforced to ensure the safety of everyone onsite, including children at play.

### 5. Woodland Lodge Linen

Bed linen and towels are provided. Any extra towels required can be requested at Reception. A £10 refundable deposit is required, as well as a £2.50 per towel hire charge.

### 6. Travel Cots and High Chairs

Travel cots and high chairs may be hired at an additional cost, subject to availability. Please make requests at the time of booking. Cot linen is not provided.

### 7. Maximum Occupants / Group Bookings

The total number in your party (including children and babies) must not exceed the maximum capacity of the Woodland Lodge – one bedroom Lodges accommodate a maximum of 2 people, two bedroom Lodges accommodate a maximum of 4 people, and three bedrooms Lodges a maximum of 6 people.

### 8. Fire Precautions / BBQs / Smoking

All accommodation is strictly **NON-SMOKING**. Non-compliance will be seen as a breach of this contract, and a deep cleaning housekeeping charge of £100 will be applied if necessary.

As a fire precaution, use of candles is not permitted inside accommodation. Properly constructed barbecues are permitted when placed outside, off the ground at least 3 metres from any Woodland Lodge or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. No fire wood allowed at any time. All barbecues must be extinguished before 11pm. Open fires, of any nature, are strictly prohibited. No fires, barbecues or stoves are permitted within the park marquee.

### 9. Conduct

11pm is the cut off time for noise across the Park. At all other times, noise should be kept to a minimum to avoid disturbance to other park guests. No amplified music. Behaviour we deem

inappropriate or any breach of these Conditions may result in immediate termination of the booking, without any refund or compensation. BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 10. Changes and Cancellations

After a booking has been confirmed, any significant changes (date of arrival, change of accommodation type) will incur a £5 Administration Fee, automatically added to the booking.

You may cancel this booking at any time but we shall only be liable to refund you the following percentages of the total holiday price, including extras:

- Cancellation within 24 hours from booking-100% refund of total amount paid.
- Cancellation more than 4 weeks prior to arrival date of booking – 50% of the total holiday value.
- Cancellation less than 4 weeks prior to arrival date of booking – 0% of the total holiday value.

Please note that we would be very happy to change your dates for later during the season, if availability allows, should you be forced to cancel the booking 4 week prior to arrival.

We reserve the right to cancel any holiday where the balance has not been paid by the due date of 4 weeks prior to arrival, as stated under these booking conditions, without any compensation. In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, accept any alternative arrangements offered to you, or book another holiday with us at the brochure price.

If it is necessary for us to cancel your booking we will have no further liability to you. We recommend that our guests obtain Travel Insurance.

### 11. Accidents/ Injuries

Any accidents or injuries sustained on the park must be reported to Reception or to the Park Warden immediately.

### 12. Liability

While every effort will be made by BCCP to fulfil the contract, except where stated in these Conditions, BCCP shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to properly perform any of our obligations to you which is due to any event or circumstance beyond our reasonable control, e.g. fire, flood, exceptional weather, epidemics, and all similar situations. BCCP cannot be held responsible for the failure of water, drainage or other mains services beyond our immediate control.

BCCP will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst on the Park, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any Park property damaged by them during their stay. Any such damage must be reported at Reception. After your departure; if the woodland lodge/caravan/glamping pod is in need of a deep clean, over and above the normal housekeeping service, we reserve the right to retrospectively charge you for this service. Any charges can be paid manually at Reception or we will recover the amount (up to £100) via the deferred payment referred to in section 1 (General Booking Conditions) of these terms and conditions. You would be notified in writing with a breakdown of the costs before any charges are made. We do not retain your card details and the payment gateway used is Level 1 PCI certified.

### 13. Pricing

All prices include VAT at the prevailing rate. BCCP reserves the right to alter prices in the

event of a change in the prevailing rate of VAT.

### 14. Website Accuracy

Whilst every care is taken to ensure that the details on our website and online booking system are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

### 15. Reporting an Issue

We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please tell the Reception Desk immediately (or contact the Park Warden for urgent assistance out with Reception hours), and we will respond as soon as possible. We will not be responsible for any matter, acting reasonably, which you knew about but did not inform us about during your stay.

We reserve the right to vary these conditions at our discretion. Your statutory rights are not affected.



### 1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Blair Castle Caravan Park (BCCP) and the Customer, binding each to the following conditions. The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions.

A 50% deposit payment is required upon booking. All balances due must be paid at least four weeks before arrival, or upon booking if the arrival date is less than four weeks away. Specific holiday homes can be requested (subject to availability) and where necessary, we reserve the right to reallocate holiday homes before arrival, and also to allocate a larger caravan than requested (at no extra cost).

We do not charge a security deposit upfront. However, we will pre-authorise £100 as a deferred payment. This hold allows us to cover any potential damages and for any missing items. This remains in place for 30 days after check in and you would be notified in writing with a breakdown of the costs before any charges are made. We do not retain your card details and the payment gateway used is Level 1 PCI certified.

### 2. Hire Period and Times

Unless otherwise arranged, Short Breaks run from Friday to Monday (3nights) or Monday to Friday (4nights) and weekly stays are from Saturday to Saturday. Caravan Holiday Home hire is from 4.00pm on the day of arrival (and note the latest arrival time is 9.30pm). Please inform us in advance if you expect to arrive after our Reception Desk closes.

**CHECKOUT time is by 10.00am on the day of departure. Failure to depart on time affects the Housekeeping schedule for incoming guests and will incur a late departure charge.**

A late departure of 12 NOON may be requested and booked IN ADVANCE ONLY, at the fee of £25

per unit and is subject to limited availability. At the end of your holiday you must leave everything in a clean and tidy condition. BCCP retain the right to enter any holiday home at any reasonable time if deemed necessary by us.

### 3. Dogs

Dogs are only permitted in certain holiday homes and strictly by prior arrangement at the time of booking. A maximum of two dogs will be accepted in our 'pet-friendly' units at the cost published for the relevant season. We do not accept cats/litter trays.

A dog is only allowed on the understanding that it will never be left unattended in the accommodation or anywhere else on the Park, and must be kept on a lead at all times. Dog bedding is to be brought and used, and dogs must be refrained from going upon seating, beds or any soft furnishings.

Dog exercise areas out with the Park should be used and fouling in any area must be cleared up immediately. Dog bins are provided and spare bags are available from Reception. No dangerous breeds or apparently aggressive dogs will be allowed. The dog is the responsibility of its owner at all times, and no responsibility will be taken by the Park for any damage caused by it.

### 4. Vehicles / 5mph Speed Limit

Fire regulations allow only one car per holiday home pitch. Additional cars are not charged but must be parked in the areas provided. Our holiday park is designed mainly for families and does not accept commercial bookings. Any commercial vehicles brought onsite by holidaymakers must be parked as directed by the park warden.

The speed limit on the park is 5mph and is constantly monitored and enforced to ensure the safety of everyone onsite, including children at play. Speeding incidents will be recorded and reoffenders will be required to leave the Park.



### 5. Holiday Home Linen

Pillows, duvets and bed linen are provided. Please bring your own towels, or arrange beforehand to hire from Reception. A £10 refundable deposit is required, as well as a £2.50 per towel hire charge.

### 6. Travel Cots and High Chairs

Travel cots and high chairs may be hired at an additional cost, subject to availability. Please make requests at the time of booking. Cot linen is not provided.

### 7. Maximum Occupants / Group Bookings

The total number in your party (including children and babies) must not exceed the maximum capacity of the holiday home - two bedroom caravans accommodate a maximum 4 people, and three bedrooms a maximum of 6 people.

BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 8. Fire Precautions / BBQs / Smoking

All accommodation is strictly **NON-SMOKING**. Non-compliance will be seen as a breach of this contract, and a deep cleaning housekeeping charge of £100 will be applied if necessary.

As a fire precaution, use of candles is not permitted inside accommodation. Properly constructed barbecues are permitted when placed outside, off the ground at least 3 metres from any Caravan or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. No fire wood allowed at any time. All barbecues must be extinguished before 11pm. Open fires, of any nature, are strictly prohibited. No fires, barbecues or stoves are permitted within the park marquee.

### 9. Conduct

11pm is the cut off time for noise across the Park. At all other times, noise should be kept to a minimum to avoid disturbance to other park guests. No amplified music. Behaviour we deem inappropriate or any breach of these Conditions may result in immediate termination of the booking, without any refund or compensation. BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 10. Changes and Cancellations

After a booking has been confirmed, any significant changes (date of arrival, change of accommodation type) will incur a £5 Administration Fee, automatically added to the booking.

You may cancel this booking at any time but we shall only be liable to refund you the following percentages of the total holiday price, including extras:

- Cancellation within 24 hours from booking - 100% refund of total amount paid.
- Cancellation more than 4 weeks prior to arrival date of booking - 50% of the total holiday value.
- Cancellation less than 4 weeks prior to arrival date of booking - 0% of the total holiday value.

Please note that we would be very happy to change your dates for later during the season, if availability allows, should you be forced to cancel the booking 4 weeks prior to arrival.

In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, accept any alternative arrangements offered to you, or book another holiday with us at the brochure price.

If it is necessary for us to cancel your booking we will have no further liability to you.

We recommend that our guests obtain Travel Insurance.

### 11. Accidents/ Injuries

Any accidents or injuries sustained on the park must be reported to Reception or to the Park Warden.

### 12. Liability

While every effort will be made by BCCP to fulfil the contract, except where stated in these Conditions, BCCP shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to properly perform any of our obligations to you which is due to any event or circumstance beyond our reasonable control, e.g. fire, flood, exceptional weather, epidemics, and all similar situations. BCCP cannot be held responsible for the failure of water, drainage or other mains services beyond our immediate control.

BCCP will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst on the Park, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any Park property damaged by them during their stay. Any such damage must be reported at Reception. After your departure; if the woodland lodge/caravan/glamping pod is in need of a deep clean, over and above the normal housekeeping service, we reserve the right to retrospectively charge you for this service. Any charges can be paid manually at Reception or we will recover the amount (up to £100) via the deferred payment referred to in section 1 (General Booking Conditions) of these terms and conditions. You would be notified in writing with a breakdown of the costs before any charges are made. We do not retain your card details and the payment gateway used is Level 1 PCI certified.

After your departure; if the caravan holiday home is in need of a deep clean, over and above the normal housekeeping service, we reserve

the right to retrospectively charge you for this service.

### 13. Pricing

All prices include VAT at the prevailing rate. BCCP reserves the right to alter prices in the event of a change in the prevailing rate of VAT.

### 14. Website Accuracy

Whilst every care is taken to ensure that the details on our website and online booking system are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

### 15. Reporting an Issue

We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please tell the Reception Desk immediately (or contact the Park Warden for urgent assistance out with Reception hours), and we will respond as soon as possible. We will not be responsible for any matter, acting reasonably, which you knew about but did not inform us about during your stay.

We reserve the right to vary these conditions at our discretion. Your statutory rights are not affected.





### 1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Blair Castle Caravan Park (BCCP) and the Customer, binding each to the following conditions. The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions.

A 50% deposit is required upon booking, no less than £25.00. All remaining balances due, must be paid 14 days prior to arrival. If you book within 14 days of your stay, full payment is due. Specific Camping Pods can be requested (subject to availability) and where necessary, we reserve the right to reallocate Pods before arrival, and also to allocate a larger accommodation than requested (at no extra cost). In our peak months of July and August, advance bookings require a minimum stay of 2 nights. For peak events, a minimum of 3 nights may be required.

### 2. Hire Period and Times

Camping Pod hire is from 4.00pm on the day of arrival (and note the latest arrival time is 9.30pm). Please inform us in advance if you expect to arrive after our Reception Desk closes.

CHECKOUT time is by 12noon on the day of departure. Failure to depart on time affects the Housekeeping schedule for incoming guests and will incur a late departure charge. At the end of your holiday you must leave the accommodation in a clean and tidy condition, removing all rubbish and recycling.

### 3. Dogs

A maximum of two dogs will be accepted in our 'pet-friendly' units at the cost published for the relevant season. We do not accept cats/litter trays.

### 4. Vehicles

One car parking space is assigned per Camping Pod in the allocated parking area by the recycling bay. This helps to keep the Pod area looking natural and spacious. Cars can be unloaded closer to the Pods providing no access is blocked. Blue badge holders should advise reception staff on arrival.

NOTE: Our holiday park is designed mainly for families and does not accept commercial bookings. Any commercial vehicles or additional vehicles brought onsite by holidaymakers must be parked as directed by the Park Warden.

### 5. 5mph Speed Limit

The speed limit across the Park is 5mph and is constantly monitored and enforced to ensure the safety of everyone onsite, including children at play.

### 6. Camping Pod Facilities

The Camping Pods have electricity, lighting, heating, power socket and a pull-out sofa bed (sleeps 2). You should bring your own sleeping bag, linen and supplies. Towels can be hired from Reception if required. A £10 refundable deposit is required, as well as a £2.50 per towel hire charge.

### 7. Shower Blocks / Disabled Toilets

Shower blocks are open 24 hours, unless otherwise advised. Please contact Reception if you require the key for the private changing facility with baby changing table/bathing (shower block 2) and disabled toilet within Shower Blocks 2-4. Block 1 has a disabled access shower within the facility (no key required).



### 8. Maximum Occupants / Group Bookings

The Camping Pod size is ideal for a family of 4, and can take up to a maximum of 2 adults and 2 children aged 15 and under. The total number of persons occupying the Pod must not exceed the number on your booking. BCCP reserves the right to refuse any booking or to ask any persons to leave the Park.

We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 9. Camping Tents / Gazebos / Event Shelters

Gazebos and event shelters are prohibited throughout the park. Tents (including pup tents) must be booked in advance onto an appropriate pitch and not erected by the Camping Pods.

### 10. Fire Precautions / BBQs / Smoking

All accommodation is strictly **NON-SMOKING**. Non-compliance will be seen as a breach of this contract, and a deep cleaning housekeeping charge of £100 will be applied if necessary. As a fire precaution, use of candles is not permitted inside accommodation.

Properly constructed barbecues are permitted when placed outside, off the ground at least 3 metres from any POD or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. No fire wood allowed at any time. All barbecues must be extinguished before 11pm. Open fires, of any nature, are strictly prohibited. No fires, barbecues or stoves are permitted within the park marquee.

### 11. Conduct

11pm is the cut off time for noise across the Park. At all other times, noise should be kept to a minimum to avoid disturbance to other guests. No amplified music. Respect and consideration should be shown at all times to your natural surroundings, and wildlife. Behaviour we deem

inappropriate or any breach of these Conditions may result in immediate termination of the booking, without any refund or compensation. BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 12. Changes and Cancellations

After a booking has been confirmed, any significant changes (date of arrival, change of accommodation type) will incur a £5 Administration Fee, automatically added to the booking. You may cancel this booking at any time but we shall only be liable to refund you the following amounts the total holiday price, including extras:

- Cancellation within 24 hours from booking-100% refund of total amount paid.
- Cancellation more than 24 hours prior to arrival date of booking – total amount paid less 50% deposit. If the total cost of the booking is £25 or less then no refund will be payable
- Cancellation less than 24 hours prior to arrival date of booking – 0% of the total holiday price.
- Where the balance of the holiday has not been paid, this amount is still due if the booking is cancelled less than 24 hours prior to arrival or no cancellation notice is given.

Please note that we would be very happy to change your dates for later during the season, if availability allows, should you be forced to cancel the booking 4 weeks prior to arrival

Refunds cannot be issued if you leave your holiday early, unless with the Park's consent which shall not be unreasonably withheld. In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, accept any alternative arrangements offered to you, or book another holiday with us at the brochure price.

If it is necessary for us to cancel your

booking we will have no further liability to you. We recommend that our guests obtain Travel Insurance.

### 13. Accidents/ Injuries

Any accidents or injuries sustained on the park must be reported to Reception or to the Park Warden immediately.

### 14. Liability

While every effort will be made by BCCP to fulfil the contract, except where stated in these Conditions, BCCP shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to properly perform any of our obligations to you which is due to any event or circumstance beyond our reasonable control, e.g. fire, flood, exceptional weather, epidemics, and all similar situations. BCCP cannot be held responsible for the failure of water, drainage or other mains services beyond our immediate control.

BCCP will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst on the Park, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any Park property damaged during their stay. Any such damage must be reported (and paid for) at Reception.

After your departure; if the Camping Pod has been damaged as a result of your stay or is in need of a deep clean, over and above the normal housekeeping service, we reserve the right to retrospectively charge you for this service or repair.

### 15. Pricing

All prices include VAT at the prevailing rate. BCCP reserves the right to alter prices in the event of a change in the prevailing rate of VAT.

### 16. Website Accuracy

Whilst every care is taken to ensure that the details on our website and online booking system are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

### 17. Reporting an Issue

We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please tell the Reception Desk immediately (or contact the Park Warden for urgent assistance out with Reception hours), and we will respond as soon as possible. We will not be responsible for any matter, which you knew about but did not inform us about during your stay.

We reserve the right to vary these conditions at our discretion. Your statutory rights are not affected.



### 1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Blair Castle Caravan Park (BCCP) and the Customer, binding each to the following conditions. The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions.

A 50% Deposit is required upon bookings (or the total balance if less than £25), all remaining balances due must be paid at least 14 days prior to arrival. Bookings made 14 days before arrival date are to be paid in full at the time of booking. Specific Pitches can be requested (subject to availability) and where necessary, we reserve the right to reallocate Pitches before arrival, and also to allocate a larger or higher specification Pitch than requested (at the same cost). In our peak months of July and August, advance bookings require a minimum stay of 2 nights. For peak events, a minimum of 3 nights may be required.

You will be allocated a Pitch large enough to accommodate your caravan/motorhome or tent according to the size you state at the time of booking. It is your responsibility to ensure this information is accurate. If the actual size on arrival is larger, we may not be able to accommodate you, and a refund is not applicable. It is strictly one unit of accommodation per pitch e.g. two tents or, a motorhome and a tent would not be permitted on a single pitch.

### 2. Hire Period and Times

ARRIVAL time for Pitches is from 1.00pm on the day of arrival (and note the latest arrival time is 9.30pm). Please inform us in advance if you expect you to arrive after our Reception Desk closes. Guests are required to book in on arrival, and check out on final departure.

CHECKOUT time is by 12.00 Noon on the day of departure. Failure to depart on time affects the arrival of incoming guests. A late departure of 3pm may be requested and booked IN

ADVANCE, at the fee of £10 per hour, per pitch and is strictly subject to availability of that Pitch, (or an alternative pitch may be offered).

### 3. Dogs

Dogs are welcome by prior arrangement at the time of booking, (or updated on the booking upon arrival). A strict maximum of two dogs will be accepted per pitch at the cost published for the relevant season.

A dog is only allowed on the understanding that it will never be left unattended on the pitch or anywhere else on the Park, and must be kept on a lead at all times. Dog exercise areas out with the Park should be used and fouling in any area must be cleared up immediately. Dog bins are provided and spare bags are available from Reception. No dangerous breeds or apparently aggressive dogs will be allowed. The dog is the responsibility of its' owner at all times, and no responsibility will be taken by the Park for any damage caused by it. Other pets may be accepted by prior arrangement.

### 4. Vehicles / 5mph Speed Limit

A maximum of one car by each pitch is allowed. Any additional cars are not charged but must be parked in the nearby parking areas away from the pitch. Our holiday park is designed mainly for families and does not accept commercial bookings. Any commercial vehicles brought onsite by holidaymakers must be parked as directed by the Park Warden.

The speed limit on the Park is 5mph and this is constantly monitored and enforced by our Park Wardens to ensure the safety of everyone onsite, including children at play. Speeding incidents will be recorded and reoffenders will be required to leave the Park.

### 5. Electric Car Charging Points

Electric car charging points are situated next to the recycling area. No electric cars to be charged at any electric hook up point.

### 6. Towels



Towels can be requested at Reception, subject to availability. A £10 refundable deposit is required, as well as a £2.50 per towel hire charge.

### 7. Shower Blocks / Disabled Toilets

Shower blocks are open 24 hours unless otherwise advised. Please contact Reception if you require the key for the private changing facility with baby changing table/bathing (shower block 2) and disabled toilet within Shower Blocks 2-4. Block 1 has a disabled access shower within the facility (no key required).

### 8. Group Bookings

BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 9. Fire Precautions / BBQs / Gazebo / Event Shelters

Properly constructed Barbecues are permitted when placed outside, off the ground at least 3 meters from any caravan, tent or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. Barbecues must never be used indoors (including tents and awnings), and must be extinguished BEFORE 11pm. OPEN FIRES, of any nature, are strictly PROHIBITED. Only coal is allowed, all types of fire wood are strictly prohibited. Gazebos/event shelters are NOT permitted on the Park. No fires, barbecues or stoves are permitted within the park marquee.

### 10. Conduct

11pm is the cut off time for noise across the Park. At all other times, noise should be kept to a minimum to avoid disturbance to other park guests. No amplified music. All Park Rules must be abided by. Any behaviour the PARK WARDEN deems inappropriate or any breach of these Conditions may result in immediate termination of the booking, without any refund or compensation.

BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 11. Changes and Cancellations

After a booking has been confirmed, any significant changes (date of arrival, change of accommodation type) will incur a £5 Administration Fee, automatically added to the booking.

You may cancel this booking at any time but we shall only be liable to refund you the following amounts the total holiday price, including extras:

- Cancellation within 24 hours from booking-100% refund of total amount paid.
- Cancellation more than 24 hours prior to arrival date of booking – total amount paid less 50% deposit. If the total cost of the booking is £25 or less then no refund will be payable.
- Cancellation less than 24 hours prior to arrival date of booking – 0% of the total holiday price.
- Where the balance of the holiday has not been paid, this amount is still due if the booking is cancelled less than 24 hours prior to arrival or no cancellation notice is given.

Please note that we would be very happy to change your dates for later during the season, if availability allows, should you be forced to cancel the booking with at least 24 hours prior to arrival.

Refunds cannot be issued if you leave your holiday early, unless with the park's consent which shall not be unreasonably withheld. In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, accept any alternative arrangements offered to you, or book another holiday with us at the brochure price. If it is necessary for us to cancel your booking we will have no further liability to you.

We recommend that our guests obtain Travel Insurance.

### 12. Accidents/ Injuries

Any accidents or injuries sustained on the park must be reported to Reception or to the Park Warden immediately.

### 13. Liability

While every effort will be made by BCCP to fulfil the contract, except where stated in these Conditions, BCCP shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to properly perform any of our obligations to you which is due to any event or circumstance beyond our reasonable control, e.g. fire, flood, exceptional weather, epidemics, and all similar situations. BCCP cannot be held responsible for the failure of water, drainage or other mains services beyond our immediate control. BCCP will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst on the park, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any park property damaged during their stay. Any such damage must be reported to Reception.

### 14. Pricing

All prices include VAT at the prevailing rate. BCCP reserves the right to alter prices in the event of a change in the prevailing rate of VAT.

### 15. Website Accuracy

Whilst every care is taken to ensure that the details on our website and online booking system are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

### 16. Reporting an Issue

We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please tell the Reception Desk immediately (or contact the Park Warden for urgent assistance out with Reception hours), and we will respond as soon as possible. We will not be responsible for any matter, which you knew about but did not inform us about during your stay.

We reserve the right to vary these conditions at our discretion.

Your statutory rights are not affected.

We kindly ask that all guests read and adhere to the Park Rules and Regulations, (and other requirements as stated in the Booking Terms and Conditions), in order to help ensure a safe and enjoyable holiday for all.

Please contact the Reception Desk or the Park Warden should you require any assistance during your stay or need to report a problem.

### 1. Group/Commercial Bookings:

Our holiday park is designed mainly for families, we reserve the right to withhold entry to single sex groups, young groups (under 21 years) and commercial bookings. BCCP reserves the right to refuse any booking or to ask any persons to leave the Park. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 2. Vehicles:

2.1 **5MPH SPEED LIMIT** - The speed limit on the Park for cars and bicycles is 5mph (8kmph) and this is constantly monitored and enforced by our Park Wardens to ensure the safety of everyone onsite, including children at play.

2.2 Fire regulations stipulate that only **ONE CAR** per pitch is permitted. Any additional cars must be parked in the nearby parking areas. Any commercial vehicles brought onsite by holidaymakers must be parked as directed by the park warden.

2.3 Motorised scooters, skateboards, hoverboards and quad bikes are strictly prohibited on any part of the Park.

2.4 The one-way road system applies to cyclists as well as vehicles. Cycling is not permitted between pitches.

### 3. Fire Precautions / BBQs / Gazebos/Event Shelters:

3.1 Properly constructed Barbecues are permitted when placed outside, off the ground at least 3meters from any lodge, caravan, camping pod, tent or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. Only coal is allowed, all types of fire wood are strictly prohibited Barbecues must **NEVER** be used indoors (incl. tents, camping pods and awnings) or on decking, and must be extinguished **BEFORE** 11pm. **OPEN FIRES** of any nature are strictly **PROHIBITED**. No fires, barbecues or stoves are permitted within the park marquee.

3.2 Gazebos/Event Shelters or similar are **NOT** permitted on the Park.

### 4. Conduct:

11pm is the cut off time for noise across the Park. - At all other times, noise should be kept to a minimum to avoid disturbance to other park guests. No amplified music. Any behaviour the **PARK WARDEN** deems inappropriate or any breach of the Rules and Regulations may result in immediate termination of the booking, without any refund or compensation. BCCP reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

### 5. Dogs:

A maximum of 2 dogs per pitch/ per pet-friendly accommodation is allowed only on the understanding the dog/s will never be left unattended in the accommodation or anywhere else on the Park and must be kept on a lead at all times. Dog exercise areas out with the Park should be used and fouling in any area must be cleared up immediately. No dangerous breeds or apparently aggressive dogs will be allowed.

### 6. Children:

Parents are responsible for providing supervision of their children at all times whilst on the Park and in all buildings, including the shower blocks, games room and play park.

### 7. Park Facilities:

**7.1 SHOWER BLOCKS** - All guests are asked to keep the toilet / shower facilities clean and tidy. Do not leave taps running, or flush any cotton based articles (including wipes) or other items likely to cause blockage or obstructions into the basins or toilets. Rubbish bins and sanitary bins are provided. The washing of dishes, clothes and pets is not permitted within the shower blocks. Dishwashing facilities are provided behind shower blocks. Hot water must not be carried from the shower blocks for any purpose.

**7.2 CHEMICAL TOILETS** - The contents of chemical toilets must be emptied only at the disposal points provided (and free of any cotton or other items that may cause an obstruction). Suitable receptacles must be used for the collection of waste water. These should not be allowed to over-flow and must be emptied only at the disposal points.

**7.3 LAUNDRY** – The hanging of clothes on lines outside caravans or tents, or on fences, is not permitted. Washing lines are provided.

**7.4 GAMES** – Guests should use the central area provided. Please do not cause a disturbance by playing between pitches or caravans.

**7.5 LITTER/RECYCLING** – Litter must be placed in the refuse bins provided. Please make use of the recycling facilities where possible.

**7.6 HOSE PIPES** – The use of hose pipes for washing cars/caravans is strictly prohibited.

### 8. Accidents/Injuries:

Any accidents or injuries sustained on the park must be reported to Reception or to the Park Warden immediately.

### 9. Liability:

BCCP will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst on the park, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any park property damaged during their stay. Any such damage must be reported to Reception. The Authority



for the conduct of the Park is vested in the Park Warden, Manager or their Representative. The Park Warden is here to assist Guests and help maintain a peaceful and safe environment for everyone. Failure to comply with a Warden's request may result in the removal from the Park of any persons, tent, caravan, motorhome or vehicle (in conjunction with the Police, where necessary). The Authority to refuse entry may also be exercised by the Park Warden. \*We reserve the right to vary these conditions at our discretion

### 10. Drones/Flying Machinery:

The use of drones or other flying machinery is strictly prohibited on the caravan park and surrounding areas.

### 11. Electric Car Charging Points

Electric car charging points are situated next to the recycling area behind the main reception building. No electric cars are to be charged at any electric hook up point.