

BARRHILL Holiday Park

TERMS & CONDITIONS

Thank you for choosing to book with us-we hope that you will enjoy your stay. The following terms and conditions apply to your booking. They form the terms of a legally binding contract between you as the guest and Barrhill Holiday Park. Please read the following conditions of let carefully and ask for an explanation should anything be unclear to you.

PRICES

The prices are correct at the time of publishing, we reserve the right to change the price at any given time. VAT is included in the rental fee. If VAT rates change, Barrhill Holiday Park reserves the right to amend the prices accordingly.

Despite our best efforts, it is always possible that a holiday may be incorrectly priced. In such an event, we may contact you and give you the option to either:

- Pay the correct price to retain your booking;
- Cancel your booking and receive a full refund.

TOWELS AND LINEN

All bed linen, kitchen towels are supplied, in our caravan with hot tub &.

If using our **Pods** you will need to supply your own bedding, sleeping bags, pillows, duvet, towels etc.

FACILITIES

All facilities at the park are strictly reserved for the use of our guests. Guest's visitors may use the facilities only with the specific approval of Barrhill Holiday Park. Any of the on-site facilities may be withdrawn from use in the event of any circumstances which deem the facilities unsafe or present any risk to health and safety. The facilities will be withdrawn in the event of any misuse or failure to comply with rules and procedures.

DOGS

We accept a maximum of 2 dogs in our Pods and Lodge with hot tubs and in hire caravans.

SMOKING

Smoking is **NOT** permitted in any of our hire static caravans or our glamping pods or Lodge.

DEPOSITS

A deposit of 25% of the total for the property is payable on booking. The balance of the holiday is payable 4 weeks prior to the holiday commencement date. If the reservation is made less than 4 weeks in advance of the holiday commencement date, the full holiday cost is payable on booking. Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have still not received your balance. If we do succeed in re-letting the Lodge, you are no longer liable for the balance or we will refund it to you if you have already paid it less £20 plus VAT to cover administration costs. Please note that your deposit is not refundable under any circumstances. We advise that you take out separate holiday cancellation insurance to cover this cost.

BOOKINGS

All online bookings are provisional until confirmed in writing. The number of persons occupying the

caravan or pods must not exceed the number booked. Barrhill Holiday Park reserves the right to refuse entry to the entire party if this condition is not observed. We hope our park will provide a peaceful and relaxing holiday and we reserve the right to decline accommodation to, or expel, any occupier or visitor for conduct, which in the opinion of the management is detrimental to the property or to the comfort of the guests. The management reserves the right to access at all times. season. priority is a safety and well-being of our team and you as our guest.

Fire Safety

Fires should only lit in the firepits provided at the front of the pods. Swedish Torches, disposable BBQ's or candles etc should **NOT** be set on any flammable surface or concrete including picnic tables, decking furniture etc. Any damage caused and you will be liable for costs. If an accident does occur extinguisher can be found either in the pod or in the red fire box outside. The owner must be notified immediately.

Arrival

When you arrive on site, please stay in your vehicle telephone us on 01465 821355 to check in. Once you've checked in you'll be sent a text message to direct you to your pitch or pod, if you're staying in a pod you will be given a code to get your key from the key safe which is located beside the door of your pod. If you have booked a hot tub someone will be down to show you how to operate the hot tub.

On site

The toilets and showers will be available for use, but due to strict protocol around cleaning distancing some restrictions be busy times. For these reasons caravan and motorhome users are asked where possible to use their own board sanitary facilities.

For our glamping facilities, the cookhouse will be restricted to a maximum of 2 people at a time. We have removed the tables and chairs to adhere to social distancing rules. We ask that what once you do your cooking you take it back to your pod to eat.

Our playground will be open. all children must be accompanied and supervised by a parent or Guardian. guidelines for the use of sanitizer in social distancing must be followed.

No visitors are allowed on site unless prearranged but the management due to the HSE guidelines of their requirement to register all guests on site and limited capacity.

We have tried to make sure that clear signage will be available to guide you through changes we have made to allow for social distancing hand sanitizers will be available at entry points and all guests are asked to use sanitizers for an entering buildings.

NON-AVAILABILITY OF ACCOMMODATION

We would only cancel your holiday if your accommodation was unavailable for reasons out with our control. In these circumstances, we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund. The management cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, it's plumbing, heating, electrical services or exceptional weather.

The Park are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your Booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

ARRIVAL

Your accommodation will be available to you from 3pm on the day of arrival unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your accommodation. Please ensure that you contact us to let us know if you will be arriving late. The accommodation will be open and keys will be left for you to secure the property when you wish to go out.

ADVERSE WEATHER

No liability can be accepted should adverse weather conditions delay your travel plans.

DEPARTURE

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise

arranged. We have limited time to prepare the property for the next guests and ask you to respect this. Hot tubs must not be used on the morning of departure as we will have to drain them and clean them and refill again ready for our next guests.

CUSTOMER SERVICE

Please get in touch with us straight away if any problem arises such as something not working or if there is something that we can do to make your stay more enjoyable. The sooner you let us know the sooner we can rectify a problem or help.

DAMAGES AND BREAKAGES

Please take care when staying in our accommodation and respect the fixtures and fittings in the property. We have worked hard to ensure that everything in the accommodation is working and in excellent condition for your arrival. You are responsible for any breakages or damage which you cause, to the accommodation or its contents. We reserve the right to charge for any breakages or damage to the property. You are expected to leave the accommodation and its contents in the same state of repair, condition, cleanliness and tidiness at the end of the rental period as at the beginning. You are legally bound to reimburse Barrhill Holiday Park for replacement, repair or extra cleaning costs on demand. We ask you to report any breakages or damage as soon as possible.

BARRHILL HOLIDAY PARK'S DUTY OF CARE

In the rare event of a breakdown in a particular service or item, we will do our very best to rectify the situation as soon as possible. Barrhill Holiday Park cannot be held liable for any loss arising from loss of use of the service/item.

HOT TUB USER GUIDE & SIMPLE RULES TO FOLLOW

- If the hot tub needs to be emptied and refilled for any reason during your stay there will be a charge of £50.00 + VAT
- Hot tubs are permitted for use between the hours of 10am and 10pm. Please be considerate to guests in the neighbouring lodges
- Glassware must not be used in or around the hot tub
- Please ensure feet are clean before entering the hot tub Water temperatures between 34°C - 35°C are recommended
- Bathers must not exceed the maximum number permitted in the spa pool (5)
- Children under sixteen must not use the spa pool unless supervised by an adult
- Bathers must not wear lotions, oils, makeup or skin creams in the spa pool
- Bathers must use the toilet and shower before entering the spa pool
- In the event a daily test results in a negative result the hot tub may need to be closed until such time the hot tub is safe for us
- Bathers must not use the spa pool if they have had diarrhoea within the last 14 days
- Bathers are discouraged from swallowing the spa pool water
- It is recommended that bathers do not exceed 15 minutes immersion at a time
- No incontinent person may use the spa pool, either with or without a waterproof nappy
- It is recommended that the spa pool is not used after a heavy meal or while under the influence of alcohol or sedatives
- Intended users suffering from diseases of the heart and circulation, skin conditions, are immuno-suppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous systems, should not use spa pools without first seeking medical advice
- Pregnant women are advised to consult with their doctor before using a spa pool
- Never use the hot tub while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure
- At 39-40°C limit your time in the hot tub to a maximum of 20 minutes as extending this time can affect your inner organs and cause fever like conditions. At 36-37°C this time can be extended as this is body

temperature and there is no risk and can heighten the dangers of drowning due to suction below the water line

- Never use the hot tub alone
- Take care when entering and leaving the hot tub. When leaving the hot tub leg, muscles may be relaxed enough to make you unsteady
- If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists, contact reception or go to a local doctor or A&E
- Avoid using the hot tub immediately after a heavy meal
- Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate
- Take care on the decking/hot tub steps as water from the tub can cause it to be slippery

- Parents are advised that the hot tubs are not suitable for children under the age of 4
- Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc. which reduce the effectiveness of the spa sanitizer which disinfects the water

OPERATING THE HOT TUB

- DO NOT lift the Lid using the skirt, central insulating tabs or locking straps; use only the lifting mechanism provided and place the lid carefully in the space behind the Tub
- DO NOT close the lid after use by pulling the skirt down around the edge.
- NEVER close the lid with bathers in the tub
- NEVER allow children to use the spa or hot tub. When not in use, make sure the cover is on and secured
- DO use the mechanism provided and fix the clips on the 4 locking straps. This is what keeps the water hot when not in use
- DO Brush any mud/grit from your feet before entering the water
- DO NOT use oils, soaps or any detergent in the water
- DO NOT use glassware in the Tub
- DO NOT eat food or Smoke in the Tub
- DO NOT press more than one button at once (or it will be cold next time you want to use it). Use only brief pressure on buttons
- DO NOT immerse your head in the hot tub water. This increases the risk of infection
- DO NOT continuously press 'Lights'
- DO NOT introduce mud, stones, sticks, grit etc. into the water
- DO NOT jump into the water or play ball games
- DO NOT sit, stand or lie on the lid or external edge of the Hot Tub at any time; or allow children on the lid
- DO NOT turn hot tub isolation switch off inside the lodge as the hot tub's power needs to be turned on to carry out the cleaning cycles

IMPORTANT NOTE: You use the Hot Tub at your own risk. Barrhill Holiday Park cannot be held responsible for your safety whilst you are using the Hot Tub

LIABILITY

The guest or member of his/her party cannot hold Barrhill Holiday Park responsible for injury sustained or the loss or damage to any belongings during their stay at Barrhill Holiday Park. The proprietors accept no responsibility for accident, injury, loss or damage sustained by any residents, their family, visitors, animals, vehicles or personal effect however caused unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. You must take all necessary steps to protect and safeguard your personal property.

PRIVACY POLICY

Any data collected during the course of your booking will be stored on our computer. With your permission we may from time to time contact you with special offers. If you book through our website, our booking system is Camp Manager, they will email you to ask for a review a few days after

departure.

DISCLAIMER

We have taken every care to ensure the accuracy of property descriptions and all the information is provided in good faith and believed to be correct. In the event that any individual term or clause stated in this Contract is not permissible by law, the remainder of the contract shall remain valid. This contract is governed by and construed in accordance with the Laws of Scotland and shall be subject to the jurisdiction on the Scottish Courts. This does not affect your statutory rights.