

## **The Grange Camping & Caravan Park Booking Terms & Conditions**

Please check these Terms and Conditions and check that the details in your Booking are complete and accurate before you submit your Booking.

By Booking via our online booking system, you are accepting our Terms and Conditions.

Please read sections 4 (Rules), 6 (Your Cancellation Rights), 7 (Our Rights to Cancel your Booking, request that you or a member of your party vacate the site and if required, have access to your booked pitch or yurt on the Camping Field or Hardstanding Pitch) and 8 (Liability)

### **1. Definitions**

1.1 When the following words are used in these Terms, this is what they will mean:

Booking: a booking request submitted to us by you through our online booking system;

Booking Confirmation: confirmation of your Booking sent to you by us by email;

Camping Field: camping pitches with designated parking.

Park: The Grange Camping and Caravan Park, Melton Road, Asfordby Hill, Melton Mowbray, Leicestershire, LE14 3QU;

Caravan and Motorhome Waste Disposal Point: on-site waste and recycling facilities;

Contract: these Terms, the Rules, the Booking Confirmation and any other terms agreed in writing as incorporated into the Contract and signed by the Park's duly authorised representative;

Farmhouse: our on-site facilities including Reception, essentials shop, ladies, gents and disabled shower and toilet facilities;

Hardstanding Pitches: caravan, motorhome and camper touring pitches provided with a pre-paid electric metre, mains water; and grey water drain.

Prices: the price of our services, including any services in addition to the Camping Field and Hardstanding Pitches, as detailed on our online booking system and our website;

Rules: as detailed in section 4 of these Terms and can be found on our website at:

<https://grangecaravanpark.co.uk/park-rules-and-terms-and-conditions>

Terms: these terms and conditions;

We, us or our: John and Katie Houghton trading as The Grange Camping and Caravan Park, Melton Road, Asfordby Hill, Melton Mowbray, Leicestershire, LE14 3QU; and

You or your: the person named in the Booking Confirmation.

### **2. Your Contract with us**

2.1 The Contract sets out the entire agreement between you and us for bookings for our Camping Field and Hardstanding Pitches and use of our Farmhouse.

2.2 In addition to these Terms, you must comply with our Rules which may be updated from time to time.

2.3 We reserve the right to make changes to our Camping Field, Hardstanding Pitches or Farmhouse, these Terms and the Rules to reflect changes in relevant laws and regulatory requirements or to make minor adjustments and improvements, such as updating our health and safety measures.

2.4 We can also make other changes to our Camping Field, Hardstanding Pitches or Farmhouse, these Terms or the Rules but we can only make these changes if we give you notice and an option to terminate. You can then contact our Management Team by email at [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) or by telephone on 07536 996805 to end the contract before the change takes effect and receive a refund for the Booking you've paid for in advance, but not received.

2.5 No one other than a party to this Contract shall have any right to enforce any of its terms.

### **3. Your Booking**

3.1 Bookings for our Camping Field and/or Hardstanding Pitches can be made via our online booking system on our website.

3.2 We reserve the right to accept or decline Bookings entirely at our discretion, such as for large group bookings.

3.3 We reserve the right to terminate your Booking early without a refund if you break the Rules.

3.4 You must be able to provide your booking reference from your Booking Confirmation on arrival and your vehicle registration number plate will also be verified against the one provided with your Booking.

3.5 A Booking cannot be made for more than 28 days. A person or persons may not stay onsite for longer than 28 consecutive days.

3.6 Bookings are non-transferable, unless agreed.

3.7 When making a Booking you agree that you, as the person making the Booking, will be responsible for all members of your party.

3.8 You, as the person in charge of your party, must be eighteen (18) years or over and you have the authority of all persons in your party to make the Booking on their behalf.

3.9 If you are part of a group booking of 8 people or over, you must notify us by email – [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) before making a Booking otherwise we reserve the right to reject the Booking.

3.10 Advance Bookings are subject to minimum stay periods. These vary by season, please contact our Management Team by email at [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) or by telephone on 07536 996805 for further details.

3.11 All bookings for a tent pitch on our Camping Field need to be requested by email to [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) stating the dates of your proposed stay, size of tent and how many people.

3.12 Bookings for our Camping Field and Hardstanding Pitches are for recreational camping and caravanning only and not for business or residential purposes.

### **4. Rules**

You, together with all members of your party, must comply with the following rules:

4.1 Check In time 2pm-5pm Friday, 1pm-4pm Saturday to Thursday and Check Out time 11am. If you would like to arrive or depart out of these hours then please contact us- Tel- 07536 996805 or email- [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) Upon arrival all guests should park outside The Farmhouse as shown on our site map and check in at the Park reception with your online booking reference details. If you are going to be arriving later than 17:00, you must notify a member of the staff via email- [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) or call 07536 996805 and we will do our best to accommodate you out of these hours. There is strictly no access for arrivals onto your pitch after 19.00 during British summer time hours (BST) and 18.00 during winter time hours to our Park, in these circumstances if you arrive after this time then a parking space will be available in the site carpark. Reception will be open at 09:00 for you to check in the following morning. We cannot provide refunds for missed nights.

4.2 The Park barrier will be locked for access into the site between the hours of 21:30 and 07:00. Vehicles will be able to leave the Park during these hours but upon return to the Park will have to park in the carpark until 07:00 the next morning. No refund will be given for any nights not spent on the booked Camping Field or Hardstanding Pitch once arrived.

4.3 We only accept responsible guests that are considerate to fellow campers, guests and staff and are respectful of the environment and our ecological beliefs. Care should be taken not to damage the Park or the surrounding locality.

4.4 If you bring a dog, your dog remains your responsibility at all times. All dogs must be on a lead and not left unattended. Dogs are limited to a maximum of three per party. You are responsible for any fouling, which must be cleared up and disposed of immediately. You will be asked to put your dog on a lead if it is seen roaming free around the Park. If your dog(s) are loose or badly behaved, you will be asked to leave the Park. We do not accept breeds of dogs which are banned under the Dangerous Dog Act 1991.

4.5 We are a quiet site and are considerate of other campers. We do not allow any loud noises or amplified music which may disturb other campers. All music and media devices must be played on low volume for your individual listening during your stay and we ask that noise levels be kept to a minimum during the hours between 21:30 and 08:00.

4.6 The Camping Field is a tent only area. Vehicles are not allowed on the Camping Field. VW type, small vans and trailer tents are accepted on the Hardstanding Pitches.

4.7 All tents must be non-permanent.

4.8 You must ensure your vehicle, awning or tent stays within the confines of your designated pitch.

4.9 Visitors are not permitted on the Camping Field or Hardstanding Pitches at any time, unless agreed in advance

4.10 No hen/stag parties or weddings are allowed on our Park.

4.11 You must leave the Camping Field or Hardstanding Pitch as you found it. You will be liable for any damage.

4.12 No fireworks, drones, chinese lanterns, guns, weapons. Gas BBQs are permitted. If you would like to use charcoal or other combustible BBQs then please notify us in advance. Disposable BBQs are prohibited on our Park.

4.13 Open fires are not permitted on our Park.

4.14 There is strictly no foraging for wood on the Park or in the surrounding locality.

4.15 Any reports of drug use, drunk, disorderly, abusive or inappropriate behaviour towards us or other guests will not be tolerated. We reserve the right to ask you and your guests to leave immediately without a refund if you or your guests display such behaviour.

4.16 No pitches are reserved and are allocated on a first come, first serve basis. If you would like to reserve a specific pitch then please do contact us via email: [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) or telephone: 07536 996805. Pitches are numbered on the Camping Field and Hardstanding Pitches with clear signage showing how to pitch. If you pitch incorrectly, you may be asked to move your tent or vehicle.

4.17 Whilst on our Park, you or any members of your party must not enter any buildings apart from the Farmhouse, shower and toilet facilities, or climb over any fences or barriers. You and your party will be liable for any damage caused to our property.

4.18 All accidents on the Park must be reported at the Farmhouse Reception or to a member of the Management team so we can record them in our accident book to fulfil our legal obligations.

4.19 You must keep to the 5mph speed limit on the Park at all times.

4.20 Clearly labelled recycling and waste facilities are available for small items of household waste and general food waste. Please help with our recycling by cleaning and separating all waste and placing into the appropriately marked bin.

4.21 Our Caravan and Motorhome Waste Disposal Point only accepts ecologically safe toilet fluid.

4.22 You must remove large items of rubbish from the Park before departure, such as broken tents, cardboard and chairs, or you may be subject to an additional charge for disposal of large items. We can not dispose of Gas Canisters.

4.23 The Farmhouse and public areas surrounding the Farmhouse are strictly no smoking or vaping areas.

4.24 No hardball games are allowed anywhere on our Park.

4.25 We do not tolerate abuse to any members of our team, either on the phone or in person during your stay. You will be asked to leave the site with no refund provided. CCTV is placed on the outside of the facilities building 'The Farmhouse' and also in the Reception, onsite shop area- this is for security reasons and also for safety of our staff.

## **5. Prices and Payment**

5.1 We are a cashless business and do not accept payment by cheque. Credit or debit card payments will be taken at the time of your Booking.

5.2 All Prices quoted on our website include VAT if appropriate at rates prevailing at the time.

5.3 Whilst we will make every effort to ensure that our Prices remain unchanged, they may be amended at any time on our online booking system.

5.4 Prices do not include any additional services, features and facilities unless expressly stated.

5.5 Promotional offers will only be provided at our discretion, subject to availability and cannot be used in conjunction with any other offer or discount. We reserve the right to change or withdraw any promotional offer at any time by removing it from our website. Retrospective refunds are not permitted against any promotional offer advertised after such time a booking is made.

5.6 Refunds will be made by the original method you used for payment within 7 days excluding weekends or public holidays in England. Deposits are non-refundable. Vouchers may only be used once per booking and are non refundable.

## **6. Your Cancellation Rights**

6.1 Your Contract with us is for the provision of accommodation services and services related to leisure activities on a specific date, therefore you do not have the right to change your mind and cancel the Contract. However, we do offer the right to cancel your Contract and cancel a Booking if you provide us with 30 days' written notice of cancellation by email to [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk). This only applies to your original booking. The deposit is non-refundable and there is no refund on vouchers used.

6.2 Except as provided in section 6.1 above, we do not accept cancellations or provide refunds of the Contract cancelled for any reason outside of your reasonable control, including but not limited to illness or inclement weather conditions. We strongly advise you to have the relevant travel insurance for all members of your party to compensate you in these circumstances.

6.3 If you need to amend your Booking, please notify us via email- [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) 30 days prior to your Booking, we will do our best to make any amendments and it will be strictly subject to availability. There will be an additional charge of £12 for amendments.

## **7. Our Rights to Cancel your Booking, request that you or a member of your party vacate the site and if required, have access to your booked pitch on the Camping Field or Hardstanding Pitch**

7.1 We may refuse admission to or request you, a member of your party or a non-paying visitor on the Camping Field or Hardstanding Pitches for breaking any of the Rules to vacate our site.

7.2 We may end this Contract and ask you to vacate, if we consider that:

7.2.1 you or a member of your party has committed a breach of these Terms or the Rules;

7.2.2 you or a member of your party's behaviour endangers the safety of others;

7.2.3 complaints of drug use, drunk, disorderly, abusive or inappropriate behaviour are made against you or any member of your party;

7.2.4 you or a member of your party has caused any damage to our site; or

7.2.5 you exceed the maximum occupancy limit for your confirmed Booking for the Camping Field or Hardstanding Pitches.

7.3 In the event of an emergency, we reserve the right to access the Camping Field or Hardstanding Pitch at any time.

7.4 If we are unable to supply the Camping Field or Hardstanding Pitches or our services due to an event outside of our control or if our supply of the Camping Field or Hardstanding Pitches or our services is delayed by an event outside our control (which may include a war or threat of war, riot, civil

strife, terrorist activity or actual threatened terrorist activity, unauthorised encampment, pandemic or epidemic, government control or other action, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all other similar events), we will contact you as soon as possible to let you know and do what we can to provide you with a suitable alternative booking or to let you know what we can do to reduce the delay. As long as we do this, we won't compensate you for being unable to supply you with our Camping Field or Hardstanding Pitches or our services or for the delay. If we're not able to offer you a suitable alternative, or if you don't accept the alternative we offer, you can contact our Management Team by email at [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) or by telephone on 07536 996805 to end the Contract and receive a refund for your confirmed Booking that you have paid for in advance, but not received, less reasonable costs we have already incurred.

7.5 You will be asked to leave our park if any of the park rules and terms and conditions are breached, or if any of the staff deem that disruption is caused to our Park, or they feel threatened by the behaviour of yourself or those you are responsible for in your party. If you fail to leave when asked we reserve the right to remove your vehicle/s or tent/s from our park. We will not be held responsible for any damage caused to your vehicle/s or tent/s in these circumstances.

7.6 We strongly recommend that you obtain appropriate and comprehensive travel insurance for all members of your group. This should ideally cover illness, cancellation and injuries during your stay.

## **8. Our liability to you**

8.1 Nothing in this section limits or attempts to limit our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation, or for any other liability which cannot be limited or excluded by law.

8.2 We're responsible for losses you suffer caused by us breaking this Contract or any misrepresentations we make to you unless the loss is:

8.2.1 Unexpected. It was not obvious that it would happen and nothing you said to us before we accepted your Booking meant we should have expected it (so, in the law, the loss was unforeseeable).

8.2.2 Caused by a delaying event outside our control. As long as we have taken the steps set out in section 7.4. We do not accept responsibility for any damage, injury or inconvenience caused by livestock, plants, trees, wildlife or weather.

8.2.3 Avoidable. Something you could have avoided by taking reasonable action, including following our reasonable instructions for use. For example, should any of the vehicles owned by your party get stuck and require assistance or towing, we shall not be held responsible for any damage caused to the vehicle(s). You should check that your insurance cover will allow secondary towing. There may be a charge for this service.

8.2.4 A business loss. It relates to your use of a product for the purposes of your trade, business, craft or profession.

8.3 Where we are responsible for your loss of equipment or personal belongings, our maximum liability shall be no more than the amount you paid for the Booking.

## **9. Special Requests**

Special requests must be requested at the time of Booking and no later than 7 days prior to your confirmed Booking by email to [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk). Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request.

## **10. Complaints**

If you have a complaint, please speak to a warden or a member of the Management Team on the Park immediately or alternatively send your complaint in writing to [info@grangecaravanpark.co.uk](mailto:info@grangecaravanpark.co.uk) and we will do our best to resolve it.

## **11. Governing law**

These Terms are governed by the laws of England and Wales. You and we agree to submit to the exclusive jurisdiction of the courts of England and Wales.

## **12. Data Protection**

As the person making the Booking, you are responsible for obtaining the permission of all members of your party before providing us with their personal data. We are required to gather certain personal data about guests for the purposes of satisfying operational and legal obligations. We will only collect and process our guests' personal data as set out in our Privacy Policy <https://cdn.hotels.uk.com/privacy-policy/qqwL6lzsv9e9rQ1gvAc5JlFW5NDc3ODk=> and in compliance with our obligations under the Data Protection Act 2018 and the UK's implementation of the General Data Protection Regulation.