



Terms & Conditions of Booking

Riverside Touring & Camping Pitches

All bookings for touring caravan/tents/trailer tents/motor caravan/folding camper pitches are accepted subject to the following conditions:

A deposit of 50% of the total balance is required at the time of booking. This confirms and secures your booking. **The remaining balance is due and to be received by management 28 clear days before the first day of your holiday. No reminder will be sent. If the balance is not received by then, the right is reserved to re-allocate the booking and retain any deposits paid.**

No deposits or balances are refundable for ANY reason. You are strongly advised to ensure that you have cancellation insurance to cover against loss in unforeseen circumstances.

All arrivals must report to reception with all fees paid before proceeding. Your pitch number will be issued at this time.

Day visitors are welcome but must register with reception. Checks are made hourly. Please note that during the Coronavirus Pandemic, Day Visitors may not be allowed onto the park to comply with Coronavirus restrictions. If this is a concern please check with reception before arriving.

Camping and Touring pitches will NOT be available BEFORE 12 NOON on the day of arrival.

All Camping & Touring pitches must be vacated NO LATER THAN 11AM on the day of departure.

Please advise us if you are likely to arrive later than 6.30pm. If we have not heard from you by 9.00am the day following your expected arrival we reserve the right to re-let your pitch.

It is regretted that no refunds can be made if guests depart prior to the end of the booked holiday for any reason, including weather conditions. Payments are NON REFUNDABLE and we cannot accept cancellations due to adverse weather conditions.

The submission of completed booking forms or telephone agreements shall constitute an offer by the client and a contract will exist if and when the Park issues and invoice. The



person making the booking will be present and responsible for all damage, liabilities and eventualities of their booking unless, prior to arrival, transfer of responsibility is accepted in writing by another attending party member with the park's managements full knowledge and agreement.

The right is reserved to refuse acceptance or to terminate the visit of any person or persons whose conduct is detrimental to Riverside Caravan and Camping Park or to guests on the Park. No refund will be given of ANY monies already received if this right is implemented and we shall not be liable for any extra cost incurred by you. **Guests are expected to respect their neighbours by keeping noise levels to a minimum between the hours of 11.00pm and 9.00am.**

We are a family holiday park and therefore any campers under the age of 18 years old must be accompanied by an adult (unless previously arranged with the Park's management).

Barbeques are only permitted if raised above the ground. Do not place them on the tables. If caught a fine of £150 will be payable to Riverside Caravan and Camping Park. You are responsible for your own Barbeque, including it is extinguished correctly. They must not be left to become a nuisance to other campers.

No open fires are permitted anywhere on the park under any circumstances. If caught with a lit fire you will be asked to leave the Park immediately. No refunds will be given. This includes fire pits.

Firearms, air rifles, pistols, crossbows, archery bows are not permitted on the Park.

Well behaved dogs are welcome. They must be kept on a lead at all times within the main park. There are specific areas of parkland for off-lead walking. We would ask our pet owners to remember that not all our guests are pet friendly. All fouling must be collected and disposed of in the bins provided. Dogs are not allowed in the shower block or shop except for guide dogs. Please do not leave pets unattended at any time.

As a family holiday park we reserve the right to refuse certain breeds of dog we consider inappropriate.

The owners cannot accept responsibility for any loss or damage to your property by theft or otherwise, or for personal injury. Every endeavour will be made to allocate to 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, and we will not contract to guarantee the provision of any specific pitch.



For the safety of our guests and especially children, the speed limit of all vehicles must not exceed 5mph on the park.

The Park uses its best endeavours to ensure the availability of all amenities advertised in the brochure or otherwise but shall not be liable in respect of their non availability due to circumstances or events beyond its control. We cannot guarantee uninterrupted electrical supply to the site. We cannot guarantee the amount of water pressure or water quality on site.

All vehicles must be parked within the allocated parking space; extra vehicles will not be accommodated unless prior notification is given in writing.

Vehicles are left on the Park at your own risk.

The Park's River, Lakes and Woods are for residents staying on site only. At times the river can be deep and fast flowing, children must be supervised at all times.

Fishing Tickets for the Park's lakes must be purchased in advance from reception.

Children under the age of 16 must be accompanied by a capable and responsible adult at all times whilst using the Fishing Lakes.

The enjoyment of your holiday is important to us. In the unlikely event of any short comings, you are asked to notify the management immediately so that they may be remedied.

Lost property – any personal items / property that have been left behind after departure can be sent on via post at a minimum charge of £12.00.

If due to circumstances beyond our control, we are forced to change or alter the service of pitch you may have booked in any way, we reserve the right to offer an alternative where possible.

The person that signs for the responsibility of the party included on the booking confirmation is responsible for the first £5,000.00 of any claim made against Riverside Caravan and Camping Park for whatever reason made by any of the party including the signatory.

Guests are requested **NOT TO SMOKE** inside the Park's Static Holiday Homes, Ensuite B&B Rooms, in the Country Club, the Park Shop, Laundry Room and Shower and Toilet Blocks.



No hosepipes are permitted on the Park. Washing of any caravans or vehicles via a hosepipe is not allowed unless permission granted from reception. If you wish to use a hosepipe on the Park there is a £40.00 charge which can be paid at reception.

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the Park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware. Our full Health and Safety Action Plans are available for inspection in Reception.

WE RESERVE THE RIGHT TO ALTER PRICES AT ANY TIME WITHOUT FURTHER NOTICE DUE TO CIRCUMSTANCES BEYOND OUR CONTROL.

Storage With Riverside

All contracts for the storage of touring caravans/trailer tents/motor caravans/vehicles are accepted subject to the following conditions:

Subject to payment of the Annual Rental, Riverside Storage Ltd accepts temporary custody of the Vehicle for the Storage Period.

The Owner of the Vehicle parts temporarily with the Vehicle for the Storage Period and agrees to pay Annual Rental.

All personal effects and valuables must be removed from the Vehicle, and the windows and door are to remain locked during the period in storage. Any items left in the Vehicle are left at the Owner's own risk.

By storing their vehicle at Riverside Caravan and Camping Park with Riverside Storage Ltd, the Owner warrants that he/she has both ownership and legal title in the Vehicle.

Access to the Storage Compound is not permitted. If the Owner requires access to their Vehicle, it must be booked in advance with Riverside Storage Ltd with a minimum of 24 hours' notice. The Vehicle can then be accessed from the collection/delivery area by Shower Block 1.

Riverside Storage Ltd reserves the right to increase the Annual Rental and shall give the Owner not less than one month notice of an increase following which the new value shall be the Annual Rental.

In the event of Annual Rental being overdue Riverside Storage Ltd may retain possession (lien) of the Vehicle until the arrears are settled in full or otherwise discharged. Riverside Storage Ltd undertakes to notify possession by recorded delivery.

Riverside Storage Ltd reserves the right to refuse any Vehicle not deemed acceptable.



Riverside Storage Ltd reserves the right to ask the Owner to remove their Vehicle from the site if they do not abide by these terms and conditions.

No unauthorised access is allowed into the storage compound at any time.

Riverside Storage Ltd excludes all liability for loss or damage where the means employed are in excess of the duty of due diligence.

Whilst Riverside Storage Ltd does its utmost to provide security for the Vehicle stored with them, it is impossible to eliminate the risk of theft or damage.

By signing Riverside Storage Ltd's Agreement To Store Form the Owner agrees to the above terms and conditions in relation to the temporary custody of the identified goods (Vehicle).

Riverside Static Holiday Homes & En-suite B&B Rooms

All bookings for Static Holiday Homes & En-suite Rooms are subject to the following conditions:

A deposit of 50% of the total balance is required at the time of booking. This confirms and secures your booking. **The remaining balance is due and to be received by management 28 clear days before the first day of your holiday. No reminder will be sent. If the balance is not received by then, the right is reserved to re-allocate the booking and retain any deposits paid.**

No deposits or balances are refundable for ANY reason. You are strongly advised to ensure that you have cancellation insurance to cover against loss in unforeseen circumstances.

Upon arrival you will be given a form and asked to sign off your room or static to state that you are happy with the condition and the contents. This must be returned within 1 hour of check in. At this point if there are any items missing or and damages or breakages that have not been made aware to you, you must notify a member of staff immediately. If you notify a member of staff after 1 hour of check in you will be held accountable.

On arrival we will require a £50.00 deposit against any damages or breakages. This will be refunded to you in full on your day of departure and once your room or static has been checked for damages or breakages and signed off by a member of staff.

The number of persons including children occupying the room / static must not exceed the stated two/four berths unless otherwise agreed with management.



NO SMOKING is permitted inside any of Riverside's Static Holiday Homes or En-suite Rooms – including the balconies. If evidence of smoking is found after your stay your deposit will not be refunded.

Statics and En-suite Rooms will NOT be available BEFORE 2PM on the day of arrival.

All Statics and En-suite Rooms must be vacated NO LATER THAN 10AM on the day of departure.

Please advise us if you are likely to arrive later than 6.30pm. If we have not heard from you by 9.00am the day following your expected arrival we reserve the right to re-let your static or room.

It is regretted that no refunds can be made if guests depart prior to the end of the booked holiday for any reason, including weather conditions. Payments are NON REFUNDABLE and we cannot accept cancellations due to adverse weather conditions.

Hirers undertake to leave the Static/Room and all utensils in a clean and tidy condition.

The right is reserved to refuse acceptance or to terminate the visit of any person or persons whose conduct is detrimental to Riverside Caravan and Camping Park or to guests on the Park. No refund will be given of ANY monies already received if this right is implemented and we shall not be liable for any extra cost incurred by you. **Guests are expected to respect their neighbours by keeping noise levels to a minimum between the hours of 11.00pm and 9.00am.**

The owners will use every reasonable care to hand over the Static Holiday Home / En-suite Room in excellent condition, but cannot accept any responsibility for any loss or damage to your property by theft or otherwise for personal injury.

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the Park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware. Our full Health and Safety Action Plans are available for inspection in Reception.

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