

# TERMS AND CONDITIONS FOR TOURING CARAVAN/TENT OWNERS

1. Aden Caravan and Camping Park shall be open each year from Good Friday or 1<sup>st</sup> April whichever is earlier until 31<sup>st</sup> October in accordance with their operator's licence.
2. Caravan Park charges shall be fixed by Buchan Development Initiative (hereafter called BDi).
3. A 25% non- refundable deposit is required at time of booking.
4. The balance is due 28 days prior to arrival date, if booked within 28 days of arrival full payment shall be required at time of booking
5. In the unfortunate event that you have to cancel your booking, our cancellation policy is as follows-
  - If cancelled within 14 days of your arrival your balance is not refundable.
  - If cancelled more than 14 days before your arrival your deposit is non-refundable.
  - We would recommend that you take out holiday cancellation insurance to protect you against any unforeseen circumstances.
6. No age discount shall be given.
7. No credit facilities are available.
8. The maximum period during which any caravan/motorhome or tent may occupy a stance at the caravan park continuously shall be three weeks, unless prior agreement has been arranged.
9. Stances shall be available from 1.00pm and persons leaving the park must do so before 12 noon. Any variation to this must be agreed by the warden in advance.
10. Any pre-booked stance, which is not occupied by 6.00pm, on the day of arrival, may be allocated to another customer unless prior notification of the late arrival has been given to the warden. If it is not possible to reallocate the touring stance, a full charge will be made.
11. Touring caravans and campers shall occupy the stance allocated to them and no other. You are prohibited from moving from your allocated stance to another without the prior explicit consent from the warden.
12. No tents are allowed outwith the designated camping areas.
13. Commercial use of caravans/tents is not permitted. You shall not engage in the sale of any goods or services whether wholesale or retail on the park.
14. Large Commercial vehicles will not be permitted on the caravan park at any time unless with prior agreement.
15. We may refuse entry to particularly large caravans or tents that we deem unsuitable.
16. Not more than one vehicle may be parked at each caravan/tent stance. Parking for additional vehicles may be available at the discretion of the warden elsewhere in the park. Parking in any other place within the park is prohibited.
17. Only breathable ground sheets allowed on grass.
18. Park barrier will be closed from 10.00pm to 7.00am daily and secured with a combination lock.
19. All vehicles must comply with the Caravan Park speed limit (5mph)
20. All caravan/campers shall keep the stances in a neat and tidy condition generally free from litter or refuse. When not in use barbecues, tables, chairs, windbreaks, gazebos or similar type constructions and bicycles must be stored within/below the caravan/tent. Caravan/campers must, prior to departure, leave the stance clear of all litter and other refuse. If the stance has to be cleared by BDi the cost will be recovered from the caravan/camper.
21. Waste water from the sink in a caravan must be collected in a suitable container placed under the sink outlet pipe and such container must be emptied at the facilities provided by BDi for

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that purpose. All other waste water and all sewage must be emptied at the identified facilities.

22. Refuse from caravan/tents must be deposited in the waste and recycling bins which are situated within the caravan park and which are provided specifically for that purpose.
23. The washing of clothes, crockery and utensils is prohibited in the toilet block. Hot water cannot be carried out of the toilet/shower, laundry blocks or communal domestic wash points for any purpose.
24. Laundry must be dried at the side of your caravan/tent.
25. Children under 16 years of age are not permitted to camp in the caravan park unless accompanied by a responsible adult and under direct care and supervision.
26. Children are the responsibility of their parents or guardian at all times, and must be supervised so that they are not in danger or nuisance to themselves or others.
27. Children must not ride bicycles/scooters so as to cause a danger or nuisance to others and are not allowed to be used in areas around the reception and facility block.
28. Ball games and others involving balls or other projectiles must not be played near any caravans/tents.
29. Water balloons should not be filled from within the facilities block. Please ensure that all water balloons are picked up after use and disposed of properly.
30. No open fires, fireworks, Chinese lanterns, firearm, air rifles are permitted in the park.
31. All dogs must be kept on leads at all times while outwith caravan/awning/tent. It is the owner's responsibility to clean up after their pet, using the bins provided. No dogs are allowed in the facilities block (with the exception of guide dogs). Free poo bags available at reception.
32. We operate a zero tolerance policy on abuse (physical or verbal), violent or threatening behaviour towards all our staff.
33. Please respect the privacy of other caravan/tent owner's and keep noise to a minimum, particular care must be taken between the hours of 10.30pm to 7.30am daily.
34. Alcoholic drinks may only be consumed in and around the immediate vicinity of your caravan/tent or of a caravan/tent in which you are a guest. No drinking is allowed in the communal areas of the Park.
35. All caravan/tent owners and visitors shall conduct themselves in an orderly manner, and shall not wilfully obstruct the warden, any agent of BDi or any person employed by BDi in the execution of any work connected with maintenance or management of the caravan park.
36. All property not belonging to BDi which is brought on to the caravan park is at owners own risk. BDi shall not be responsible for any damage, loss or theft to or from any caravan, tent, vehicles, goods or injury whatsoever to any person staying or visiting the park however caused or sustained.
37. Any complaints must be directed to the warden in the first instance.
38. The warden or any other agent of BDi reserves the right to remove from or prevent access to the Caravan and Camping Park, any person(s) in serious or persistent contravention of the Parks terms and conditions.