

# TERMS & CONDITIONS OF SERVICE

1 Feb 2021

Please take the time to read these Terms & Conditions as they are important to the good running of the campsite and your wellbeing. Many thanks in advance.

## Glossary

Guest - *Person included in a booking i.e. staying overnight.*

Visitor - *Friends/Family to guest and/or food truck customer not staying overnight.*

Pitch - *Bookable parking space.*

Hardstanding - *Gravel pitch*

Sleeping unit - *Any setup used to sleep in.*

Using services - *Limited to filling up with water, emptying grey water and/or chemical waste disposal.*

## 1. GENERAL

1.1. By making an advance booking with Reraig Caravan & Camping, or entering the campsite you are agreeing to the specific terms and conditions noted below, and are agreeing to comply with any request made to you by any member of staff of Reraig Caravan & Camping while you are on the site.

1.2. We reserve the right for any officer or employee of Reraig Caravan & Camping to ask you to leave the site for any reason we deem valid.

## 2. ADVANCE BOOKINGS

2.1. Reraig Caravan & Camping accepts advance bookings via our website and by telephone.

2.2. Advance bookings are not valid until you have received confirmation from us by email.

2.3. Advance bookings are based on the information you provide. If, on arrival, this is discovered to be incorrect we will try to accommodate you (additional charges may apply). If not possible the booking will be deemed invalid.

2.4 Only one sleeping unit is allowed per pitch booked.

2.4. When booking a vehicle pitch you must tell us the length of your unit. For extra long vehicles we may still be able to accommodate you but additional charges may apply. For caravan+car units, we kindly ask you to park on hardstanding to the extent possible to allow other vehicles a clear pass. If you do not give us an accurate length of your unit we may not be able to accommodate you on arrival and your booking may be deemed invalid.

2.5. When booking a pitch you must tell us if you are bringing an extra vehicle. There is a limited number of parking spaces on site and we cannot guarantee a parking place. If no space is available the warden will advise you on your options off site.

2.6. The maximum tent size is 5m x 3m. If you do not give us accurate dimensions for your tent, your booking may be deemed invalid.

2.7. Whenever an advance booking is deemed to be invalid we will help you where possible to make other arrangements.

2.8. If any members of your party have restricted mobility (e.g. use a wheelchair) please inform us at the time of making the booking. Failure to notify us in advance of any such needs may mean we cannot accommodate you.

2.9. The deadline for checking-in on arrival is 7pm. If you are running late, inform the duty warden by email or telephone. Failure to do so will cancel your booking.

2.10. The site is closed to vehicles at 10pm. If you arrive with a vehicle after this time we may not be able to accommodate you and ask you to park outside the premises overnight instead of your vehicle pitch or parking space.

2.11. Payment must be made in full at the time of booking for the advance booking to be valid.

- 2.12. Amending an advance booking is dependent on availability and can only be done once. The new arrival date must be within the same year as the original booking was made for.
- 2.13. Cancellation of an advance booking more than 14 days in advance of the arrival date will qualify for a full refund.
- 2.14. No refund will be made for cancellation of an advance booking within 14 days of the arrival date.

### **3. RECEPTION & CHECK-IN**

- 3.1. Reception is open from 3pm to 7pm.
- 3.2. All new arrivals must check in at reception before pitching or using the services.
- 3.3. Strictly no entry to the site for arriving guests before 1pm.
- 3.4. Early arrival must be arranged with the site warden at least 24h prior to your arrival date. Please contact us via email or telephone.
- 3.5. Payment must be made in full at check-in.
- 3.6. Payment may be made by card or cash (GBP).
- 3.7. A receipt will be issued and must be kept. Wardens may request it as proof of payment. Failure to produce a receipt may be interpreted as non-payment.

### **4. PITCHING**

- 4.1. Our pitches are numbered and clearly marked. You must use the pitch that you have been allocated at booking or check-in.
- 4.2. It is not permitted to pitch up in an orange flagged area.
- 4.3. If you set up on a pitch/in an area that was not allocated to you at check-in you will be asked to move.
- 4.4. Our pitches are spaced for comfort and safety. Equipment must not encroach on neighbouring pitches or you will be asked to remove it.
- 4.5. Each non-tent pitch has a dedicated 16A 240V electrical socket available. If you are unsure of which power pedestal you should use, please contact the warden. It is forbidden to use more than one socket.
- 4.6. Awnings are allowed but dependent on the space available at time of arrival. We do not guarantee you will be able to pitch your awning.
- 4.7. If an awning is used for sleeping it will be regarded as an additional sleeping unit hence you must pay for an additional tent pitch.
- 4.8. For the grass to recover, awnings with ground sheet and tents are to be moved every 4 days in April-June and every 3 days in July-September, unless pitched on the gravel. The warden will advise, and you may be required to move pitch.
- 4.9. No vehicles are to be parked or driven on the grass.

### **5. DEPARTURE**

- 5.1. Pitches must be vacated by 11am on the day of departure. In exceptional circumstances departure may be delayed until a later time by arrangement with the warden.
- 5.2. Pitches must be left clean and tidy and with minimum damage to the grass. Additional charges may apply for removal of litter, waste, or any form of contamination that you leave on the site.
- 5.3. Vehicles cannot exit the site during quiet time (10pm – 7am). Departure by vehicle before 7am must be arranged in advance with the warden.

### **6. FIRE SAFETY**

- 6.1. Barbecues must be purpose-built, portable, raised from the ground and fuelled only by gas or charcoal.
- 6.2. Barbecues may be used only on the hardstandings.
- 6.3. Barbecues must not be used within 1m of any vegetation.
- 6.4. Disposable barbecues must never be placed on the grass.
- 6.5. Disposable barbecues must be disposed of in the "Hot Ash" metal bin only.
- 6.6. Camp fires are not permitted anywhere on the site.

6.7. Cooking on gas or spirit stoves is permitted on tent pitches but not within 1m of adjacent pitches or vegetation.

6.8. Any use of naked flames, other than for permitted cooking devices noted above, or for ignition of these devices, is strictly prohibited. This includes candles, sky lanterns, fireworks or any device which incorporates an open flame.

6.9. In the event of fire:

1. Warn people in the vicinity of the fire hazard by shouting
2. Move everyone to a place of safety away from the fire.
3. Contact the warden or, if he/she is not immediately available, dial 999 and ask for the fire service.
4. If it is safe to do so, use the fire extinguishers that are located throughout the site at the dedicated fire points to extinguish the fire.

## **7. VEHICLE SAFETY**

7.1. The maximum permitted speed for any vehicle on the site is 5mph (8 km/h).

7.2. Pedestrians have right of way on site at all times.

7.3. Drivers must be constantly vigilant for the movement of pedestrians, especially children, and particularly when reversing vehicles.

7.4. Verges, footpaths and private awning/barbecue areas are not designed to carry the weight of road vehicles. The drivers of vehicles that encroach onto these surfaces will be liable for the full cost of recovery of the vehicle (if required) and the full cost of restoring the surface to its original condition.

## **8. RESPECT FOR OTHER CUSTOMERS**

8.1. Smoking is prohibited inside all buildings on the site.

8.2. Smoking is prohibited within 10m of all buildings on the site.

8.3. If your smoke affects neighbours and causing discomfort to others you must stop or move elsewhere.

8.4. Littering is strictly forbidden. This includes dropping cigarette ends which must be fully extinguished before being binned. Rubbish and recycling bins are located in front of the Amenity Building.

8.5. Children must be supervised at all times including when in the Amenity Building.

8.6. Domestic pets are welcome but must be kept under control at all times. Allowing pets to encroach onto other people's pitches without invitation is prohibited. Dogs must be kept on a lead at all times within the campsite, and exercised off site.

8.7. With the exception of assistance dogs, animals are prohibited from entering any buildings on the site.

8.8. Animal waste must be bagged immediately after being dropped. Bags of animal waste must be disposed off in the general waste bin at the recycling station. Failure to clean up after your pet may incur charges.

8.9. Noise should be kept to a minimum at all times.

8.10. During Quiet Time (between 10pm and 7am ) any unnecessary noise is strictly prohibited. This includes (but is not restricted to): playing music; raised voices; using any amplified device;

## **9. SITE RULES**

9.1. Exchange, transfer or sub-letting of pitches is not permitted without approval from the warden.

9.2. The use of our services for visitors/vehicles without a booking is limited to the filling up with water, emptying grey water and chemical waste disposal.

9.3. All visitors must park off site.

9.4. The maximum length of stay on site is 14 days.

9.5. Sleeping in vehicles in the parking spaces is not permitted except in emergencies (e.g. extreme weather) and with consent of the warden.

9.6. Trading, canvassing, or advertising on site is prohibited except by prior arrangement with the warden.

9.7. Leaving vehicles or tents unoccupied overnight is prohibited unless by prior arrangement with the warden.

- 9.8. Repair or servicing of vehicles on site is strictly prohibited, with the exception of essential repairs to allow a vehicle to be removed from the site.
- 9.9. Washing of vehicles on site is prohibited, with the exception of cleaning that is essential for road safety (e.g. windscreens; headlights).
- 9.10. Any criminal activity taking place on the site, or any behaviour likely to result in criminal activity on the site, is prohibited and will be reported to the police. This includes anti-social behaviour, use of illegal drugs, and misuse of alcohol.
- 9.11. If you leave any portable items on site that we judge to be valuable we will endeavour to contact you and arrange their delivery to you at your cost. If we are unable to contact you within one calendar month, or you refuse to pay for delivery costs, we will dispose of the items.
- 9.12. If you leave any portable items on site that we judge to be of insignificant value we will immediately dispose of them.
- 9.13. You are responsible for paying the full cost of removal and storage of any vehicles or large items that you abandon on the site. Failure to pay these costs in full within 14 days of being requested to do so will result in the disposal of your property by auction or private sale in order to recover these costs.
- 9.14. You will be liable for any damage negligently, recklessly or intentionally caused to any of our property including but not limited to: electrical pedestals, buildings, internal fixtures and fittings, signs, grass, shrubs, trees, planters and fencing and will be charged accordingly.
- 9.15. Using the internet connection at the site for any purpose that is illegal is prohibited. Downloading of pornographic material is prohibited. Breaching, or attempting to breach, the security of the equipment that provides the internet connection or any IT equipment on site is prohibited.
- 9.16. Additional charges may apply for charging devices.

## **10. WASTE DISPOSAL & RECYCLING**

10.1 Recycling is taken seriously. Please follow [Highland Council's household guide](#) and sort your rubbish accordingly.

Blue bin - Paper/Cardboard recycling: Flatten cardboard boxes.

Green bin - Plastic/Metal/Food cartons/Empty aerosols recycling: Remove lids, empty and rinse.

Black bin - General waste: Food waste, soft plastic.

- Disposable barbecues must be put in metal hot ash bin.
- Glass must be washed and left in the basket with lids taken off.
- Gas bottles can be placed next to bins.
- Shoes, camping chairs and textiles such as clothes, carpets, tarps and tent canvas are not to be disposed of on site.
- Electrical appliances are not to be disposed of on site.

Please contact the warden if you are uncertain of where to put an item.

## **11. LIABILITY**

10.1. Reraig Caravan & Camping is not responsible for any loss or damage to the property of customers or any other visitor to the site including but not limited to: personal belongings; cash; financial transaction cards; electronic devices; jewellery; tents; motor vehicles.

10.2. Reraig Caravan & Camping's financial liability in the event of our being unable to provide a customer with adequate service shall be limited to the return of monies received from the customer (except in circumstances that result in personal injury or death due to negligence).

**RERAIG CARAVAN & CAMPING LTD., BALMACARA, KYLE OF LOCHALSH, IV40 8DH**