

# RUSHIN HOUSE CARAVAN PARK

## Terms and Conditions

Rushin House Caravan Park is a family run park, providing facilities for touring caravans, motorhomes and camping for couples & families. Our guests' enjoyment and safety is of paramount importance. We ask that you read the following Terms and Conditions before making a booking AND that you agree to abide by them when staying at Rushin House.

**Please Note: Strictly NO commercial traffic or vehicles are allowed on site**

### **Booking conditions**

Bookings can be made in person, by telephone on 028 6638 6519 or using our online booking system. Please note that a booking is for the number of nights you are staying not the number of days. When bookings are made, you will receive a confirmation email. Please ensure that all the information & booking details are accurate.

### **Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your booking at Rushin House. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

### **Deposits & Payment**

All bookings will require a minimum £10.00 deposit per night or the full balance at the time of booking. Payments can be made @ [www.rushinhouse.com](http://www.rushinhouse.com) or by calling us on 028 6638 6519.

### **Cancellations and Amendments**

Please notify us as early as possible of any changes you wish to make to your booking. Cancellations will be effective on the date they are received by Rushin House. In the event that you wish to cancel your booking, Rushin House must receive 7 days' notice prior to your due date of arrival – we can either refund your deposit or move it to an alternative date within the current season. Cancellations notified, within 7 days of the due date of arrival, will forfeit their deposit.

If bookings are amended or changed upon arrival, you will be charged for the number of nights originally booked. Changes to booking and all refunds will incur a £5.00 administration fee. Please ensure that your holiday insurance covers the cost of cancellations and amendments.

### **Minimum Stays**

The following minimum stay rules apply

- Weekends - 2 nights (Fri & Sat or Sat & Sun)
- Bank Holidays - 3 nights
- Easter - 4 nights
- July Bank holiday - 4 nights

### **Arrival and Departure Times**

Check-in time is from 1.00pm onwards. Please advise us if you are likely to arrive later than 7.00 pm (9.00 pm on Friday). If you have not contacted us by 9.00 pm on the day of your arrival, we reserve the right to re-let your pitch. No refunds will be made for leaving our site prior to the booked date of departure.

**All pitches must be vacated by 1.00 pm on the day of departure**, otherwise an additional night's pitch fee may be charged.

### **Pitch allocation**

Regarding pitch allocation, we operate a first come first served policy. However as our park is split level site and for safety considerations visitors with young children will be advised to use the pitches on the lower level. We cannot guarantee that caravans/motorhomes who book together will be beside each other but we will try to accommodate such requests insofar as we can.

### **Awnings**

All groundsheets must be breathable and no other ground coverings are allowed in awnings. Damage to grass will incur a fine.

### **Pets**

Pets are welcome as long as they are kept under control at all times. Dogs must always be kept on a lead and must be cleaned up after – No Exceptions.

### **BBQ's & Fires**

Free Standing BBQ's are allowed but must be kept up off the ground. Open campfires are not permitted due to Health & Safety Regulations.

### **Special Requirements**

If there are any special needs such as medical or mobility requirements, please let us know at the time of booking and we will try to accommodate these needs.

### **General Information & Rules**

A Park Rules & Information leaflet is displayed on the notice board in the camper's kitchen and it is your responsibility to read these rules and abide by them. **We are a lakeshore site and children must be supervised at all times.**

Any breakages, accidents or damage must be reported to reception immediately and if appropriate, replacement charges will be required to be paid.

Rushin House will ensure that all the facilities are in good working order. Signage and instructions are appropriately placed and should be followed. Guests use the on-site equipment and facilities at their own risk. Rushin House and the owners bear no responsibility for accidents or injuries howsoever caused by the inappropriate or incorrect use of equipment or facilities.

Rushin House or the owners bear no responsibility or liability whatsoever for any loss or damage to guests property or possessions. Guests should ensure that they have the appropriate insurance cover in place before arrival.

**By booking a pitch and paying your deposit, you are agreeing to abide by all of the above terms and conditions**

**If you have any queries please contact us on**

**+44 (28) 6638 6519 or**

**enquiries@rushinhouse.com**

**We look forward to welcoming you to**

***“Relax by the Loughshore”***