Sandgreen Caravan Park – Booking Terms & Conditions

Check-In: 3pm – Check Out: 10am

Late Arrivals – If you will be arriving late (after 5pm) or are held up please call our Reception on 01557 814351 ahead of time for out-of-hours check-in information and arrangements.

Booking Conditions
Sandgreen Caravan Park is a family park catering for Caravan Holiday Homes and Caravan Hire Fleet. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. We would ask that you familiarise yourself with our booking conditions and contact us if you have any queries whatsoever.

Your Booking
The person who completes the Booking Form, or who makes the booking with us by other means, is responsible for the booking and must be 18 years of age or older. Only the people named on the Booking Form may stay with us. Your booking is personal to you and you cannot assign or transfer it to any other person. We reserve the right to refuse any booking. Please make sure that you book all the dates you need, we are not able to guarantee that we will be able to extend your booking.

You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Park.

Deposits and Balances
A 50% non-refundable booking deposit is payable for each booking. The full balance is due one month prior to arrival. We are not required to send you a reminder. If the full balance is not received by this date, your booking will automatically be cancelled and you will forfeit your deposit.

This Contract
This Contract is with Sandgreen Caravan Park. A contract exists as soon as we have issued our confirmation and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours. The terms contained in this contract do not affect your statutory rights.

The Price of the Holiday
Our prices include VAT. Once you have made your booking and paid a deposit of 50% the price of the holiday will not be subject to any change. The balance of the price of your holiday must be paid one month prior to arrival.

Arrivals and Departures
You must tell us if you are likely to arrive later than 5pm. If we have not heard from you within 24 hours of your expected arrival, we may release your booking. You must vacate by 10am on the day of your departure otherwise an additional night will be charged.

Changes Caused by Exceptional Circumstances
We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.

If the law prevents us from performing our obligations under these Terms and Conditions **at all,** for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are **your** responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequences, for example because you are legally required to self-isolate) and any restriction arising from your chosen career.

If you decide to cancel in any of these circumstances and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ("Direct Costs"). We will not be liable to make any other payment to you.

Either of us may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund your booking in full

including any deposit. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs. If you cancel in these circumstances, we will refund on the same basis but may deduct any Direct Costs. In neither case will we be liable to make any other payment to you.

Other Cancellations
We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the date it is received by us.

If you cancel your holiday, cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these terms and conditions, or are doing so due to "Changes Caused by Exceptional Circumstances".

In the event of a cancellation all deposits are non-refundable.

Refunds on cancellation, up to 28 days before holiday is due to commence – full balance less deposit.

After 28 days before holiday is due to commence - NO REFUND.

You are not entitled to any refund if you or any of your guests leave before the end of your holiday, unless you are doing so due to "Changes Caused by Exceptional Circumstances" or we are in serious breach of our obligations in these terms and conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.

We may also cancel your holiday if you breach any of these terms and conditions.

We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us.

Complaints
We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help. Please refer to:

Elspeth Sutton, General Manager
Telephone: 01557 814351
Email: info@sandgreencaravanpark.co.uk

Personal Data
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 our park. If you wish to receive any communication from us please annotate the appropriate box on the booking form. For the purposes of the Data Protection Act 2018 the signing of the Declaration on the Booking Form signifies your assent to these terms.

Any personal data you give to us will be processed in accordance with the law and our privacy policy which can be found within our footer on our website at www.sandgreencaravanpark.co.uk

Our Promises to You
We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these terms and conditions and except where exceptional circumstances prevent us from doing so. We will provide, maintain and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.

Your Promises to Us
You agree that you will:

Keep to these terms and conditions and the Park Rules.

Stay with us only for holiday and recreational purposes.

Pay promptly for your holiday and other charges due to us.

Not cause any damage during your holiday.

Not do or fail to do anything which might put us in breach of any condition of the Site Licence, which is always available on the Park in a conspicuous place. For example, the conditions of the Site Licence which may affect you include those requiring the space between caravans and other structures to be kept clear, those prohibiting combustible structures, those regarding car parking and those requiring the underside of the caravans to be kept clear.

Not make any alteration to any accommodation or Pitch.

Permit us to move you to another location/unit on the Park if necessary. We will ensure that any alternative location/unit will be of similar quality and be responsible for all reasonable costs incurred.

Holiday Behaviour Standards and Termination
These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Park at the time.

You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children) keep to, the following standards of behaviour:

To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.

To supervise children so that they are not a nuisance or danger to themselves or other people using the Park.

Not to:

Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);

Use the Park in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to the above) at the Park or in its vicinity;

Commit any acts of vandalism or nuisance on the Park;

Use fireworks on the Park;

Keep or carry any firearm or any other weapon on the Park;

Keep or use any unlawful drugs on the Park;

Create undue noise or disturbance or commit antisocial behaviour on the Park;

Carry on any trade or business at the Park;

Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Park.

You agree that if you or any of your family members or visitors or guests whom you have invited to the Park break the behaviour standards listed above then we may terminate your booking.

Dogs and other pets
Sandgreen will not permit any dogs that are listed under the Dangerous Dog Act.

If you bring your dog with you when you stay with us we ask that you:

Keep the dog on a short lead and under control at all times whilst on the Park. Well behaved, controlled dogs can be off the lead on the BEACH between 9pm and 8am.

Clean up after your dog.

Do not leave your dog unattended at any time in the holiday home.

We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

Changing the Park Rules
It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us.

Any changes made to the Park Rules after we accept your booking may affect you because you will be required to comply with the changed Park Rules, but will not affect anything else to which you are entitled under these booking terms and conditions.

You will receive a copy of the current Park Rules in your holiday welcome pack, please ensure you read through these to familiarise yourself with the Park Rules.

Keys

We hold a key to all the accommodation we own on the Park. If you are staying in our accommodation, we may use the key for any purpose authorised by you, for example if you ask us to give access to an authorised visitor. We may also use the key in an emergency, such as an immediate concern for health and safety of any person, to carry out urgent repairs or preventative work, or to check and secure the accommodation if it appears to be insecure. We will take reasonable care when accessing any accommodation.

Forgotten Something?

If, when you get home, you find you have left something with us, please don't panic. Give us a call and we will see if we have it. If we do we will pack it up for you and you can organise for a courier to collect it. There is no charge for this service. Unfortunately, due to the complexities of Royal Mail parcel service it is not possible for us to pack and post items. We would however be more than happy to hold them for you for your next visit.

Liability

Sandgreen Caravan Park cannot accept responsibility for temporary non-function of facilities or for theft, damage or injury, howsoever caused. All persons, cars and vehicles of any description together with their contents enter the park at the owner's risk. The Park Warden reserves the right to refuse entry or request customers to leave.

Our Park Rules - Our current Park Rules applicable to your booking are set out below.

Sandgreen Caravan Park - 2027 Park Rules – Hire Fleet Visitors

Welcome to our Park. We would be very grateful during your visit if you could make yourself aware of and adhere to the following rules. Whilst every reasonable effort has been made to identify and minimise any risk to visitors to Sandgreen Caravan Park of injury to themselves or damage to their property, all visitors should be aware of maintaining both their own health and safety in and around the park and that of others. Please report any breaches of these rules to the office. Please remember, we are here to help and to make sure that you have a great holiday, if we can help in any way, do not hesitate to contact us.

YOUR HOLIDAY HOME

- If you find that there is a problem with your holiday home, please let us know immediately to enable us to sort it and prevent any disruption to your holiday.
- Holiday Accommodation must be vacated by 10am on day of departure. We ask that you leave the caravan as you found it. Please report any breakages to reception when checking out.
- Our office is open 7 days per week 9am to 5pm. Our telephone number is 01557 814351. Out with office hours, emergencies can be dealt with by our warden - Tel 07749 060735.

HEALTH & SAFETY

Vehicles & Driving

- The speed limit on the Park is **10mph** and must not be exceeded at any time. Persistent speeding will result in the customer being asked to leave the Park.
- All road traffic laws and "rules of the road" apply within the Park.
- Only eligible drivers may drive on the Park.
- Vehicles must be fully taxed, MOT'd, and insured.
- Accessories and towed items (including boats) must be insured for public road use.
- Learner drivers and driving lessons are **not permitted** on the Park.
- Joy riding of motorbikes, quad bikes, or cars is strictly prohibited.

Occupancy & Use

- Your Holiday Accommodation may not be used for sleeping a number of persons greater than the 'sleeping capacity' stated on our advertisements. One bedroom unit = max. 2 people; 2 bedroom unit = max. 4 people; 3 bedroom unit = max. 6 people

Fire & General Safety

- Fireworks, Chinese lanterns, and similar items are prohibited.
- No flammable items are to be stored underneath the Holiday Home at any time.
- Ground level BBQs and camp/bonfires are not permitted on the Park or Beach.
- Electric vehicles must not be charged from Holiday Caravan hook-up points.
- Uneven ground and potholes are natural features of the countryside; please take care.
- Smoking in any of our Holiday Accommodation is strictly prohibited.

BOATS & WATER USE

Water Lanes

- Three clearly marked lanes operate at Sandgreen:
  - Power boats (closest to entrance)
  - Sail boats, kayaks, canoes, paddleboards (middle)
  - Swimming (furthest lane)

Registration

- If you wish to use your boat/kayak whilst staying with us, you must register the details at Reception so that, in the event of an emergency, we can assist.
- Proof of craft insurance is required for powered boats.

Prohibited Crafts

- Jet skis and blokarts are not permitted.

PETS

- Pets should not be left in the holiday accommodation unattended.
- Dogs are welcome but must be kept on a lead and under control at all times.
- Well-behaved dogs may be off lead on the **beach only, between 9pm and 8am.**
- Owners must clear up after their dogs.
- Dogs that are aggressive, persistently bark, or are repeatedly off lead will be required to be removed from the Park.
- Dogs listed under the Dangerous Dogs Act are not permitted.
- Other pets are allowed provided they do not cause nuisance.

PITCH RULES

General Pitch Use

- Refuse must be disposed of in the bins provided.
- Only domestic waste may be placed in the bins. All other refuse must be taken off park and disposed of responsibly, this includes bicycles, white goods, electrical goods, garden furniture, etc.

Vehicles & Parking

- A maximum of one car parking space is provided at the holiday accommodation.
- All other vehicles, whether they belong to you or a visitor, must park in the main car park at Reception.
- No roadside parking is permitted.
- Commercial vehicles, touring caravans, and motorhomes are not permitted at pitches.

GENERAL CONDUCT & USE

- Abusive, threatening or offensive behaviour (either in-person, over the telephone, or via any social media or online platforms) towards staff or other visitors will not be tolerated and any person who acts in this way will be asked to leave the Park immediately.
- Noise must be kept to a minimum between **10pm and 8am.**
- Radios, TVs and sound systems are not permitted outside Holiday Homes or on the beach.
- No business, trade, agency, or service may operate from the Park.
- Tents are not permitted.
- Vehicles must not be washed on the Park.
- Vehicle repairs are not permitted (except recognised breakdown services).
- Drones are prohibited.

Children & Play Areas

- No child under the age of 10 may be left unaccompanied anywhere on the Park.
- The play park is for children aged 12 and under only. All children must be supervised by an adult while in the play park.
- Play park hours: **9am – 9pm.**

Environment & Waste

- You must not introduce any foreign items into the drainage systems. Blockages caused by misuse will be charged to the customer.
- Customers must stick to established paths and must not create new walkways/paths.

Emergency Evacuation Procedure

In the event of a Fire:-

1. Leave the building/caravan/lodge by the safest and quickest exit and gather a safe distance away
2. DO NOT re-enter once you have left and make sure all your group is accounted for
3. Dial 999 and ask for the Fire Brigade – the address is Sandgreen Caravan Park, Sandgreen, Gatehouse of Fleet, DG7 2DU
4. Report to the warden who will give you instructions – Tel 07749 060735
5. DO NOT PANIC - Stay well away from the fire