

# Ballater Caravan & Camping Park

## Terms & Conditions

*WE RECOMMEND YOU READ THESE TERMS & CONDITIONS CAREFULLY  
BY BOOKING A PITCH YOU AGREE TO ABIDE BY OUR TERMS & CONDITIONS*

*PLEASE RETAIN THESE TERMS & CONDITIONS FOR YOUR OWN RECORDS*

### **Advance Bookings and Confirmations**

Advance booking is advisable and essential during high-season or other peak periods.

Bookings may be made by telephone on 013397 55727 or 013397 55467. At the time of booking full contact details are required and a deposit payment may be requested by credit/debit card or cheque.

Bookings may also be made on-line at [www.ballatercaravanpark.com](http://www.ballatercaravanpark.com). As for telephone bookings full contact details require to be entered and a minimum deposit payment of £20, or the cost of the booking if less, is required by debit or credit card. The on-line facility is available throughout the year.

Deposits are non-refundable (unless we cancel your booking) and may only be transferred, to an alternative booking at the parks discretion. Deposits will not be transferred for high-season bookings unless advised at least 21 days before date of arrival.

In high or peak season bookings of 1 or 2 nights may require full payment at the time of booking.

You are required to pay any balance due on arrival and before entry to the park. Payment is made at the park office.

If you are likely to arrive late please follow the pay in advance option detailed below.

Please bring your booking receipt when checking in at reception.

In high season when the park is busy you may have to wait at reception to complete the arrival process. This wait can be reduced by paying any balance due in advance (call 013397 55727). You will be given an invoice/receipt number and your pitch allocation will be confirmed. You will still need to report to reception to obtain access codes and electric hook-up.

You may request an invoice or receipt confirming any payment made.

### **Conditions of Booking**

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Ballater Caravan Park and its facilities are intended for family holidays. A maximum group booking of 3 pitches only is permitted when booking on-line and no guarantee is given that caravans booked together will be beside each other in the park. Group bookings for more than 3 pitches must be arranged directly with the warden (call 013397 55727). The park is for use of Caravans, Motor-homes, and Tents, none may be used for commercial or employment purposes. Vans, lorries or any commercial vehicles are not permitted. No selling or commercial undertaking, within the park, is permitted. The park reserves the right to deal with any infringement of these conditions.

### **Pitch Allocation**

When booking a pitch the size of your unit must be stipulated, at the time, to ensure that the allocated pitch is large enough.

Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

### **Payment**

Payment can be made by cash, cheque, credit/debit card. Balance payments are required on arrival. Cash is only accepted by presentation in person at the site or office.

No Caravan/Motor-home/Tent will be permitted access unless the full balance has been paid. Please do not ask staff to allow access to a pitch without full balance payment as refusal may offend.

The park reserves the right to impose a charge of 2.0% for payments made by credit card. However at the present time no charge is made for this facility.

**Extra Charges**

Payments for gas and other ancillary supplies, available at Reception, must be paid for in full at the time of purchase. No credit is extended.

**Changes to your Booking**

After you have paid your Deposit you may wish to change some elements of the booking, e.g. type of accommodation or lead name. We will try to meet your request. Any changes must be made at least 21 Days before the arrival date, and be confirmed to us in writing. No refunds can be made for changes to the booking after arrival or during the stay.

It may be necessary to cancel your booking due to illness, accident or change of circumstances. Cancellation more than 21 days before arrival will involve you in no further charges. Your deposit is not refundable. If however you have paid the balance or cost of your visit, in advance, we will refund the balance payment in full less a £5.00 administration charge. If you cancel your booking within 21 days of arrival no refund of charges will be made. If you have taken out insurance, payments arising from the cancellation will be covered in most cases. Any refund, permitted under these terms, will be by cheque, sent in the post, to the lead address in the booking and will be sent within 28 days of cancellation.

Failure to arrive without satisfactory explanation or written cancellation will result in loss of any entitlements. If no notification of non-arrival is given the park reserves the right, from 12.00 noon on the day following, to re-let the pitch. However such problems can be avoided by paying in advance, this effectively reserves the pitch. No refund can be made for unused days.

**Extended Stays**

Extensions of stay can be arranged, subject to availability and possible relocation. There is no guarantee a booking may be extended.

**Changes to your booking during your stay**

We limit changes to your booking during your stay, however we cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government or God.

**If we make any major alterations to your booking**

We try very hard to provide all facilities and entertainment as advertised in our website. It may however be necessary to make some alterations in advance of your arrival. If such a change is necessary, we will endeavour to advise you in writing as soon as possible. Compensation or refund may be made in such circumstances.

**If we cancel you're booking**

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options.

- A. accept the alternative arrangements as notified to you
- B. choose another available break from us at the advertised price
- C. cancel your booking with a full refund of any money you have paid

**Minimum Stays**

At present we do not impose any requirement for minimum nights.

**Prices**

All published prices include VAT and may be subject to change without prior notification. However no changes to price will be made on any booking already paid in full.

**Arrival**

On arrival, all customers and visitors (including day visitors) are to report to reception. Your arrival is welcome from 12 noon. The latest arrival time is 7.00 pm. Late arrivals can be arranged with prior notification. Late arrivals, without prior notification, may be subject to a surcharge. In the event that the Park Warden is not in the office a notice will direct you to his/her location or provide a mobile telephone contact. Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check. Any guest on the wrong pitch will be required to move.

**Departure**

All pitches must be vacated by 12 noon on the day of departure, otherwise an additional nights fee may be charged. Please do not ask to stay later than the departure time if you do not wish to stay for an extra night as refusal may offend. No refunds are given for early departures.

**Vehicles**

Only one car is permitted per pitch. Extra vehicles or visitor cars can park as directed by the Park Warden.

**Fire**

The fire assembly point for the caravan park is in front of the reception. In the event of an emergency dial 999 for the emergency services and notify the park warden immediately.

**Pets**

Dogs are allowed on the park but must be kept on leads at all times. By bringing your dog you are accepting full responsibility for its conduct and behaviour. Any dog that is deemed to be unsuitable or a nuisance will result in the owner being asked to remove it from site immediately. Other pets require specific authorisation in advance of arrival.

**Tents**

For fire safety reasons children are not permitted to erect tents without adult supervision.

**Dealing with Electricity Hook-Ups**

If your pitch is provided with an electricity point you have the option to use this service. There is a charge made for optional electric hook-up. If you do not wish to pay the additional charge we kindly ask that you request to be allocated a non hook-up pitch. If no such pitch is available you will be permitted to use a hook-up pitch but without use of electricity. You will be provided with directions and guidance in relation to electricity hook-ups. Any problems must be raised directly with the Park Warden.

**Children**

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times.

**Use of your accommodation**

Only those people listed on the booking can occupy your accommodation and use the facilities of the Park. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made.

**Website/Brochure/Booking accuracy**

We take every care to ensure that the details on our website and booking literature are accurate at time of going live. Photographs are taken at our Parks and are intended for guidance only. Layout plans are for illustrative purposes only. Please note that not all items will be identical in all accommodation.

**If you have a comment**

If you are dissatisfied with any aspect of your stay, please speak to the Park Warden. In most cases he/she will be able to help you immediately so that you can enjoy the rest of your stay. However, if you are still dissatisfied, you must speak to the Park Management and record your complaint with them. If, at the end of your stay, you feel that we have not dealt with your complaint satisfactorily, please write to the park owner at the office address no later than 28 days after the end of your visit. We are only able to take action on any complaints that are first brought to the attention of the Reception team whilst you are on site and secondly received in writing within 28 days, unless there are exceptional circumstances. It is necessary for Ballater Caravan and Camping Park to impose these limitations so that we have the opportunity to solve the problems experienced. The Park Warden has comment leaflets available for the use of visitors and we welcome their return.

**Data Protection**

The information supplied on the booking form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on the park. For the purposes of the Data Protection Act 1984 making a booking with us signifies your assent to these terms.

**Rules & Regulations**

The park has a comprehensive set of rules and regulations. These are designed to cover most aspects of your stay and in particular your health and safety. A full set of rules is on our website and copies are displayed and are available at Reception. The person completing the booking is responsible for the conduct of their party. It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is also your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. The management of the Park reserves the right to ban individuals from future use of the park.

**Liability**

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any park facility or other resident's property. Your personal belongings, vehicles and their accessories and contents are left at your own risk. Ballater Caravan and Camping Park or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person in the park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

**Thank you for visiting Ballater**

We hope you enjoy your visit and please ensure that your stay enhances the stay of other visitors.

Ballater is at the heart of Royal Deeside and prides itself on its scenery, attractions, activities and friendliness.

The Park Wardens will be only too pleased to help and assist and can provide brochures and guidance to the many places to visit in the area.

Office Address:  
Ballater Community Enterprise Limited  
The Bank House  
7 Bridge Street  
Ballater  
AB35 5QP