



## York Naburn Lock Caravan Park Terms & Conditions

Acceptance of your booking, on payment of the appropriate deposit creates a contract between you and Naburn Caravan Park Ltd (the park) which is subject to the following terms and conditions which you will be deemed to have read prior to booking.

Guests who have mobility or accessibility concerns are advised to consult our Accessibility Statement prior to booking.

### 1.0 Booking

- The park admits family groups, couples and single adults only.
- Bookings are not transferable.
- Only persons 18 years and older may be admitted to the park's adult only field.

### 2.1 Prices

- The park makes every effort to ensure prices displayed on this website are correct and up-to-date. However we do reserve the right to change prices without prior notice.
- The price on which your booking is accepted is fixed for your stay, subject to:
  - your unit and party being accommodated on the accommodation booked.
  - changes in government legislation, for example, a change to the rate of VAT (Value Added Tax).

### 2.2 Payment

Bookings may be made online or over the telephone.

- All major credit and debit cards are accepted for payment of the booking deposit.
- The park does not charge credit card transaction fees.
- **Deposit amounts are:**

<u>Total Price of Stay</u>	<u>Deposit Amount</u>
Up to £30	Full Payment
£31 - £100	£30
Over £100	£40

- The balance of payment is due at check-in.

### 2.3 Cancellation or Amendment

- Cancellations or booking amendments received 30 days or more prior to your planned arrival date may be accepted subject to forfeiture of your booking deposit.
- Cancellations or booking amendments requested within 30 days of your planned arrival date may result in you having to pay the full price of your stay.
- Similarly, events such as vehicle break-down, illness or inclement which result in delayed arrival, or failure to arrive, are not the park's responsibility and will result in the full price of your booked stay becoming due. We recommend you consider appropriate insurances to cover these possibilities.

### 3.0 Arrival

- All guests must check in at reception on arrival.
- Check-in time is 13.00 (1pm).
- Please inform the park if you expect to arrive after reception closes at 17.00 (5pm).
- The park is unable to guarantee accommodation on a specific pitch.
- The park managers reserve the right to refuse admission to the park.

### 4.0 Departure

- Pitches must be vacated by 11.30am on the day of departure.
- Late departure up to 17.00pm may be arranged with reception in advance, after payment of the appropriate fee, subject to availability on the park.

### 5.0 Vehicles

- One vehicle per pitch is permitted. Additional vehicles are by arrangement. Please include additional vehicle requirements when booking.
- Commercial vehicles are not permitted unless specifically agreed with the park managers in advance.
- Vehicles are only to be driven by persons holding a full driving license and valid insurance policy.
- The park speed limit of 5mph must be observed throughout the park. Particular care is to be taken at the entrance to the park and reception areas.
- Anyone exceeding 5mph will be asked to leave their vehicle in the main car park.

### 6.0 Noise & Games

- Loud music or rowdy behaviour is not permitted at any time.
- Ball games and kite-flying are not permitted nears to 'vans or pitches.
- Generators are not permitted unless by prior arrangement.
- Guests who cause nuisance and/or spoil the enjoyment of the park for other guests may be asked to leave the park without refund of the remaining period of the booked stay

### 7.0 Dogs & Pets

- Dogs and other pets must be kept on short leads or tie-outs when not inside a caravan or tent.
- Dogs and pets may not be left unattended at any time.
- Dogs are to be exercised off the park to avoid fouling the park. Guests are responsible for cleaning up after their pets.
- The park reserves the right to refuse admission to pets which are noisy, frightening or aggressive in any way, or ask pet owners to leave the park if the conduct of their pets does not comply with these requirements.

### 8.0 Fires & Barbecues

- Open fires are prohibited anywhere within the park grounds.
- Barbecues are permitted but must be raised on bricks away from grass, plants, trees and other combustible materials.

## 9.0 Accidents & Insurances

York Naburn Lock Caravan Park, its managers and employees cannot be held responsible for personal injury, damage or loss incurred within the park grounds however caused.

- Caravans, vehicles and tents are brought on to the park at the owner's risk. No responsibility is accepted for loss, damage or injury in the park, however caused.
- Guests warrant that they have appropriate current insurances for their vehicles and any activity they are likely to undertake within the park grounds.
- Any accident or incident which occurs within the park grounds must be reported and recorded at reception.

## 10.0 Visitors

Visitors are welcome to visit guests during opening hours 09.00-17.00 (9am-5pm)

- All visitors must register at reception.
- Guests are responsible for the conduct of visitors whilst on the park.

## 11.0 Fishing

Fishing is available along the park's private water upon purchase of a fishing permit at reception.

The proprietors reserve the right to refuse admission or ask any guest failing to comply with these terms and conditions to leave the park immediately without refund.

## Contact information



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