

## **Red Kite Touring Park Booking Terms and Conditions**

The following conditions are not designed to be restrictive but are intended to help provide a pleasant and happy environment for all customers and staff of Red Kite Touring Park.

Your agreement is with TD, CA and RD Onions Ltd t/a Red Kite Touring Park and references to 'we', 'us' and 'our' in these terms and conditions are to Red Kite Touring Park. References to 'you' in these terms and conditions are to you, as the person making this booking and, where applicable, to every member of your party.

These terms and conditions will be incorporated into your booking when we have received full or part payment from you. We are unable to accept bookings from anyone under the age of 18 and we will not permit persons between the ages of 18 – 24 on the Park unless accompanied by an adult of at least 25 years.

### **Our service to you**

Our main aim is to ensure that you enjoy your holiday. However, occasionally, problems occur and if they do or you have any concerns about your holiday when staying with us please tell the Park Reception immediately and we will respond to you as soon as possible. We will not be responsible for any matter which you knew about during your stay but did not tell us about during your stay. If any matter is not resolved during your stay you must notify us in writing of this as soon as possible (and in any event within 21 days of the end of your holiday) as otherwise we will not be able to consider the matter further.

### **Cancellation by you**

Should you need to cancel your booking you must advise us by telephone and then confirm this cancellation in writing to us by post or email to [info@redkitetouringpark.co.uk](mailto:info@redkitetouringpark.co.uk) quoting your booking reference number. Your cancellation will only be effective as at the date we receive your written confirmation. All deposits taken are non refundable in all cases of being cancelled by you. If you need to cut short your holiday after it has commenced, we regret that we are unable to refund any monies paid.

### **Cancellation or changes by us**

In exceptional circumstances, we may have to cancel or change some aspects of your booking. If we do so, we will tell you as soon as possible prior to your holiday date and you may choose to either:

- a) Accept the changes offered by us
- b) Receive a full refund

We do not pay compensation in circumstances where we have to cancel your booking including those arising from Force Majeure. Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

### **Paying for your holiday**

A payment of not less than 50% of the nightly pitch fee per night is required as a non-returnable deposit at the time of booking. Any balance due shall be paid upon arrival. We reserve the right to pass on any costs or bank charges we incur if we have to resubmit a cheque for payment or a cheque is declined for non-payment.

### **Prices**

All prices are current at the time of printing and we guarantee that the price of your holiday will be as agreed and shown on your holiday booking confirmation. However we reserve the right to alter or

amend our brochure prices so long as we notify you of any difference before you book. All prices shown are inclusive of VAT at the prevailing rate at the time of payment.

### **Special offers and discounts**

Discounts and special offers may be made in conjunction with our brochure prices. All discounts and special offers are subject to availability and may be withdrawn without prior notice. Special offers cannot be combined with any other discount or promotion and will only be honoured if mentioned at the time of booking and providing the conditions of such offer or discounts are met. The price confirmed at the time of booking is the price you will pay, discounts cannot be applied retrospectively. Discounts given in connection to loyalty cards are only given on presentation of Loyalty card upon balance payment, and are only given on standard pitch fees. All discounts are non transferrable in any case. Only one offer per booking.

### **Arrival and departure times**

Check-in will be open from 1pm. If you believe you may arrive after 7pm on your date of arrival then you must inform us. Units arriving after 8pm will not be permitted onto the park and will need to park in the designated late arrival bays. If you do not inform us and/or your intended pitch is not occupied by 9am on the day after your arrival date we will treat your booking as cancelled and re-let the pitch to another customer. No refund will be paid in such instance. You are required to depart your Touring Pitch by 12 noon unless arranged otherwise. Late check in and early arrival times may be arranged subject to availability and may incur an extra charge.

### **Standard of behaviour on our park**

Noisy, offensive or inappropriate behaviour or actions likely to cause harm to any other guest, members of our staff or anyone's property at the park will not be tolerated and we reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of the management of the park, does not comply with these standards of behaviour. No refunds will be issued in these circumstances. If, in the reasonable opinion of the management of the park, we believe that you or a member of your party may not comply with the above, on entry to the park, we reserve the right to refuse entry to any person or groups of persons at our discretion. In such cases a full refund will be issued to the lead name on the booking.

### **Siting on the Park**

Each pitch has its own numbered service bollard. All leisure vehicles should be parked as close to the bollard as possible and positioned in such a way that the main door on the leisure vehicle opens onto the pitch and not the bollard side. This is to ensure a pleasant stay for all and to ensure that minimum distance requirements from each leisure vehicle is maintained. Please ask on Park should you require any assistance.

### **BBQs/Fires**

Fires and fire pits are not permitted on Red Kite Touring Park. Customers are welcome to use their own charcoal, gas or electric BBQs however these must be located on the gravel pitch area and supervised at all times.

### **Number of your party**

The total number in your party must not exceed 4 persons or the maximum capacity of your vehicle. In the event that these numbers are exceeded, we reserve the right to exclude or refuse entry to any or all members of your party from the park. We have the right to refuse your booking or cancel after bookings have been checked and/or we reserve the right to refuse entry to any person or groups of persons at our discretion.

### **Smoking policy**

It is illegal to smoke inside enclosed public spaces. Smoking is also forbidden within 5 metres of all Park buildings – reception, toilet block etc and also in the waste disposal areas.

### **Your vehicle**

There is a 10mph speed limit whilst on the Park. Please try not to drive onto the grass where possible. All vehicles are brought onto the park at their owners risk and we do not accept responsibility for loss or damage to these except where it is caused by our negligence or fault.

### **Entrance Barrier**

The Barrier is locked between 10:30pm and 7:30am. Any persons returning to the Park between these times should park on the car park by reception and walk to their leisure vehicle. Should the barrier need to be opened in emergency situations between 10:30pm and 7:30am you should alert our Park Wardens by calling 01686 412122 or by knocking the Wardens Lodge door.

### **Pets**

Most dogs are welcome at our park providing that all fouling is cleaned up and disposed of in the clearly marked bins. Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed. Please provide us with the details of the breed of your dog when you book with us. Other pets may be permitted please check when booking. Assistance dogs for disabled guests are exempt from these requirements. Pets must be kept under control at all times and on a short lead whilst on the park, unless in the dedicated dog exercise area or gated 'lower field amenity area' where they may be let loose. Pets (other than assistance dogs) are not allowed in any of our park facilities. Pets should not be left unattended on the park.

**The owners of any pet showing detrimental behaviour whilst on any part of the Park will be asked to remove their pet from the Park. No refund will be given in these circumstances.**

### **Pitch services**

All pitches have fresh water and brown and grey waste services, as well as 16amps electric. Customers are not allowed to use 'blue chemical' on the waste disposal points on the pitches. Only 'green chemical' is allowed and can be purchased from reception if you do not have any with you. If any customer is found to be using 'blue' chemical on pitch services, Red Kite Touring Park reserve the right to pass on the cost of emptying the septic tank to the offending customer. The elson point located in the toilet block is suitable for 'blue' chemical disposal.

### **Special requests**

Please note that we will do our best to meet any special requests; however we are unable to guarantee any special requests. Please note special requests do not form part of the booking contract and are not a condition of booking.

### **Pitch Allocation**

We cannot guarantee a specified pitch at the time of booking, as they are allocated on arrival – unless you have opted to 'Pick a Pitch' which guarantees you a specific pitch number on booking. In the event of unforeseen circumstances whereby the pitch you have selected is unavailable due to fault we will offer an alternative and refund the fee paid to guarantee you pitch.

### **Marketing accuracy**

Whilst every care is taken to ensure that the details in the brochure and on our website are correct at the time of being published, the photographic images shown are for illustration purposes only and

the details may be subject to alteration. The photography within the brochure and website is to be used as a guide and some might not be of the park itself.

### **TV filming and photography**

We undertake our own promotional filming & photography. Every effort is made to ensure filming does not intrude and that it is clear to guests that filming/photography is taking place. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs and we are unable to make any financial award or payment of any kind.

### **Caravan and motorhomes**

Selected pitches on the Park can accommodate larger motorhomes and RVs, to ensure that you are allocated the correct pitch please inform us of the size of your caravan/ motorhome at time of booking if you need a bigger pitch.

### **Refuse & recycling**

Littering is strictly prohibited on or around the park. All refuse and recycling is to be placed in the appropriate bins near the entrance/ exit of the park. We ask all customers to please recycle where possible.

### **Washing Lines**

Washing lines are permitted on the Park providing that they are placed on the gravel area of your pitch, and taken down and stored away when your caravan is not occupied or the line not in use.

### **Amenity area / Clywedog Riverside Holiday Home Park**

The amenity area (which includes the fishing pool) is shared with Clywedog Riverside Holiday Home Park which is not specifically adults only, although we have very few children that visit or stay on the park. Admittance to Clywedog Riverside Holiday Home Park by appointment only unless accompanied by a holiday home owner. Owners from Clywedog Riverside Holiday Home Park will not have access above the gate to the touring park area above the amenity area unless accompanied by a customer of Red Kite Touring Park.

### **Fishing Lake Rules**

The Gate to the Fishing Pool must be kept closed at all times. Strictly dogs on leads inside the fence. No swimming in the Pool. You must use our unhooking mats and landing nets, no keepnets are permitted. Barbless hooks only and 1 rod per person. Fishing is only permitted from dawn until dusk. Children under 16 years of age must be accompanied by an adult. Any persons fishing must hold a EA rod licence. Management reserve the right to close the pool if necessary.

### **Covid-19 related Closure & Social Distancing Restrictions**

During the Covid – 19 outbreak and through any government restrictions applied because of this we can take bookings for later dates. Normal booking procedure applies, including a 50% deposit which is non refundable. Under Force Majeure circumstances the deposit paid is transferable to a future booking, to be taken within a 12 month period of your original arrival date.

### **How to contact us**

If you need to contact us about your holiday or in connection with these terms and conditions please call us on 01686 412122 or email us at [info@redkitetouringpark.co.uk](mailto:info@redkitetouringpark.co.uk) or write to:

Red Kite Touring Park  
Llanidloes  
Powys  
SY18 6NG