

# Touring & Camping

## Terms and Conditions

By Making a booking, you are accepting these terms and conditions as set out below on behalf of all members of your party.

- To make a booking you must be over the age of 18.
- A non-returnable deposit of £20 or 25% of the total booking cost (whichever is the greater) will be applied at the time of booking. Where applicable the deposit will be deducted from the balance due on arrival.
- Pitches are allocated according to length of caravan/ motorhome , An area of the park and pitch numbers or allocation together may be requested but cannot be guaranteed,
- Cancellations within 7 calendar days or fail to arrive, will be liable for the full cost of the booking
- Refunds will not be offered for circumstances out with Banff Links Caravan parks control.
- Customers are strongly advised to ensure they have adequate travel insurance to cover losses due to early departure or cancellation.
- High season fees will be applicable during July August , special events ,bank holiday long weekends including May Day Weekend
- Musical Instruments, sound and vision systems etc. must not cause a nuisance to other visitors to the park especially between the hours of 10.30 pm and 07.30 am.
- All vehicles must be parked within the allocated parking space provided. Extra cars may be parked in the car park at reception.
- All drivers must obey the park speed limit and keep to the roads and authorised parking areas
- Banff Links Caravan Park cannot be responsible for the failure of the water, electricity, drainage or other mains services beyond its control
- Banff Links Caravan Park and its employees will not be liable for any loss, damage or theft, mishap to any person or property.
- Banff Links Caravan Park reserves the right to refuse a reservation or to expel residents for conduct that is detrimental to the wellbeing or comfort of other park visitors.
- We have a zero-tolerance policy. against violence and aggression towards staff and customers
- Pets are welcome, They must be kept on a short lead or at heel, owners must clean up after them, pets must not be left unattended in caravan motorhome or tents

### **Booking Mistakes**

If a booking shows evidence of what Banff Links caravan park deem to be a mistake, we reserve the right to contact you within 48 hours to confirm the mistake. We will endeavour to rectify the problem, offer a suitable alternative or instead cancel your booking and provide you with a full refund.

### **Changes to your holiday during your stay**

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.

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

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

### **If we cancel your 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 holiday with a full refund of any money you have paid

### **Rules and Regulations**

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 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. Banff Links Caravan 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 lead name on booking will be responsible for and charged for any damage /loss caused by themselves or their visitors or to any park facility or other resident's property.

Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

### **Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Banff Links Caravan Park. 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 the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a

questionnaire and review regarding your stay at our park.