

# Selkirk Victoria Park Caravan Park Terms and Conditions



1. **Undertaking:** You certify that you are over 18 years of age and will be a member of the party making the booking. When we accept your booking, a binding contract will be made between you, all adults members of your party and Live Borders. You confirm that you are authorised to agree to these terms and conditions on behalf of all members of your party so as to bind all of you by them and so that each of you shall be jointly and severally liable for your obligations under this contract, including payment of all fees due. You may not assign this agreement to anyone else.
2. **Booking Monies & Cancellation:** Payment will be taken up front at the time of booking. This will be non-refundable, unless under exceptional circumstances. You are advised to take out travel insurance to protect your payment in the event of cancellation.
3. **Payment:** You are liable for payment of all fees due and any damage caused by a member of your party.
4. **Terms:** Prices are per pitch per night and include four persons. Pitches are available for check in from 9am till 5pm on Monday, Wednesday, Thursday, and Friday. On Tuesday check in will be 12pm till 5pm. Weekend check ins will be between 9am and 12pm. If you require to check in out with these times please contact Selkirk Leisure Centre.
5. There is a maximum stay of two weeks after which you cannot return for at least two months.
6. **Confirmation:** Once a booking has been accepted by us, which shall be subject to availability at the time we receive your booking, a contract is made subject to these conditions. A confirmation email will be sent out to you as well as a pre arrival email 2 days before your stay.
7. **Cancellation:** It is regretted that no refunds can be made if you cancel your holiday or depart prior to the end of your booked holiday. Any claims should be made against your travel insurance policy.
8. **Dogs:** Well behaved dogs are welcome but must be kept on a lead at all times whilst on the park, and exercised off the park. For the avoidance of doubt dogs must be kept on a lead whilst on the dog walk and dogs are not permitted in the toilet and shower blocks. Owners are required to clean up after their dogs, and dogs must not be left unattended on the park. Any customers seen to be allowing their dogs to foul the site without clearing it up will be asked to leave and their booking terminated without refund.
9. **Children:** Children must be under the supervision of their parents or guardians at all times.
10. **Entry:** We reserve the right to refuse entry to any person who, in our opinion, is not suitable. In such cases all booking monies will be refunded in full and the agreement ended.
11. **Electric Hook-up:** For customers requiring an electrical connection, you will need a 20m hook-up cable. Electric hook-ups are provided for use with camping accessories only, charging of electric vehicles is not permitted.

12. Vehicles: Caravans must be towed by a private vehicle . We do not accept commercial vehicles or any vehicles with sign writing. The maximum length of caravan accepted on site is 24 feet including tow hitch.
13. Parking: Only one vehicle is permitted to be parked at a Pitch.
14. Noise: Noise from radios/engines etc. should be kept low with consideration for other park users.
15. Behaviour: You must comply with decent standards of behaviour during your stay and must show consideration for all other persons on the park. If your behaviour is unsatisfactory, in our opinion, then we may elect to terminate this agreement and require you to leave the park immediately. In these circumstances you will not be entitled to any refund.
16. Fires: Open fires are not permitted on the site. Wood and any form of firelogs are not permitted to be burnt on the park. BBQs are also not permitted to be used on site.
17. Waste Water: Waste water must be emptied into the disposal points provided. All toilet waste must be disposed of in the chemical waste disposal points provided.
18. Refuse Disposal: Refuse must be placed in the receptacles provided. We dispose of every day waste but this does not include awnings, BBQ's, chairs, tents, gazebos, carpets, mattresses and other large items – please take such items home with you. Any large items left on-site will be subject to an additional disposal charge of £20 per item.
19. Liability: We shall not be liable for any loss that you may suffer as a result of any act or omission by any person who is not employed by us. We shall not be liable to you for any consequential or indirect loss that you suffer whether this loss arises from breach of duty in contract or tort or any other way. Except in the case of personal injury or death, our total liability to you in respect of all claims arising out of your stay shall not exceed the cost of your booking. We accept no responsibility whatsoever for your personal belongings whilst they are on the park.
20. Damage: The facilities at Selkirk Victoria Park Caravan Park are for everyone's enjoyment. You are liable for the full cost of replacing or making good any damage caused by your party.
21. Price Changes: We review prices annually and price changes are generally implemented on 1 April annually, but we reserve the right to change the prices at any time during the year, in which case we would endeavour to uphold the price at the time of booking.
22. Insurance: You are strongly advised to arrange a travel insurance policy to cover cancellation and early termination of your holiday. We are unable to provide refunds for such events.
23. Problems/Complaints: You are asked to notify us immediately of any shortcomings so that these can be rectified for you. We shall have no liability for any matter that you did not bring to our attention during your stay.
24. Availability: The booking is made on the understanding that the facilities will be placed at your disposal on the dates stated. Should this not be possible due to events outside of our control, for example fire , flood or damage which could force us to cancel your booking, we cannot guarantee to provide an alternative in which case all monies paid will be returned to you in full.

25. Data Processing: We collect some personal data relating to you to fulfil our business functions relating to your booking, membership and inclusion on our mailing list(s) or in relation to specific business functions. Personal data is held only as long as necessary, and is kept to a minimum to meet business requirements. You have the following rights relating to your personal data:

The right to request a copy of the personal data held about you

The right to request that inaccuracies be corrected

The right to request us to stop processing your personal data

The right to lodge a complaint with the Information Commissioner's Office or Fundraising Regulator.