



Booking terms and conditions for Touring Caravan bookings and Holiday Cottage Bookings at Riverside Caravan Park, High Bentham

Terms used throughout – ‘We’ refers to Riverside Caravan Park, its owners and staff. ‘You’ refers to the customer, our guests. Please note that all pitches are for one caravan, Motorhome, Campervan, Trailer tent or Folding Camper. We do not accept Tents.

Reservations

We accept bookings online and by telephone. We will not accept responsibility for errors arising from booking requests. Please check your booking confirmation as soon as you receive it and please let us know if any of the details of your booking change so we can update your details.

Deposits

Your deposit is non-refundable. However, we may in certain circumstances, provide a credit note equalling the amount of the deposit which must be used within the time specified. Credit notes are non-transferable. No refunds will be given if you choose to end your holiday before the booked date.

Payment

Any remaining balance is due upon arrival at Riverside Caravan Park for touring bookings, and 4 weeks prior to arrival for cottage bookings. Currently we accept cash, credit / debit cards and cheques. With regret we do not accept American Express or Business Cards.

Cancellations

Upon receipt of the deposit, the booking is then to be considered as a contract and if you fail to advise of a cancellation within 24 hours of arrival, no monies will be refunded, but a credit notice may be given at the management’s discretion. Further, if you are unable to take your holiday, you could still be liable for the whole amount or at the management’s discretion. In the event of a no show without any notice, we reserve the right to ask for full payment of the pitch.

Cancellations are to be notified to Riverside Caravan Park in writing, either via email (info@riversidecaravanpark.co.uk) or post (High Bentham, Lancaster, LA2 7FJ), or by phone on 015242 61272.

Insurance

Booking a holiday is a legally binding contract. If you cancel you will lose your deposit and may have to pay the whole balance. We recommend that you take out insurance to cover your holiday.

Arrival & Departure

Touring pitches are available from 1pm on the day of arrival. All pitches must be vacated before 12 noon on the day of departure unless an extended stay has already been authorised and paid for.

If you're planning to arrive after 6pm or are running late, please let the park know on 015242 61272 so we can make arrangements for your arrival. We will assume you are not coming and will cancel your booking without a refund if you haven't arrived by 10am the following day – unless you tell us beforehand.

Holiday Cottages are available from 3pm on the day of arrival and must be vacated by 10am on the day of departure. If you are planning on arriving later than 5pm please let us know in advance on 015242 61272 so that we can arrange with you the collection of the keys.

Standard of behaviour on our Park

If a customer is deemed to be engaging in any behaviour that causes offence to themselves, the staff or to others, they may be asked to leave the park. In this instance they are still liable for any monies outstanding to Riverside Caravan Park. Riverside Caravan Park is a quiet park and does not accept loud or excessive noise at any time, in particular after 10pm or before 9am and we insist upon an absolute quiet rule between 11pm -7am. Zero tolerance for anti-social and/or drunken behaviour.

We don't allow hover boards, Segways, Drones or remote-controlled cars/toys. Motorised skateboards & scooters and the like are also not permitted. This does not include mobility scooters.

Push bikes, skateboards, scooters and the like are more than welcome, but we ask for these to go to bed at 7:00pm or as soon as the streetlights come on. We politely ask this for the peace and quiet of customers of all ages.

Please can we ask that helmets are worn at all times.

Food Deliveries

Please be aware We don't allow food deliveries (i.e. from the leading supermarkets, ask in reception if you require further clarification) on to the park as there is a great selection of shops and services available in Bentham, and the local area, whom we ask you to support as part of our commitment to green tourism.

Dogs

Dogs are permitted at Riverside but must be kept on a lead at all times with the exception of the exercise field situated along the river walk. Owners are responsible for cleaning up after their dogs.

No banned breeds. If dogs are left unattended in a touring caravan and are causing a nuisance to neighbours, the customers will be asked to vacate the park.

Only one of the holiday cottages is dog friendly, therefore if you book both cottages together, please make sure the dog(s) stay downstairs in Parkside.

Offers

In the case of any offers, only one offer can be used at any one time and we reserve the right to withdraw an offer at any given time without prior notice to our customers. If a customer wishes to amend a booking, when an offer is being used, this will be at the owner's discretion. All offers are subject to availability.

Number of your party

Touring - The numbers of persons (including children and babies) in any touring unit must not exceed the numbers for which they are devised. All numbers of adults, children, dogs and whether a gazebo or extra car is being used must be declared on arrival or we may ask for additional payment. If the additional payment is not forthcoming, then the customers (or the whole party) will be asked to leave the park.

Holiday Cottages – The number of persons (including children and babies) in either cottage must not exceed the numbers for which they are devised.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party except CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

Water Supply

We have a private water supply which is regularly tested in accordance with The Private Water Supplies Regulations 2009.

Accessibility Statement

Further information regarding accessibility on the park and facilities for disabled customers can be viewed in our accessibility statement.

Smoking Policy

It is illegal to smoke inside enclosed public buildings; therefore, we operate a non-smoking policy in all buildings around the park.

Your car

All vehicles on the park must conform to the Road Traffic Act and must have up to date tax, MOT and insurance and you should comply with the speed limit (10 mph) on our park. All vehicles are brought onto the holiday park at their owners' risk and the Company does not accept responsibility for loss or damage to these except where it is caused by our negligence or fault

Special requests

Please note that we will do our best to meet any special requests; however, we are unable to guarantee any special requests. Please note special requests do not form part of the booking contract and are not a condition of booking.