Swaleview Park Booking Terms & Conditions of Hire: Camping Pods

**1)Safety Requirements:**

* 1. You must take care to supervise children at **all** times. Particularly near the River Swale, the stream and the A6108 road.
	2. You should use the park safely and should not cause a danger to others.

1.3 You should obey all health & safety notices displayed on the park and act on the reasonable instructions of park staff in matters

 of health & safety.

* 1. You must ensure that all occupants of your camping pod are familiar with the flood warning plan, which can be found in the Tourist Information Point.
	2. Swaleview Caravan Park is not responsible for the loss, theft or damage to property or persons, unless found to be negligent or otherwise at fault.

**2) Fire Safety**

2.1 All pods are fitted with a fire extinguisher, smoke alarm and CO2 Detector.

In the event of fire:

* Raise the alarm
* Vacate the camping pod of all occupants
* Phone 999 to call the fire brigade
* Alert park owners on 01748 823106 or 07736 820283
* Report to Assembly point at Reception Car Park

**3)Fire Precautions**

 NEVER take a portable barbeque, lit charcoal, or a camping stove, into an enclosed space like a tent, caravan, awning,

 or camping pod either for warmth or to cook.

 MAKE SURE camping lights and stoves are clean and properly adjusted to manufacturers’ specifications.

 ENSURE all barbeques, stoves and camping lights are fully out before going to bed.

 For more information: www.becarbonmonoxideaware.com

3.1 You must ensure that all occupants of your pod are familiar with the location of the Fire Points and the contents of the Fire

 Notices displayed at each point on arrival.

3.2 Please ensure that you and all members of your party, including children, take extra care near the electric heater and do NOT cover.

3.3 You must not store fuels or combustible materials other than LPG containers which must NOT be stored inside the camping pod.

3.4 Smoking, cooking, candles, tea-lights gas, or open fires are NOT permitted in any part of the camping pod or decking area.

3.5 You must dispose of cigarettes responsibly.

3.6 Chimenia stoves, open fires and ground level barbeques are **strictly** forbidden.

3.7 Please do not dispose of hot coals in refuse bins.

3.8 The main socket is for charging purposes only. Kettles, toasters, and electric heaters are not permitted.

3.9 Please ensure your electrical equipment complies with all current British Standards and Regulations

**4) Behaviour Standards**

4.1 Please respect the privacy of other guests and keep noise to a minimum between the hours **of 8.00pm** and **10.00pm** with

 absolute quiet between **10.00pm** and **9.00am**

4.2 You must keep away from vacant pitches

4.3 You must finish barbeques by **10.00pm**

4.4 You may only consume alcoholic drinks within the boundaries of your pitch.

4.5 You must not use a drone, powered model aircraft or any other powered flying object on the park.

4.6 You must not use any Chinese lanterns, fireworks or similar.

4.7 You may not ride bicycles, scooters (or similar) so as to cause a nuisance or undue noise.

4.8 Cycles must be ridden in accordance with the Highway code and fitted with brakes. Light must be fitted if used after dark.

 You further agree that you will not:

* Commit any criminal offence at the Park or undertake any criminal activity
* Commit any act of violence or nuisance
* Keep or carry any firearm or any other weapon at the Park
* Use any unlawful drugs
* Create any undue noise or disturbance
* Carry on any trade or business while on the park

**5) Ejection on the Grounds of Behaviour**

5.1 In the event of persistent or serious misconduct by you, a, member of your family, your occupiers, visitors, or guests Swaleview Park

 reserves the right to ask you and your party to leave the park(without compensation being payable to any guest or member of the party)

**6) Drainage system**

6.1 You must not introduce any foreign items into the drainage system including cleaning cloths, babies’ nappies, sanitary towels, condoms,

 Cooking fat, engine oil, grease, or paint

**7) General**

7.1 Do not allow children to play in or around the shower/laundry units, waste disposal areas or road barrier systems.

7.2 The play park is closed at 8.00pm each evening.

7.3 You may only play ball games within the confines of your pitch.

7.4 Guests must have adequate insurance and ensure that their property is secured at all times.

7.5 You must not erect any tent, gazebos, windbreak, or clothes line on the park

**8) Pets**

8.1 NO pets are allowed in the camping pod.

**9) Permitted Number of Occupiers**

9.1 The number of people occupying the camping pod should not exceed the number stated on the booking confirmation.

9.2 Occupation must be limited to a maximum of two adults and one child under the age of fifteen or four adults. (Dependent on pod)

**10) Refuse**

10.1 You must not dispose of refuse outside your camping pod. You should use the refuse bins provided

10.2 Recycling points are available on the park and you should use these facilities where appropriate

10.3 Place all items of household waste in secured bags inside refuse bins.

10.4 Do not dispose of non-household waste e.g. Electrical goods, garden furniture, bikes, bbq’s etc. at the refuse points.

**11. Utilities Installations**

11.1 You must switch off all electric equipment when the pod is not occupied and before retiring for bed.

11.2 If you experience any problem with the parks electrical, gas or water system, you should contact us. You must not attempt to work on

 any part of the parks electrical, gas or water system yourself, this includes any installations on the pitch.

**12.Vehicles, Driving & Parking**

12.1 You must drive all vehicles on the park carefully and within the displayed speed limit of 10 mph

* 1. You must insure all vehicles you use on the park as for use on the public road
	2. You must hold a full current driving licence to drive any vehicle on the park
	3. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
	4. You must not park anywhere except in the one parking space allocated to your camping pod.

12.6 Light commercial or light goods vehicles are not permitted on the park

**13) Arrival and Departure Times**

13.1 Arrival time is 1.00pm on the first day of the holiday, and departure time is 11.00am on the last day of the holiday.

13.2 An additional charge of £15 will be made for departures after 11.00am.

13.2 A £10 deposit for the camping pod key is required which will be refunded upon return of key.

**14) Care of the Camping Pod**

14.1 Please leave the camping pod in the same state of repair and condition as at the commencement of the booking period.

14.2 Any breakages or damages must be reported as soon as possible and the value of any breakages or damages must be paid to

 Swaleview Park.

14.3 Please leave the camping pod clean and tidy on day of departure. An additional charge to cover the expense of any additional

 cleaning will be required.

**15) Access to Camping Pod**

15.1 Swaleview staff may require access to the camping pod, to carry out repairs for example, and we will advise you as soon as possible

 of the date and time, except in an emergency when immediate access must be granted.

16) Cancellation Policy

16.1 If you cancel the booking more than seven days before it is due to start, we will refund your payment in full. If you cancel your booking,

 for any reason, seven days or less before it starts, we will refund your payment minus an administration fee of £10.

**17) Comments/Complaints Policy**

17.1 Our aim is to ensure that guests have a peaceful and enjoyable stay with us. However, should there be a problem on arrival please

 contact Park staff at reception immediately: Telephone Number: 01748 823106, and we will make every effort to resolve it.

18)Refunding Camping Fees on Site:

18.1 If you decide to leave the park early for any reason (including the weather, unless we class the conditions as being too severe to

 Camp) or you leave without giving a reason, we will keep any unused fees and you will not be entitled to a refund.

**19) Bookings**

19.1 We cater for families and couples only, and reserve the right to refuse admission to any person or vehicle. A party should not exceed

 Four persons.

 Thank you for observing the Booking Terms & Conditions of Swaleview Park we do appreciate your co-operation.

NB Swaleview Park rules can be viewed in reception.