

SLENINGFORD WATERMILL CARAVAN & CAMPING PARK TOURING GUEST TERMS & CONDITIONS (2024.0)

- 1. Introduction.** By making a booking with us, you have entered into an agreement in which you undertake, on behalf of yourself and the people in your party (the guests staying on your pitch), including children and any non-residential visitors, to adhere to these terms and conditions. Our agreement binds you (the person named on the booking confirmation) and all members of your party. You must ensure that all members of your party are aware of and accept the entirety of this agreement. This agreement extends from when you submit your booking, until the last member of your party leaves the park at the end of your stay.
- 2. Our rights.** We reserve the right to make reasonable changes or modifications to these terms and conditions, provided these changes do not materially reduce their quality; in such a case we will notify you by email. We may also make reasonable changes to the facilities and services at the park, provided these changes do not materially reduce their quality; in such a case we will notify you by email. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk. If we make changes to our terms and conditions or to the facilities and services at the park which materially reduce their quality, subsequent to your making a booking with us, we will give you the choice between continuing with your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel. We reserve the right to refuse any booking without giving an explanation. We reserve the right to cancel and refund a booking that we are no longer able to facilitate. We 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 on the park. In these circumstances your stay is terminated, without a refund, and the company shall not be liable for any extra costs incurred.
- 3. Booking conditions.** A booking form is to be completed by each pitch holder, who must have read and accepted these terms and conditions before booking. The pitch holder is responsible for ensuring that adult members of their party have read and accepted the terms and conditions. All advance bookings are to be made using the booking form on our website. Your booking is personal to you and you cannot assign or transfer it to any other person.
- 4. Party members.** We allow a maximum of six people per pitch, which may include a maximum of four adults. If maximum occupancy is exceeded, then two pitches must be booked. At least one person for each pitch booked must be over 18 years of age. Identity may be checked to confirm age. The number of people must not exceed the published berth of your caravan/motorhome/tent. Only "built for purpose" awnings with specialised sleeping pods should be used to sleep in.
- 5. Children.** Parents must take their children with them if they leave the park; they must not be left on the park unsupervised. Parents must ensure they know where their children are at all times. Young children must be supervised in the river at all times (safety equipment is recommended). Children must not play in the area behind the old mill or climb out on the opposite bank of the river. All land on the opposite bank belongs to our neighbour(s) and is out of bounds. Ensure children use the footbridge when walking or cycling; they must not use the electric vehicle barrier or pass underneath it. They must not be given the barrier code. Ensure children playing ball games do so in areas where they do not disturb other guests or risk damaging cars or caravans/motorhomes/tents. Only soft balls may be used. Water bombs are not to be used anywhere on site as the waste poses a hazard for our wildlife.
- 6. Dogs.** Our conditions surrounding dogs are strictly observed. We ask prospective guests to read these conditions carefully and consider whether the site will be suitable for their dog(s), in particular that they understand that they will not be able to exercise their dog(s) off the lead at any time while on site. Dogs must be kept on a short lead at all times and must be tethered whilst on a pitch. Dogs are not to be exercised in the river off the lead. Dogs are not permitted anywhere at Mole End (our dog-free camping 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, and only in the dog waste bins provided. Dogs must not be taken into any of the park buildings. A maximum of three dogs are permitted on each pitch. Only children aged 13+ may walk their family dog without an adult present. If management, in their sole and reasonable discretion, consider a 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. We also reserve the right to ask dog owners to remove their dog from the park without refund or compensation if the terms and conditions surrounding dogs are breached.
- 7. Non-residential visitors.** Any visitors must be booked in advance with reception to ensure we have capacity to accommodate them on the day. You must make it clear in advance to any expected visitors that they must check in to reception, pay the non-residential visitor fee and park where instructed by staff before accessing the park. Subject to availability, you may invite a maximum of 4 guests of any age OR 2 adults and up to 4 children to visit you at any one time, providing that you do not encroach on another guest's space, privacy or enjoyment. You are responsible for their behaviour, including any accompanying dogs, while they are on site; any visitors not adhering to these terms and conditions will be asked to leave immediately.
- 8. BBQs and fire.** We do not allow any form of fire on site or any fire pits, braziers, fire buckets, chimeneas etc. Only purpose-built BBQ equipment can be used at Sleningford – anyone bringing disposable BBQs must borrow a stand from reception

to raise it off the ground. Only charcoal may be used to cook food; cooking with wood is not allowed. After the BBQ is complete, any remaining ashes must not be used to create any other form of open or ground fire. All BBQs must be completely extinguished by 9pm, with water if necessary, and should not be left unattended or used close to caravans/motorhomes/tents. You should make yourself and your party aware of the nearest fire points. Firefighting equipment is provided on the park, but suitable firefighting appliances are advised in all caravans and motorhomes.

- 9. 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. We expect all guests to comply with our "quiet site" policy; behaviour should not be excessive, noisy or disruptive at any time, amplified music must be played quietly and is not allowed at all between 10pm – 10am, and after 11pm any guests continuing to congregate must keep noise to an absolute minimum in order not to disturb other guests. 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 management to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of anyone, or breaches any term of this agreement. No refunds or compensation will be given in these circumstances and the company reserves the right not to accept any future bookings from you or any member of your party. If you or any member of your party causes any deliberate damage to park buildings or structures then you will be liable for the cost of its repair.
- 10. Arrival.** All bookings commence from 1pm on the day of arrival; pitches are not available until this time, even if they are vacant. We make no exception to this, under any circumstances. Guests must not arrive early, as this can cause congestion with departing guests, contractors or maintenance staff on our single-track lane. Guests arriving early may be asked to leave the site and return later, even if they are towing a caravan. All pitch-holders must check in with reception staff to complete their arrival administration before going onto their pitch or onto any other area of the site (except for the courtyard facility block, which guests are welcome to use before checking in). Guests must not pass on their barrier code to other members of their party arriving in separate cars, or to non-residential visitors. Guests may not check-in for other pitch holders that they are visiting with. Guests must not arrive early in order to picnic, use the river or walk their dogs on site. We only accept arrivals after 9pm in special circumstances, so please contact us by phone if you are unexpectedly delayed. After 11pm the automated gates close and there is no vehicle access to the site. If you are unexpectedly delayed and are not able to arrive on your booked arrival date as planned, you must inform us by email or telephone.
- 11. Departure and late check-out.** All pitches must be vacated by 11.30am on the day of your departure (10am for the flat). All vehicles should have exited the Island area through the vehicle barrier by this time, unless you have agreed and paid in advance for a late leave with reception. Even if you pack up your car and vacate your pitch you still need to pay for a late leave if you stay and enjoy the park for the afternoon. Anyone without a late leave is asked to leave the site promptly and must not park up in the courtyard area, or the lane, and return onto the campsite. You may only arrange a late leave the day before your departure or the morning of your departure, and this is subject to availability. Late leaves cannot be booked in advance at the time of your initial booking request. A late leave extends check-out time to 5pm. Any equipment borrowed, such as extension cables or BBQ stands should be returned to Reception in good repair. Large, damaged items such as tents or other large camping equipment are not to be put in the park bins at the end of your stay. These should be taken to our local Waste Management site on Dallamires Lane (HG4 1TT) or taken home for disposal.
- 12. Groups.** We accept bookings from bookings from families, couples and singles. We do not accept bookings from large groups, unless booked through a recognised organisation or association (e.g. a canoe club or uniformed organisation). We do not accept hen or stag groups. At our discretion, we will consider groups of families.
- 13. Booking for a group.** When a group leader makes a booking and asks to reserve a set number of pitches for other group members to subsequently take up, we will provisionally reserve the appropriate number of pitches for 3 days (or another pre-agreed length of time). After that time, any remaining un-booked pitches will be released and will no longer be reserved. Group members will still be able to book after this time, but there will be no guarantee that the spaces will still be available. We cannot guarantee that groups will be allocated pitches together if no mention of being part of a group is made on the booking forms. If your booking starts within 3 days, other group members must book immediately.
- 14. Deposit.** We require a non-refundable deposit within 3 days of the confirmation of your booking. If your booking is for one night only, full payment of the balance is required within 3 days. If your stay begins within 21 days from the confirmation of your booking, then the full balance is payable immediately. If your deposit or full balance is not received within the required timescale then staff will attempt to contact you. If they are unable to make contact, the booking will be cancelled. If your arrival date is over 21 days away, you may change the dates of your stay to another date within the same season without losing your deposit.
- 15. Full payment.** Full payment of the balance of your holiday is due 21 days before arrival.
- 16. Extras.** All extras must be paid for, even if you were not aware that an item that you brought was chargeable. Tents over 5 metres in any direction will only be accepted on electric pitches subject to availability. There are additional charges for large tents (larger than 5m) and extra-large tents (larger than 7m) on both electric and non-electric areas. If the tent you have brought falls into a larger category than selected on your booking form, you must pay the difference on arrival.
- 17. Discounts.** Discounts must be applied at the time of booking; they cannot be applied retrospectively, even if you were not aware at the time of booking that a discounted rate was available, or if the discount did not exist at the time of

booking. Only one discount may be used per booking. If you have used the long stay discount(s) on a grass pitch, please be aware that you will need to move pitches part way through your stay to protect the grass if your stay is longer than 21 days in length. If you use the Autumn Term Return discount and you cancel your qualifying booking, then your autumn booking will revert back to the full price (with the exception of a cancelled booking that has already been paid in full and is within the time bracket where none of the cost of the booking will be refunded).

- 18. Facilities.** The family/accessible shower room is only available to families with children aged 5 and under or guests with disabilities. Toilet and shower facilities will be locked while staff are cleaning. There will always be facilities available for guests to use. During exceptionally quiet periods we may only have one toilet block open, but if either the women's or men's facilities from this block are closed for cleaning then the unisex facilities will still be available for use.
- 19. Pitches.** The size of the unit you are using, including tents and gazebos, must be supplied on the booking form (or as soon as possible after booking) to ensure that an appropriately sized pitch is allocated and that you are correctly charged. Should you subsequently alter your requirements after you have made your booking, we cannot guarantee to provide an alternative, suitably sized pitch. If a preference for a particular pitch number is specified, we will endeavour to allocate this, subject to availability, but it must be clearly understood that this may be changed and is not guaranteed. Please use the 'special requirements' section on the booking form to notify us of any other information which you feel would be helpful in regard to pitching requirements. The electricity supply throughout the park is 10 amp, which does not support domestic electrical equipment; if you or any member of your party causes damage to your electric bollard during your stay by overloading it then you will be liable for the cost of its repair.
- 20. Amending your booking.** Any additions to a booking must be reported to the park at least 24 hours before your arrival. Alterations will be accommodated wherever possible but cannot be guaranteed. Additions to bookings we were not previously notified of, either on arrival or during your stay, may not be accepted, particularly extra people or cars not notified at the time of booking. You may change the dates of your stay to another date (within the same season only) up to 21 days before arrival. Within 21 days of your arrival, this is considered to be a cancellation (see *point 25*).
- 21. Conservation.** We take our role as wildlife stewards here seriously and expect guests to respect the environment while on site. All pitches should be left clean and tidy during your stay and clear of all rubbish on departure. Guests must stay off areas that are fenced off; these are our wild spaces. Any habitats created from piles of wood are not to be disturbed. Please do not allow children or dogs to get too close to any birds or mammals, or to damage any plants or trees. If you find an animal in distress please report the matter to reception so that we can arrange help for it.
- 22. River use.** The river is used by fly-fishermen, canoeists and other guests. Please be aware that moving water is always dangerous, whatever the level, and you enter the river or millrace at your own risk. Children must be supervised at all times on the park. The opposite bank of the river is not part of Sleningford Watermill Caravan Park; guests must not trespass on our neighbours' property. Restrictions of the *River Access Agreement* must be adhered to at all times (this can be found on the canoeing page on our website). Organised canoeing activities must be agreed to with the managers in advance of the event in order to check availability. If no contact has been made with the managers of the park prior to an event, they reserve the right not to allow the activities to take place on the park. The leader of the activity must agree to our *Paddler's Terms and Conditions* and is responsible for conducting a 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 the visit are safe. Coarse-fishing is strictly prohibited; only fly-fishing is allowed on site, and a rod licence must be shown at reception prior to fishing.
- 23. Vehicles.** A maximum of 2 vehicles can be parked on a pitch and this is subject to available space. Other vehicles such as trailers or boats may need to be parked elsewhere on the site (pre-agreed with the managers) at the owner's risk. All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. Caravans and motorhomes must be fully insured by the owner. The Highway Code applies to the roads on the park. The automated gates to the park are closed between 11pm and 6am. Please park your car in the small lay-by outside the main gate if you plan to leave the site early during your stay. No commercial vehicles are allowed on the park without the permission of the managers. This includes towing vehicles. No recreational vehicles or motorised scooters are allowed on park with the exception of mobility scooters. No mechanical or repair work is to be undertaken on the park unless being carried out by the AA, RAC or similar organisations, who must report to reception before gaining access to the park.
- 24. Prohibited and restricted 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, is prohibited on any area of the park. No generators (including silent generators) are allowed to be used on site. Alcohol should be consumed responsibly with due regard for safety and the environment. There is a No Smoking Policy in and around all buildings on the park.
- 25. Cancellation of the holiday by you.** You may cancel your holiday at any time. Cancellation will be effective on the date it is received by the park. The deposit is non-refundable. If your arrival date is over 21 days away, you may change the dates of your stay to another date within the same season without losing your deposit or any balance already paid. The deposit is non-transferable if the cancellation is made within 21 days of the start of your holiday. If you cancel more than 21 days before the start of your holiday you will be entitled to a refund of any full or part balance already paid minus the deposit. If you cancel within 21 days of the start of your holiday you will not be entitled to a refund of any full or part balance already paid, including the deposit. If you do not pay your outstanding balance before the deadline (more than 21 days

before your arrival date) this will be treated as a cancellation initiated by you, and you will not be entitled to a refund of any full or part balance already paid, including the deposit. No refund will be given if you need to leave the park earlier than your booked departure date, or if you are not able to arrive on your booked arrival date. No refunds will be given if you cancel your holiday due to poor weather conditions, either in advance of your stay or part way through your stay. We strongly advise guests to purchase adequate holiday insurance for their visit. In circumstances where you are due a partial or full refund, Sleningford Watermill Co Ltd will only be liable for the amount detailed in the scenarios listed above, and not for any associated costs. Please see 27. *Coronavirus cancellation* for detail on cancellations related to coronavirus.

- 26. Cancellation of the holiday by us.** If we are unable to provide the booked holiday and have to cancel your booking before it is due to start, you are entitled to full refund of the money you have paid. If we have to ask you to evacuate the site – due to an emergency, for example – part way through your stay, you will be entitled to a partial refund that reflects the extent to which your holiday was cut short. You will not be entitled to a partial refund of your holiday if you have been asked to leave the site due to a breach of these terms and conditions. If we have agreed that you may pay your full balance, or full balance minus the deposit, on arrival (e.g. if you have made a last-minute booking), and you are not able to arrive on your booked arrival date as planned, your pitch will be cancelled if you do not either check-in or inform us by email or telephone that you will be delayed, by 11pm on your booked arrival date (if a deposit has been paid, you will not be entitled to a refund of the deposit). In circumstances where you are due a partial or full refund, Sleningford Watermill Co Ltd will only be liable for the amount detailed in the scenarios listed above, and not for any associated costs. Please see 27. *Coronavirus cancellation* for detail on cancellations related to coronavirus.
- 27. Coronavirus related cancellation.** The government has removed all regulations relating to coronavirus. However, should the government reintroduce any regulations, the following conditions will apply: If you are unable to visit us, or we are unable to provide the booked holiday, due to a government imposed national or local lockdown, because social distancing regulations mean you can no longer visit as part of an existing group booking, or because you have been legally required to self-isolate, either party has the right to cancel. In these circumstances you will be entitled to a full refund of any monies paid to date on your booking. If your holiday has already started, you will be entitled to a partial refund that reflects the extent to which your holiday was cut short. Guest-initiated cancellations for any other reason will be subject to our usual terms and conditions (please see 25. *Cancellation of the holiday by you*). We strongly advise guests to purchase adequate holiday insurance for their visit. In circumstances where you are due a partial or full refund, Sleningford Watermill Co. Ltd will only be liable for the amount detailed in the scenarios listed above, and not for any associated costs. If you have been legally required to self-isolate, proof of this will be required (in the form of PCR test results only) before we are able to refund you. The test results must show your full name and the date and result of the test. Your booked arrival date must fall within the mandatory period of self-isolation after a positive test that is in place at the time. This refund does not extend to any friends or family you may have who are staying on other pitches.
- 28. Coronavirus measures.** You must follow current social distancing and mask wearing guidance if there are government restrictions in place at the time of your visit. Any guests gathering in a way which breaches government regulations will be asked to separate. If a compulsory government track and trace system is in place at the time of your visit you will be required to provide your details, and the details of your entire party if guidance requires. If we have had to reintroduce queueing measures in our facility blocks guests are expected to comply with these requirements. Guests must make use of hand rub at every facility where it is stationed (e.g. toilet blocks, outside taps, pot washes, etc.) before and after using the facility. Doors and windows will be permanently wedged open in the toilet blocks, except when staff are cleaning, when the doors will be locked. Guests must not close the windows or external doors in the facility blocks. Guests using the holiday flat must leave the windows and doors open on departure and confirm to us that nobody has experienced any reportable symptoms of coronavirus during their stay. We urge guests to use their own facilities wherever possible.
- 29. The price of your holiday.** Once your booking has been confirmed and a non-refundable deposit has been received, the price of the holiday will not be subject to change unless the rate of VAT increases. Any subsequent additions to your booking will be chargeable. Any nights booked that were not used, or extras that you do not bring, will not be refunded.
- 30. Complaints.** If the park receives complaints regarding your party, the managers reserve the right, after due investigation, to ask your party to leave the park without refund and not to accept any future bookings from anyone from that party. If you are unhappy with the service you receive from us please raise it with the managers immediately so that they 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, please ask for further details. We may agree to refer any dispute to an Alternative Dispute Resolution service. We will give you details of any ADR service we recommend, but this does not prevent you from suggesting another for us to consider. Please note that neither party is under an obligation to use either of these services.
- 31. Liability.** Sleningford Watermill Co. 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.
- 32. Data protection.** The information supplied on the booking form 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. You may receive one follow up email after your stay. Detailed information about data protection can be found in our *Privacy Policy*.