



# ORKNEY CARAVAN PARK

AT THE PICKAQUOY CENTRE

## ORKNEY CARAVAN PARK TERMS & CONDITIONS

### The Contract

When you book your holiday and have paid in full, you will enter into a contract with the Pickaquoy Centre Trust. The person making the booking accepts the contract on behalf of all members of their party, as the person making the booking you will be responsible for all members of your party, who are then also bound by the terms on the contract. Bookings can be made by people aged 18 or over at the time of booking. Once booked, a change to your reservation can only be made at our discretion.

### Payment

All bookings must be paid in full at the time of booking. Prices are based on a daily rate unless otherwise stated and include VAT. (Price includes use of facilities block, Wi-Fi, water refill and chemical disposal)

### Cancellations

Cancellations can be made over the phone, but must be confirmed in writing. If your cancellation is made 31 days or more before your arrival date, you will be entitled to a full refund. If your cancellation is made 30 days or fewer before your arrival date, you will not be entitled to a refund. We recommend that you take out travel insurance to cover your losses in the event of cancelling your booking.

Very occasionally, in exceptional circumstances, we may have to cancel your booking. We will inform you as soon as possible in writing, and will offer a full refund.

### Accommodation

The total number of people in your group, including children and babies, must be stated at the time of booking and cannot exceed the maximum capacity of your accommodation.

### Arrival and Departure

- Camping pods must be vacated by 10.00am on the day of departure. Arrival time is after 3.00pm.
- All other pitches must be vacated by 12.00pm. Arrival time is after 2.00pm.
- If booking in advance, you will be given the codes for the amenities block and vehicle gate so that you can enter the site and use the facilities.
- If there is no warden on duty at the time of your arrival, your pitch number/area will be displayed in the window of the amenities block. Check in at the Pickaquoy Centre main reception (see [www.pickaquoy.co.uk](http://www.pickaquoy.co.uk) for centre opening hours). Permits must be displayed at all times.
- If booked in advance late arrivals are welcome to enter the park and locate their pitch, but we request that you enter as quietly as possible in respect of the 10.00pm – 7.00am Quiet Time Policy.

### **Pitch Allocation**

If you have chosen a pitch in advance, we will make every attempt to honour your choice, but there will be times when pitches have to be altered. Please refer to Arrivals notice or speak to the warden on arrival to confirm your pitch. If you wish to change your pitch on arrival, please speak to the warden who will do what they can to accommodate your request.

Please note that if you are travelling as part of a group and require multiple pitches, we cannot guarantee that you will be assigned adjacent pitch/es to the other members of your group. We will, of course, make every effort to accommodate your preferences.

Tents must be a minimum of six metres apart in case of fire.

### **Delays/Cancellation of Transport**

We cannot be held responsible for any transport delays, cancellations or changes prior to your arrival or departure. These should be covered by your holiday insurance. Please contact us if you cannot meet your arrival date – we will try our best to accommodate any necessary changes to your booking, but this will not always be possible.

### **Safety**

Please keep to the speed limit of 5mph at all times. This is for the safety of all customers, in particular children and those with mobility issues.

For their own safety, we ask that children under the age of eight do not use the amenities block unaccompanied.

Open fires are not permitted at any time. If using portable barbecue equipment, please do not place directly onto grass, and do not dispose of in wheelie bins until completely cold. No cooking is permitted in the amenities block or camping pods, except in microwave.

### **Dogs & Pets**

Dogs and pets are welcome at our Park, up to a maximum of three dogs per pitch, but not in the camping pods.

They must be exercised off site (there is a large park opposite the caravan park), they must be kept on a lead at all times and you must clean up after them. Please do not leave your dog unattended at the Park. If your dog causes a nuisance to other customers or has caused damage, you will be required to remove it from the Park.

### **Personal Possessions**

You are responsible for your personal possessions at all times during your stay, and we are not liable for any loss, theft or damage to these.

### **Motor Vehicles**

We are not responsible for any loss, theft or damage to your vehicle(s). Vehicles must be roadworthy, taxed and insured. We reserve the right to ask for evidence of vehicle insurance at any time during your stay.

At peak times, car parking facilities may be limited and guests may be required to park their vehicles at the main Pickaquooy Centre car park. This is a very short walk away from the Park.

At times of heavy or prolonged rainfall the grass can become very wet. During these times vehicles not on a hard-standing pitch may be required to park in the adjacent Pickaquooy Centre car park. We cannot take any responsibility for any vehicle that gets stuck in grass areas.

No commercial vehicles are permitted on site as the Park is a touring caravan park. We cannot accommodate those using vehicles for residential or employment purposes.

## **Conduct**

We ask all customers to show consideration to others at all times. If staff or customers find that your conduct is dangerous, offensive, noisy or anti-social, we may ask you to leave the Park. If illegal activity is suspected, the police will be contacted.

The person named on the booking/enquiry may be liable for any damage caused by themselves or their visitors to the pitch or to any Park facilities or to other customers' property. The Trust reserves the right to ban individuals from future use of the Park.

## **Quiet Time**

Please note that the Park has a Quiet Time Policy between 10.00pm and 7.00am. Please keep noise that may disturb other customers to a minimum during this time.

## **Visitors**

The Orkney Caravan Park is happy to accommodate up to 4 visitors per pitch/booking per day. All visitors are required to be off site by 10.00pm. Any visitor staying overnight or beyond 10.00pm will be considered an additional person of the booking and will be subject to payment.

Visitors must park any vehicles in the adjacent Pickaquoy Centre car park and not bring their vehicles on to the site.

## **Use of facilities**

We ask our customers to help us maintain the high standards of cleanliness which are a feature of the amenities block. Please report any issues or faults to the warden.

The picnic benches can be used by all customers and can be moved around the Park if requested.

## **Refuse and Recycling Disposal**

All refuse and recycling must be put in the designated refuse/recycling points in the receptacles provided.

We only dispose of everyday waste and do not dispose of large items, including (but not limited to), tents, awnings, chairs, bedding etc. Any large items left will incur a disposal charge.

## **Website Accuracy**

Whilst every attempt is made to ensure that the details on our website are correct and up to date, we cannot accept responsibility for errors therein or results thereof.

## **Data Protection**

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act. Debit/Credit card details are not saved, so if you make a subsequent booking you will need to provide your details again.

We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for marketing purposes please inform us at the time of your booking.

CampStead Ltd may contact you on behalf of The Orkney Caravan Park, inviting you to complete a questionnaire and review regarding your stay.

## **28 Day Rule**

The Park's planning conditions state that a pitch can only be reserved for a maximum of 28 days. If you wish to stay longer, please contact the Pickaquoy Centre Trust (terms and conditions apply).