

PADDLER'S TERMS AND CONDITIONS 2024

1. Introduction

Sleningford Watermill Caravan and Camping Park is a privately owned park. The owners are happy to welcome paddlers as individuals or groups on the understanding that the following terms and conditions are appropriately observed. By making arrangements to paddle at Sleningford Watermill, you have entered into a contract in which you undertake, on behalf of yourself and the people in your party where relevant, to adhere to these terms and conditions. Our agreement binds you and all members of your party. You must ensure that all members of your party are aware of and accept all of this agreement. This agreement remains active until the last member of your party leaves the park at the end of your visit. By making these arrangements, you are agreeing to these terms and the terms set out in our privacy policy (available on our website or by request). The management reserve the right to evict immediately, any person or party who contravene these terms and conditions, or who in any other way, in the reasonable judgement of the management, cause a disturbance or nuisance to others either on the park or our neighbours. In these circumstances the visit ceases, without refund or discussion.

2. Access

Please note that the use of the river at Sleningford Watermill does not include or permit access to the opposite bank; please respect our neighbours' privacy in this respect. No member of your party should access the far bank of the river.

3. Liability

Please be aware that moving water is always dangerous, whatever the level, and you enter the river or millrace at your own risk. Sleningford Water Mill Company Ltd. will not be liable for actions resulting in death, personal injury or damage to property unless arising from their own negligence or other breach of duty. This extends to all areas of the park, including the river and millrace. Any cars or vehicles, and their contents, are left unattended at your own risk. You understand that during the winter months there may be occasions where the site is not staffed during your visit.

4. Risk assessment

You are responsible for conducting your own risk assessment(s) for each and every visit to the site and for deciding whether the water and/or weather conditions on the day of your visit are safe.

5. Booking, availability and cancellation

All visits from groups of 4 or more paddlers must be booked in advance and agreed with the managers prior to the visit, regardless of the time of year. Visits from 3 or less paddlers must be booked in advance during weekends in June, July and August, the early May bank holiday weekend, the Summer half term week and the Summer holidays. Bookings can be made by using the contact form on the website, by email or by telephone. We reserve the right to refuse any booking and to cancel any existing bookings without explanation, although we will endeavour to be clear about our reasons for doing so and will let the relevant person know as promptly as possible. No charge will be made if you decide to cancel your visit altogether, but it would be helpful to receive a quick e-mail or phone message if this is the case. At least one person for each booking must be over 18 years of age. Any paddlers under 18 years old must be supervised at all times. Please see the following information in regard to availability for river access.

- **No Access** on Late May Bank Holiday Weekend or the August Bank Holiday Weekend (unless you are an overnight guest on site).
- **Very Limited Access** for day paddlers on ALL weekends in June, July and August, the early May bank holiday weekend, the Summer half term week and the Summer holidays. Paddlers must ring ahead, or fill out the contact form below, if planning to paddle during this time, to avoid disappointment. Once we have reached capacity on site we are unable to accept any further guests onto the park, including day paddlers. Guests camping on site are still welcome to use the river for paddling.
- **Access is likely to be available** during weekdays and in April, May, September and October, however it is still advisable to ring ahead, or fill in a contact form, to avoid disappointment.

6. Payment

Payment can be made on the day with cash or card. During the winter, if we are unavailable, there will be an honesty box outside the front door with coin bags to post through the letter box.

7. Dogs

Our conditions surrounding dogs are strictly observed. We ask anyone who may need to bring a dog to the site on a paddling visit to read these conditions carefully and consider whether the site will be suitable for their dog(s). In particular, we ask that you understand you will not be able to exercise your dog(s) off the lead at any time while on-site, even during the closed season. Dogs must be kept on a SHORT lead at all times and/or tethered securely. Dogs are not to be exercised in the river off the lead. Dogs are not permitted anywhere at Mole End (our dog-free area), including by the river. Dogs must be properly supervised and not cause a nuisance or threat to anyone. They must not be left unattended at any time. Dog mess must be cleaned up immediately and disposed of appropriately, only in the dog waste bins provided. Dogs must not be taken into any of the park buildings, especially the shower and toilet blocks. Dogs must have a current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus. If management, in our sole and reasonable discretion, consider your dog to be dangerous or causing a nuisance, harm or threat to anyone, or is likely to do so, we reserve the right to ask the owner of any animal to remove them from the park without refund or compensation.

8. Picnicking and BBQs

Paddlers are welcome to use the picnic benches around the park. Permission must be sought before using a BBQ. Only purpose-built BBQ equipment can be used anywhere at Sleningford Watermill. However, this is with the strict understanding that after the BBQ is complete, any remaining ashes are not to be used to create any form of open or ground fire. No picnics or BBQs are permitted on the grass area in front of the old watermill building. All areas should be left clean and tidy and clear of rubbish. Any equipment borrowed, such as BBQ stands, should be returned to Reception in good repair.

9. Fire

Any form of open fire is not permitted – fire pits, braziers, chimeraeras, fire buckets etc. Please make sure that at least one person from the group is aware of where the three fire assembly points are on the site and what to do/how to raise the alarm in case of fire. Everyone should make themselves and their party aware of the nearest fire points. Firefighting equipment is provided on the park. There is a No Smoking Policy in and around all buildings on the park.

Fire Assembly Points:

- Point 1 – by the main entrance gates at the top of the site
- Point 2 – in the far right of the Mill field behind the reception building
- Point 3 – outside the pyramid block, on the gentlemen's side

10. Use of facilities

During the closed season paddlers are welcome to use the courtyard facilities to change. During the open season (1st April – 31st October) paddlers may also use the pyramid block facilities if they are open (during low season, these facilities may be closed). There will be additional facilities open in the courtyard facility block for use during the open season.

11. Arrival

Paddlers must check in at reception before using the river. All vehicles are to be left in the courtyard area unless otherwise directed. Please park efficiently and with due consideration of access for other vehicles and protection of the grass where relevant. At times you may be directed as to where to park, especially during the open season.

12. Vehicles

The speed limit throughout the park is 10mph and must be adhered to at all times to ensure the safety of everyone, even during the closed season. If you are deemed by the management's reasonable judgement to be travelling in excess of 10mph after first caution, you will be required to remove your vehicle from the park. All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The Highway Code applies to the roads on the park.

13. Complaints

If the park receives complaints regarding your party, the managers reserve the right, after due investigation, to ask people to leave the park without refund and not to accept any future bookings from anyone in that party. If you are unhappy with the service you receive from us please raise it with the managers or their representatives immediately so that we can take steps to rectify any issues. We are members of the British Holiday & Homes Park Association. If, after receiving our final decision on your complaint, you are still not satisfied, then you may refer your complaint to their Conciliation Service. This service is free of charge for you; please ask for contact details.

14. Access above and below Sleningford Watermill

An access agreement for part of the river above Sleningford Watermill's boundaries during specific dates has been negotiated with local landowners. If you are paddling this stretch then you should ensure that you have familiarised yourself with its contents for reasons of safety and consideration of landowners and other river users. There is no arrangement in place for access to the water downstream of Mole End or for entry anywhere else than Mickley if paddling down to Sleningford Watermill. Paddlers are asked to observe the signs indicating where the water may be accessed on-site. There is a good launch point indicated off the driveway and paddlers may access the river downstream of the footbridge. Access to some areas will be limited depending on prevailing conditions, e.g. number of visitors, weather, time of year etc. Restrictions of the River Access Agreement need to be adhered to at all times. A copy of the River Access Agreement is available on our website or by request.

15. Prohibited items

No shotguns, knives, firearms, crossbows (or any other bows), fireworks, illegal substances or similar items should be brought onto the park by any member of your party or your visitors. Metal detecting is not permitted on site. Kite flying or flying remote-controlled devices, such as drones, are prohibited on any area of the park. Generators are not allowed to be used on site at any time. There is a No Smoking Policy in and around all buildings on the park.

16. Behaviour

You are responsible for the behaviour of all members of your party. Behaviour should be in keeping with the family environment we aim to promote. Behaviour should not be excessive, noisy or disruptive. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. Offensive or aggressive behaviour or language towards our staff is not acceptable. We may ask you or members of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of anyone, or is likely in our belief to breach any of this agreement. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from your party.

17. Data protection

Any information supplied during the booking process or during correspondence with us will be stored on our computer systems for administrative purposes only. This information will not be passed on to any third party without your prior consent. Detailed information about data protection can be found in our Privacy Policy.