



# CRANNICH HOLIDAY CARAVANS & CAMPSITE

## Terms & conditions

### 1. BOOKING

Your booking contract is with Crannich Holiday Caravans and Campsite and bookings are made through our website [www.crannich.co.uk](http://www.crannich.co.uk) or via phone or email. By confirming and paying for your booking you are confirming you have read, understood and agree with our terms and conditions. Please make sure all your information, and your party and vehicle details are filled in correctly for your booking as Crannich cannot be held responsible for any errors at the time of booking, and the lead guest must be 18yrs or over.

Bookings are not transferrable and when making a booking the lead guest must have authority from all those in their party to book on their behalf. By confirming your booking, you are accepting these terms and conditions and are agreeing to be responsible for any damage or loss caused by yourself or any person in your party or by any pet that is accompanying you.

### 2. PAYMENT TERMS

#### Campsite

For campsite bookings of less than 2 nights the whole amount is payable in full at the time of booking and is non refundable in any circumstance.

For 3 nights or more, a non-refundable deposit of 30% of the total is payable on booking and the balance is due by 7 days before arrival.

For any bookings made less than 7 days before arrival the full amount is payable at the time of booking and is non-refundable.

#### Holiday Caravans

A non-refundable deposit of 30% of the total is payable on booking with the balance due 8 weeks prior to arrival. There is a £10 additional fee per dog per stay with a maximum of 2 dogs allowed.

### 3. CANCELLATIONS

#### Campsite

Cancellations can be made up to 7 days before your arrival date with any balance payment being refundable, but the deposit remains non-refundable. For bookings cancelled less than 7 days before arrival then both the deposit and balance remain non-refundable. In the event of 'no show' the deposit and balance are both non-refundable. No refunds will be issued if you choose to leave the site earlier than the end of the booked period.

#### Holiday Caravans

Cancellation of your holiday caravan booking is possible up to 4 weeks before arrival in which circumstance any balance payment would be refundable, but the deposit remains non-refundable. In the event of cancellation of your booking for any reason health or otherwise less than 4 weeks before your arrival date the deposit and balance are both non-refundable. This also applies if you cancel due to having Covid 19 or if you are isolating because a member of your household has Covid 19.

It is therefore advisable to have holiday insurance for holiday caravan and campsite bookings in the event you have to cancel for any reason.

### 4. FORCE MAJEURE & LIABILITY

Crannich Holiday Caravans and Campsite does not accept responsibility for circumstances such as force majeure that may affect your holiday that are out of our control, and are unforeseen such as (but not limited to):

Adverse weather conditions, fire, natural disaster, war, civil unrest, industrial action, disease or pandemic or any other events.

Crannich will try to manage to the best of our ability any problems in relation to a Force Majeure event but are not liable to you for losses caused as a result of a Force Majeure event.

## 5. AMENDMENTS

If you need to amend any details on your booking for any reason please email [info@crannich.co.uk](mailto:info@crannich.co.uk) as soon as possible or contact us by phone or in writing.

## 6. ARRIVALS & DEPARTURES

### Campsite

Arrivals are between 2pm & 7.30pm, later arrivals are accepted by prior arrangement, and departure is by 11am. Please follow instructions on campsite signs on arrival for check in details and to get your pitch number and come to the reception at the farmhouse if any queries or to pay if you have not pre-booked.

### Holiday Caravans

The caravans are available from 5pm on the day of arrival (please don't arrive before this time unless an earlier arrival time has been previously arranged). The caravans should be vacated by 10am on your departure day. Late arrivals are also acceptable with prior arrangement.

## 7. DOGS

### Campsite

Dogs must not be left unattended in your motor home caravan or campervan at any time and should be kept on a lead at all times around the site or on a long leash if outside your unit in respect for other guests and any waste please put in dog waste bins provided around the pond not in the general waste bins.

### Holiday caravans

Dogs must not be left unattended in the caravans at any time and are not allowed on the sofas or beds. Please bring your dogs own bed and blanket for them to sleep on and any waste should be taken to and put in the designated dog waste bins provided at the campsite near the pond area.

## 8. BEHAVIOUR ON SITE

The lead guest is responsible for making sure the behaviour of the group complies with site rules. Any antisocial behaviour or intentional damage to property will mean you are asked to leave the site and in these circumstances there will be no refund. Crannich reserves the right to refuse admission due to antisocial behaviour or intentional damage to property. Please keep noise levels quiet between 10.30pm and 8am in respect for other guests.

## 9. SAFETY ON SITE

Open fires are not allowed but barbecues are permitted on the gravel area away from your unit as long as it is raised up off the ground and manned by an adult at all times. Please make sure any barbecues are extinguished completely after use. Firearms are not permitted, and a good torch is required at night to use in addition to the site lighting. Wildlife ponds are located around the site so young children should be accompanied at all times and not be left unattended at any time for their own safety, and swimming is not permitted in the ponds. Parental responsibility is expected for the behaviour and safety of children and pets at all times. Maximum speed limit on the site is 10mph as there are children and pea and guinea fowl around. Electric car charging is not permitted from the electric hook ups and not permitted by plugging into a socket in a holiday caravan– this is a serious fire risk as our sockets are not designed for that use. There are designated electric charging points at Craignure and Tobermory.

## 10. GROUPS POLICY

No stag or hen parties permitted.