

Sunnyside Croft Touring and Camping Site

Terms and Conditions

Please read carefully the following :-

Bookings – Sunnyside Croft Touring Site accepts advance bookings.

Deposit – Sunnyside Croft Touring Site requires a **non-refundable** deposit of 1st nights' pitch fee and £5.00 for each night stay reserved thereafter. Deposits are payable by Debit/Credit Card. A confirmation of booking will be sent for all reservations accepted. Balance to be paid in full on arrival. Cash, debit or credit card accepted (minimum amount accepted for card payments on site)

Please note that a fee is charged on any amount paid by a credit card for deposit and balance payments.

Changes to your booking – To amend your booking, you must notify Sunnyside Croft Touring Site as soon as possible. Subject to availability, amendments to your booking can be made up to 7 days before arrival on site and only for the same season. Amendments are subject to a £5.00 administration fee charged on arrival.

Cancellation of booking in full by you – You may cancel your booking at any time before your arrival date with no refund of monies, as per 'Deposit' Terms and Conditions.

Insurance – Holiday insurance is recommended.

Admittance to Site – On arrival, park at Reception situated in the site building. You will be asked to complete a registration form and be allocated your pitch. Pitch fee to be paid in full at this stage.

The booking agreement confers a right to occupy the pitch for the date and duration agreed and paid for in full. The signatory of the registration form accepts liability for the behaviour of all party members and for ensuring that conditions of occupancy are adhered to and for loss or damage to any of Sunnyside Croft property. The Pitch booked is for the number and name of persons specified on form only. Any changes to the occupancy agreed on booking must be agreed with Sunnyside Croft. Occupancy above the maximum capacity of your unit is not permitted. We reserve the right to refuse entry where, in our opinion, a breach of health and safety may occur.

Arrivals – New arrivals should be after **15:00hrs** and before **18:00hrs**. Should you wish to arrive out with these times please contact us to make suitable arrangements. Where a booking is not taken up by **18:00** on the day of arrival, the booking will be considered cancelled unless a later arrival time has been agreed with the Proprietor.

Sunnyside does not accept new arrivals after 20:00hrs (8:00 p.m.) or dusk, during early Spring and Autumn

Washroom Entry– A key giving you access to washroom facilities and laundry room will be provided at check-in.

Departures – On **departure** date please depart your pitch before **11:00hrs**. Pitches should be left clean and tidy on departure. In some circumstances it may be possible to remain later on site, not necessarily on your pitch, by prior arrangement with the proprietors.

In the event of early departure no refund of pitch fees will be given.

Washroom key to be returned to Reception or posted in letterbox provided prior to departure.

Day Visitors to site – Sunnyside Touring Site only accepts day visitors to site by prior arrangement. It is essential, for security, health and safety, that visitors contact Reception/yellow contact telephone situated to right of Reception immediately on arrival. They will be required to complete a visitors' registration form. Fee payable on arrival, maximum stay of 3 hours. Visitors to leave site by 21:00hrs.

The Pitch

HARD STANDING – Suitable for Motor Homes, Campervans, Touring Caravan with car, Trailer Tent with car and an Awning that forms part of any of the fore mentioned type of outfit. Outfits to be positioned on pitch as per directions given by management/warden and must fit hard standing, this includes any vehicle, trailer, awning or guy ropes. Rock type awning pegs are required on these pitches. If awnings are used the distance between any part of the awning and an adjoining unit should be not less than 3 metres. Awnings should not face each other or touch and if the awning contains sleeping accommodation the distance shall be not less than 6 metres, as per site license and fire regulations.

GRASS – Tents may be pitched on grass areas and only in the area advised by the management/warden.

NO vehicle is permitted on grass. Parking for any vehicle will be on a designated parking area. Tents accepted to a maximum 4m x 4m including porch and/or windbreak. To minimise damage to grass, site users are asked to lift all groundsheets and /or side flaps of tents at frequent intervals. **Tent size**, this includes porch and/or windbreak. The distance from canvas to canvas is 6m, this applies to any canvas including pup tents. At certain times of the year tent pitches are restricted to a maximum stay of 7 nights. If you wish to stay longer the tent will need to be repositioned .

To avoid the facilities becoming overloaded and for the comfort of our guests, there is a maximum of 6 persons per pitch.

Electrical Hook ups – All pitches have the option of Electric Hook Up payable by a pre-paid Meter card which can be purchased from Reception or Card dispenser situated in Foyer of Washrooms. Meter Cards are in £1 and £5 denomination. Minimum charge for Hook up is £1.00. Should you require a Hook up please state this on arrival so we can activate your Pitch Meter. Once a Meter Card has been activated it is non-refundable. Any unused/ undamaged Meter Cards may be returned to Reception on day of departure and a refund will be given. The site is responsible for the safety of electrical points only up to the socket outlets. Persons using the electrical point are responsible for their connector cable, plugs and all other equipment connected to their unit, which must comply with all current British Standards and Regulations.

Fire Precautions – Everyone on the site should acquaint themselves with the safety precautions against fire and the whereabouts of the fire points. Strictly **NO fires** on the site or any of Sunnyside Croft policies.

Sanitation – The contents of portable toilets must be disposed of by emptying at the disposal point provided on site. **Under no circumstances** should Portable Toilet waste be disposed of anywhere on Site other than Portable Toilet Waste Disposal Point. Due to the nature of waste water disposal, only detergents and cleaning products suitable for Septic Tanks are accepted. Bleach must not be used and any Cooking fat, grease etc. should be disposed of in a container and put into a refuse bin and not down the sinks. Toilet paper **ONLY** to be flushed down the toilets in Site Toilet Block. Use bins provided for any other items. Disposable nappies and similar sanitary items must be wrapped in a bag and placed in the bin provided.

Waste Water – A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal points provided.

Recycling – Under Sunnyside Croft Environmental policy we ask that whilst staying on our Site you recycle items. A list of items for recycling can be found at bin area. Recycling items must not be bagged.

Disposal of other rubbish on Site – All other refuse should be deposited in the bins provided for the purpose, which are situated at bin area on Site. Nappy bags and Dog foul bags to be sealed and placed in general waste bins provided. Bin area for recycling and general waste is located adjacent to entrance

Speed Limit - Vehicles and Bicycles – All one-way system signs should be observed on Site, this includes cyclists. Only a person with a full current driving licence and motor insurance may drive a motor vehicle on the Site. Motor Vehicles and Bicycles on Site should, at all times, be used with due regard to the safety and convenience of others and their speed should not exceed **5 mph**. Non registered vehicles such as motorised scooters or quad bikes are not allowed.

Safety and behaviour on Site – Bicycles/scooters/skateboards are not allowed on paved areas around Toilet Block and communal area. All Site users are expected to conduct themselves in a manner which respects the comfort and convenience of other site users. No ball games or kite flying are permitted on Site.

Sunnyside Croft Touring site is a rural site and cannot be adapted to remove all the potential hazards of nature.

Parents and Guardians of children – The safety, supervision and conduct of your children is your responsibility at all times. Children should be supervised by a responsible adult at all times who should ensure that they are safe and cause no damage or nuisance. No children 10 years old or younger are allowed in Toilet Block at any time unsupervised.

Dogs and Other Pets – Owners of pets are responsible for the behaviour of their animals. They must ensure that pets are on leads and under control at all times or tethers of sufficient strength not exceeding 3 metres in length used on their own pitch and must be positioned so as not to allow dog onto road or interfere with electrical bollard. In the interest of other Site users and our environs, any owner with a Dog(s) continually barking will be asked to leave the Site. Pets should not be left on the Site unattended. Owners must ensure that their pets do not foul the site and that any faeces are removed immediately, this includes all road verges in and around Site and Croft. No animals are allowed in the Toilet Block or Vegetable preparation area for Campers, other than Guide/Assistance Dogs.

Sunnyside Croft Touring Site and Croft Land is not to be used as an exercise area for Dogs at any time.

Country Code – Whilst on Sunnyside Croft please remember to follow the Country Code. Designated Wildlife Zones on Sunnyside Croft are not for public access. There are areas set aside for native plant and animal life only, please do not enter these zones. Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees.

General

SMOKING – Smoking of cigarettes/e-cigarettes is strictly prohibited in and around the Toilet Block Building, including the covered seating area. Cigarette ends must not be disposed of in any site building bins or planters. Suitable bin provided at bin area of site.

CAMPING STOVES – Must be used with a proprietary stand which does not allow any heat to transfer to grass.

BARBECUES – These are allowed on site but open fires/fire pits are strictly prohibited. Users should endeavour to minimise smoke and fumes for other site users. All barbecues must be raised a minimum of 60cm above the grass to avoid burning it. No Barbecues permitted on any other part of Sunnyside Croft.

NOISE – No unnecessary noise at any time and especially between the hours of 22:00 and 08:00.

LAUNDRY – Under no circumstances are fences, fence wire, gates or trees to be used as a washing/drying line. Customers own line dryers must be positioned on their hard standing.

FLAGS/BANNERS – Sunnyside Croft has a policy of **NO** Flags or Banners from any outfit.

SATELLITE DISHES/RECEIVING EQUIPMENT/AERIALS – must be positioned on your hard standing.

GENERATORS – Strictly prohibited on Site.

FEEDING BIRDS – In the interest of Environmental Health, please do not feed seagulls or any other wildlife whilst on our Site. Ensure any rubbish is put inside bins provided.

If any of the above conditions are breached, Sunnyside Croft reserves the right to terminate the contract immediately without refund. Sunnyside Croft reserves the right to alter prices. Should the proprietor close Sunnyside Croft Touring Site due to unforeseen circumstances, they reserve the right to so and will give any refund of monies paid for any outstanding part of stay.