

Sunnyside Croft Touring Site Terms and Conditions

Sunnyside Croft Touring Site is a trading name of Sunnyside Croft Holidays Ltd. Registered in Scotland No. SC636619. Registered Office: 2 Bunacaimbe, Arisaig, Inverness-shire, PH39 4NT

Bookings - Sunnyside Croft Touring Site accepts advance bookings.

Group bookings (2 pitches or more) - Sunnyside Croft Touring Site may accept group bookings by prior arrangement only, subject to availability.

Making a booking - When you book you are accepting the terms of these booking conditions on behalf of your whole party. No 3rd party bookings accepted, e.g. Travel Agent, Motorhome/Camper van Hire company you are hiring from. A binding contract comes into existence once we have received your payment and we have issued a booking confirmation by email or post. All terms are for the start date specified for the accommodation detailed on your booking confirmation. Check-in and check-out times are shown on your booking confirmation.

You must check your booking confirmation we send you carefully as soon as you receive them. If any information appearing on the document appears to be inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of sending it out.

Payment - Sunnyside Croft Touring Site requires a **full payment at time of booking**.

Changes to your booking - To amend your booking, you must notify Sunnyside Croft Touring Site as soon as possible. Amendments to your booking can be made up to 7 days before your due arrival date, subject to availability. Any amendments to the dates of your booking must be for the same season and, once changed, are then non-transferable and non-refundable. Amendments are subject to a £5.00 administration fee.

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Cancellation Policy - You may cancel your booking at any time before your due arrival date by notifying Sunnyside Croft Touring Site by email or post that you wish to cancel your booking. Depending on when your cancellation notice is received by us, you may be entitled to a refund as set out in the table below:

When cancellation notice received by us	Refund due
More than 28 days before the intended start date of your booking	We will refund 100% of the pitch fees for your booking. We will not refund any booking fees for your booking
Less than 28 days but more than 14 days before the intended start date of your booking	We will refund 50% of the pitch fees for your booking. We will not refund any booking fees for your booking.
Less than 14 days before the intended start date of your booking	We will not refund any pitch fees or booking fees for your booking.

Unless otherwise specified at the time of your booking, booking fees are charged at £5.00 per pitch per night.

If you cancel your booking after the start date of your booking, we will not issue any refund for any remaining nights of your booking.

Sunnyside Croft Touring Site reserves the right to close the Site due to unforeseen circumstances or where required by law to do so. If we cancel your booking in such circumstances we will refund 100% of the pitch fees for your booking but will retain any booking fees for your booking up to a maximum of £25.00. If the booking fees for your booking are in excess of £25.00, we will refund any excess booking fees.

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Insurance – You may wish to take out holiday insurance in case you need to cancel your booking.

Admittance to Site – The lead person on booking is responsible for ensuring that each member of their party acts in accordance with these terms and conditions and any other rules set by Sunnyside Croft Touring Site from time to time and will be liable for any loss or damage caused by any member of their party.

Sunnyside Croft Touring Site only accepts vehicles on its pitches which are camper vans or similar vehicles (whether constructed or adapted as such) and are insured as such. No sign written or commercial vehicles will be accepted on site.

Sunnyside Croft Touring Site reserves the right to refuse entry or eject any person where, in our opinion, there is a risk to the health and safety of our staff or other guests or where there has been a breach of these terms and conditions or any other rules set by Sunnyside Croft Touring Site from time to time.

Arrivals – New **arrivals** are strictly between **14:00hrs** and before **18:00hrs**. Entry to site is by controlled access only. 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 Sunnyside Croft Touring Site.

Departures – On your departure date, you must depart your pitch before **11:00hrs**. Pitches must be left clean and tidy on departure.

Visitors to site – To help limit the number of people on site, guests staying at Sunnyside will not be able to have any visitors during their stay.

The Pitch

HARD STANDING – Hard standing pitches are suitable for Motor Homes, Camper vans, Touring Caravan with car, Folding Caravan 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 the hard standing pitch, including 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 – No vehicle is permitted on grass. Parking for any vehicle will be on a designated hardstanding parking area.

Electrical Hook ups – All hard standing pitches have Electric Hook Up available. 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. There are strictly **NO FIRES** on the site.

Sanitation – The contents of portable toilets must be disposed of by emptying at the disposal points provided on site. **Please see instructions at the disposal point or ask Reception. Under no circumstances** should Portable Toilet waste be disposed of anywhere on Site other than Portable Toilet Waste Disposal Points. Due to the nature of waste water disposal, only detergents and cleaning products suitable for Septic Tanks are accepted. Please only use Toilet Paper in your Portable Toilets.

Disposable nappies, wet wipes and other similar sanitary items must be wrapped in a bag and placed in the general waste 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 Touring Site's environmental policy we ask that whilst staying on our Site you recycle items. A list of items for recycling can be found at the 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. The 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 must 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 the 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 and not exceeding 3 metres in length are used on their own pitch, which must be positioned so as not to allow the pet onto the road or to interfere with any electrical bollard. In the interest of other Site users and our surroundings, any owner with loud pet(s) or pet(s) presenting a nuisance to other Site users, 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 on all road verges in and around Site and Croft. No animals are allowed in the Toilet Block other than Guide/Assistance Dogs. Sunnyside Croft Touring Site and any adjacent land is not to be used as an exercise area for pets 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. A suitable bin is provided at bin area of site.

BARBECUES / COOKING EQUIPMENT – 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 on your hardstanding. No Barbecues are 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. Any Site users presenting a nuisance to other Site users may be ejected from the Site.

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 pitch.

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

DRONES – No flying of drones is permitted on Sunnyside Croft Touring Site or any neighbouring land.

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

GENERATORS – Generators are 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. You must ensure any rubbish is put inside bins provided and pet food is not left outside.

If any of the above conditions are breached, Sunnyside Croft Touring Site reserves the right to terminate the contract immediately without refund. Entry to Sunnyside Croft is at the sole discretion of the owner/ manager/ warden. Sunnyside Croft Touring Site reserves the right to alter prices or these terms and conditions at any time.