

# Ballyness Caravan Park



## Terms and Conditions



40 Castlecatt Road, Bushmills, Co Antrim, BT57 8TN

[www.ballynesscaravanpark.com](http://www.ballynesscaravanpark.com)

tel: 028 2073 2393

AA Caravan Park of the Year for Scotland and Northern Ireland 2010

Ballyness Caravan Park is a family park catering for touring caravans and motor caravans. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

### **Advance Bookings**

Advance booking is essential, particularly for weekends, bank holidays and during July and August. Bookings may be made online on [www.ballynesscaravanpark.com](http://www.ballynesscaravanpark.com) or by telephoning reception on 028 2073 2393. At time of booking full contact details are required and payment must be received in full by credit/debit card or cash. By booking you give permission for your contact details to be retained on our computer system.

### **Party Size / Age Restrictions**

A maximum block booking of 3 pitches is permitted. We cannot guarantee that caravans booked in together will be beside each other on the Park. Persons aged under 18 years of age are not accepted unless with family members who will be responsible for their conduct. As we are a holiday touring caravan park we cannot accommodate those using caravans for residential or employment purposes.

### **Cancellations / Amendments**

A minimum of 14 days written notice (letter or email), in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 14 days notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given minus £5.00 administration charge. Cancellations within 14 days of customer's arrival date will not be transferable or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation e.g. a medical note must be forwarded in order to process this refund, minus a £5.00 administration charge.) Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay.

### **No Shows**

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund. If no notification is given and the pitch is not occupied by 1.00pm on the day following the day of expected arrival, we reserve the right to re-let the pitch with payment forfeited.

### **Extended Stays**

Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay please check with reception as soon as possible.

### **Minimum Nights**

A minimum of 2 nights can be booked online. Bookings for one night only can be made by telephoning **028 2073 2393**. The following minimum stays apply at other times

Bank holidays - 3 nights

Easter - 4 nights

NW 200 - 4 nights

July & August - 5 nights

### **Prices and Payment**

All published prices include VAT and are subject to change without prior notification. The total amount paid is the same however you pay,

### **Waiting Lists**

For fully booked dates customers can be added to a waiting list and any vacancies will be notified by telephone, with pitches allocated to the first paying respondent.

### **Arrival / Late Arrivals**

Your arrival is welcome from 1.00pm onwards. On arrival please check in at the reception where you will be asked to confirm your occupancy details and sign to comply with the park rules and regulations. Access to the park will not be permitted until payment is received in full. Only persons declared on the booking form can be accommodated. Except by prior arrangement, we will not have space if you arrive early. Reception is open until 6pm on weeknights (8.30pm on Friday) and 5.00pm on Saturday and Sunday. If you wish to arrive after this time please notify Reception by telephoning 028 2073 2393 so that appropriate arrangements can be made.

### **Pitch Allocation**

Customers will be informed of their pitch number on arrival, the pitch is allocated according to the specified requirements made at the time of booking and is determined by the computerised booking system. Whilst every effort will be made to meet specific requirements for a particular pitch e.g. for disabled customers, no guarantee can be given. All caravans/motorhomes must be set up in positions as indicated by staff. Before pitching please ensure you have checked your pitch number, as specified on arrival, to avoid being asked to move.

### **Services**

All pitches are hard stand with water, 16amp electricity and grey water waste disposal facility.

### **Awnings.**

The majority of pitches can accommodate awnings and if required should be specified at the time of booking. Unfortunately we cannot guarantee caravanners an awning suitable pitch, particularly during peak occupancy. Please note no groundsheets or mats are permitted in awnings. During adverse weather conditions you may be requested to take your awning down. Please note that if an awning is booked, no refunds can be made if the awning is not put up

### **Vehicles**

Only one car is permitted per pitch. Extra vehicles or visitors cars can park in the car park at Reception. No commercial vehicles are permitted on site.

### **Pets**

Well-behaved dogs are welcome on the park. All dog owners must adhere to the park information regarding their pets.

### **Fires / BBQ's**

Open camp fires are not permitted on the park. Free standing BBQ's are allowed. Stands are available at Reception for disposable BBQ's.

### **Departure**

All pitches must be vacated by 12 noon of the day of departure. A late check out of 4.00pm may be possible, please check with Reception on the morning of departure. No refunds can be given for departing nights early. Please do not ask as a refusal may offend.

### **Park Information**

A copy of the Park Information will be supplied at time of booking or on registration (if not previously received) and are also on display in the amenity building and online. The person making the booking is responsible for the conduct of their party. Customers on the Park must comply with

the Park Information for their own and others safety. Failure to do so may result in eviction from the park with no refund. Ballyness Caravan Park reserves the right to refuse access to customers who have breached Park rules, have been asked to vacate the Park or who have previously been refused access to the Park.

### **Liability**

Anyone found defacing or causing damage to any building, equipment or property of the Park faces immediate eviction and/or prosecution. The pitch hirer will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any Park facilities or to other customers' property. Your vehicles and their contents and accessories are left at your own risk. Ballyness Caravan Park or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the Park nor for any injury, accident or mishap to any person in the Park, unless the same be caused or contributed to by any negligence or default on the part of Ballyness Caravan Park or its staff. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

### **Data Protection**

All the information taken at the time of booking is collected for the purpose of processing your booking at Ballyness Caravan Park. As part of our ongoing monitoring and promotion of the Park we may email you of late availability, future events or developments on the Park. If you do not wish to receive any communication from Ballyness Caravan Park please email us on [info@ballynesscaravanpark.com](mailto:info@ballynesscaravanpark.com)

By booking a pitch you agree to abide by the above terms and conditions and the Park information.

We look forward to welcoming you to Ballyness Caravan Park and hope you enjoy your stay with us.