

FELL VIEW PARK

Terms & Conditions

Our aim is to provide a relaxed break for families and couples alike. To ensure the maximum enjoyment of your break and that of all our other guests, and to ensure the good management of the park and for the benefit of all who use it, the following Terms and Conditions are in place and these for the agreement between us for your occupation of a Caravan/Pod pitch on the park.

In these Terms & Conditions, the expression “you”/”your” means the caravan owner and/or occupier and/or occupier of a pod and the expression “we”/”us”/”our” means the park owner and/or manager.

We reserve the right to ask guests who contravene these Terms & Conditions or the Site Rules or, who in any other way are behaving in a manner likely to cause distress or nuisance to us or to any other visitors or customers of ours, to leave the park immediately. In these circumstances the holiday cease and we shall not be liable for any extra costs incurred by you and no refund will be given.

1. BOOKING YOUR HOLIDAY

1.1 Advance booking is advisable and essential at bank holidays for nightly touring and camping pods.

1.2 Checking availability and bookings can be made in the following ways:

- By using our online service at www.fellviewpark.co.uk
- By telephoning the park - Kevin 07487 395 395
Jonny 07487 396 396

If there is no answer, please leave a message on the answerphone with your name and telephone number and a suitable time for us to call you back, or alternatively email us at info@fellviewpark.co.uk.

1.3 A minimum booking of two nights is required at weekends, and three nights for May Day, Spring Bank Holiday, August Bank Holidays, Christmas and New Year, and four nights for Easter weekend.

1.4 A deposit will be requested on booking your holiday and the contract between you and us exists as soon as you have received confirmation from us that we accept your booking.

Touring Deposit

For bookings less than two weeks in advance full payment is required. For bookings more than two weeks in advance a £20 deposit is required with the balance due two weeks before arrival (for bookings less than £20 full payment only will be taken).

Pod Deposit

For bookings less than two weeks in advance full payment is required. For bookings more than two weeks in advance a 25% deposit is required with the full balance due four weeks before arrival.

1.5 We accept most major debit and credit cards for deposit payments but please note that credit cards incur a fee of 1.5% when paying the balance on arrival. Cheques are accepted and are to be made payable to Dalesview Leisure Ltd.

- 1.6 The balance due is based on the information given at the time of booking, if for some reason this is incorrect then please inform the site office before your arrival to make sure that the charges are acceptable with the park and please note that this may alter the amount payable (extra adults, children etc.)
- 1.7 The balance of the price of your holiday will be requested two weeks(touring pitch)/four weeks (pod) prior to your arrival. If the balance is not paid at this point the park reserve the right to cancel your holiday.
- 1.8 The person who makes the booking is responsible for the booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated in the booking (**SEE 1.6**), and in the case of touring pitches the party will not exceed the maximum capacity that the caravan is suitable for.
- 1.9 Please see below our policy on group bookings.

2. ARRIVAL & DEPARTURE

- 2.1 Touring pitches are available from 1pm on the day of arrival and must be vacated by 12 noon on the day of departure. NB. No provision can be offered for early arrivals.
- 2.2 Pods are available from 2.30pm on the day of arrival and must be vacated by 10.30am on the day of departure.
- 2.3 The latest arrival is 8.30pm. As a courtesy please inform the site if your arrival time is due after 6pm to allow for staff organisation.
- 2.4 Your pitch number or pod and directions to it, will be confirmed to you via email prior to your arrival.
- 2.5 Touring pitches and pods must be left clean and tidy and vacated by the times set above.
- 2.6 Every endeavour will be made to allocate guests the pitches of pod of their choice however it must clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch or pod.

3. CANCELLATION POLICY

3.1 Cancellation of the booking by you.

- 3.1.1 You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable based on the number of days' notice we are given as follows:

Touring Pitches

- | | |
|------------------------------|---------------------|
| Up to 2 weeks before holiday | Loss of deposit |
| Under 2 weeks before holiday | Loss of full amount |

Pods

- | | |
|------------------------------|----------------------------|
| Up to 4 weeks before holiday | Loss of deposit |
| 2-4 weeks | Loss of 50% of full amount |
| 0-2 weeks | Loss of full amount |

3.2 Cancellation of the booking by us.

- 3.2.1 If we are unable to provide the booked holiday and have to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.
- 3.2.3 In the event that you are ejected from the park for a breach of one of the Terms and Conditions or Park Rules, no refund will be payable.

4. GROUP BOOKINGS

4.1 We cater for families and couples and do not accept group bookings from hen or stag parties etc. A maximum booking for families and couples is three pods. We also reserve the right to refuse any booking.

5. VISITORS

5.1 Day visitors must leave their car in the visitor car park next to reception.

5.2 Visitors to nightly touring pitches who stay overnight, will be charged normal site fees.

5.3 Visitors must adhere to the Site Rules and are subject to the same ejection policy as guests.

6. BEHAVIOUR STANDARDS

6.1 You must act in a courteous and considerate manner towards us, our staff and other guests.

6.2 You must comply with the Park Rules which are available on our website and are on display in the park office.

6.3 Children must be supervised properly at all times by a responsible adult so they are not a nuisance or danger to themselves or others. Children must not play in or around the toilet block or between or near caravans or pods. Any damage caused to park facilities or caravans will be the responsibility of the children's parents or guardians.

Children must not play in the culvert along the eastern edge of the park.

6.4 Bicycles must be ridden responsibly in the park.

6.5 Ball games are only permitted on the grass area allocated to your pitch.

6.6 No music, singing or other noise which may cause a nuisance to other occupiers of the park shall be permitted between the hours of 10.30pm and 8am and at all other times we would ask you to be considerate and not cause or create any undue noise or disturbance.

6.7 You should leave the areas of the park, toilet blocks and pods that you have used in a clean and tidy condition.

6.8 Please place litter in the bins provided and recycle waste items wherever possible.

6.9 Caravans and awnings must be sited so to allow site employees a clear passage with grass mowing equipment.

6.10 No firearms or offensive weapons to be kept or used on the park at any time.

6.11 The use of generators is not permitted.

6.12 Washing lines and rotary driers are not permitted on pitches.

6.13 Customers must not put rubbish, detergents or any other material which might block the septic tank or sewage system down the toilets. This would include but is not limited to household wipes, nappies and sanitary products; even if the manufacturer's information states that they are suitable for being flushed away. If you are in any doubt, please seek clarification as to whether it is acceptable to dispose of certain items down the toilets.

6.14 Campfires are not allowed on the park, and barbecues and chimineas are only allowed on the gravel area of your pitch.

6.15 Anyone found to be damaging park equipment (for example picnic benches, patios etc.) will be liable for any costs incurred.

6.16 No log, branches, twigs and similar may be removed for any purpose from any hedges surrounding the park as our wildlife rely on this habitat.

6.17 All pods and buildings have a non-smoking policy and you must not smoke in or around any pods or buildings on the park.

- 6.18 You must not commit any criminal offence at the park or undertake any criminal activity.
- 6.19 You must not commit any acts of vandalism or nuisance.
- 6.20 You must not use any unlawful drugs.
- 6.21 You must not carry on any trade or business at the park.
- 6.22 All repair and maintenance to caravans must be completed by competent tradesman.

7. VEHICLES

- 7.1 All units and vehicles must be stationed or parked following the directions of our staff. Failure to do so may result in you being asked to re-site your vehicle or unit.
- 7.2 Commercial vehicles and vans are only permitted at our discretion.
- 7.3 The speed limit on the park is 10mph and this must be observed at all times.
- 7.4 All vehicles must conform to the Road Traffic Acts and must have current tax, MOT and insurance. The provisions of the Highway Code apply to all roads on the park.
- 7.5 No recreational vehicles (including but not limited to motorised scooter/skateboards and non-Road legal motorised vehicles) may be used on the park, with the exception of mobility scooters.
- 7.6 Vehicle movement is prohibited between the hours of 12 midnight and 7am (except emergencies). If you require movement within this time, a car should be left in the car park at reception.

8. DOGS

- 8.1 Well behaved dogs only are permitted by prior arrangement with us. Such arrangements must be made at the time of booking.
- 8.2 Dogs must be kept on a short lead at all times and must not be left unattended on the park at any time.
- 8.3 Dogs must be exercised off the park and guests should use the exit from the park nearest their accommodation when doing so.
- 8.4 Dogs must not be permitted to foul the park however we are aware that "accidents" do happen and you must clean up immediately if the animal defecates on the park.
- 8.5 The permission for a dog may be withdrawn at any time if the dog is, in our opinion, causing a nuisance on the park and if you are requested to do so by us, the pet must be removed from the park immediately.
- 8.6 No other pets are permitted on the park.

9. EJECTION FROM THE PARK

- 9.1 We reserve the right to ask any person who is in breach of any of these Terms & Conditions or any of Park Rules or who in any other way behaves in a manner likely to cause distress or nuisance to us or other visitors to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

10. LIABILITY

- 10.1 We accept no responsibility for any loss or damage that may occur to your caravan, car or associated property whilst on the park, except where such loss or damage has arisen as a result of our negligence or a breach of our duty to you.