

Terms and Conditions for Nevis Range Campervan Park



1. Definitions

1.1

Terms	These terms and conditions.
Campervan Park, We, Us, Our, Accommodation, Resort	Nevis Range Campervan Park, Torlundy, Fort William, PH33 6SQ
Website	https://www.nevisrange.co.uk/
Booking	A booking submitted to us via Campsites.co.uk
Arrival Date	The date on which you're booking commences and you are due to arrive at the site.
Prices	The cost of our services as detailed on Campsites.co.uk, or

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

at Nevis Range Ticket Office.

2. Contract

2.1 These Terms and our Price List set out the entire agreement between you and Nevis Range Campervan Park for the supply of our services to you. Only these Terms shall apply to our contract with you.

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

2.3 By submitting a booking you are deemed to have accepted these Terms.

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2.4 We reserve the right to change these Terms including terms related to any new policies at any time and any such changes will take effect immediately when posted on our website, at the Campervan Park, on Campsites.co.uk or otherwise brought to your attention. You are bound to this by booking.

2.5 In addition to these Terms, you must comply with the Rules below.

2.6 If you do not adhere to our Terms and rules or fail to pay for your accommodation, you will be in breach of your contract and will be made to leave.

2.7 These terms and conditions may change at any time and any new conditions or amendments will apply to your booking.

2.8 By booking you are agreeing to these terms and conditions.

3. Making a Booking

3.1 You can book online or in person.

3.2 Bookings are not transferable to another party.

3.3 When making a booking you agree that you or at least one member of your party is twenty-one (21) years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions and you agree to be responsible for any loss or damage caused by any member of your party.

3.4 The Campsite is to be used for recreational camper vaning only.

3.5 You must be able to provide proof of booking on arrival, either a printed confirmation or a screen shot on a mobile device if asked.

4. Rules

You, together with all members of your party, are required to comply with the following rules:

4.1 We reserve the right of admission. We only accept responsible guests that are considerate to fellow guests and be respectful of the environment.

4.2 All children must be closely supervised by an adult due to moving machinery nearby.

4.3 If you bring a dog, this always remains your responsibility, must be on a lead and not left unattended. You are responsible for any mess, which should be cleared up and disposed of

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immediately. You will be asked to put your dog on a lead if it is seen roaming free around the resort.

4.4 There must be no loud or disrupting noise after 22:00 before 08:00.

4.5 Leave your accommodation as you found it, i.e. no litter or damage. You will be liable for any damages or excess cleaning caused to any of our property and will be charged. You will be notified via email of the charges and a breakdown, and your payment card will be back charged to this amount.

4.6 No fireworks, drones, guns, or weapons.

4.7 Drunk, disorderly, or abusive behaviour will not be tolerated towards us or other guests. We reserve the right to ask you to leave should this occur.

4.8 We cannot accept responsibility for your possessions, or any personal injury of any kind sustained while on the resort, subject to Section 8 - Liability.

4.9 If you pitch incorrectly, you may be asked to move your campervan.

4.10 No open fires are allowed.

4.11 Whilst on our land, you and any members of your party must not enter any buildings apart from the toilet/shower block, fences, or barriers. You and your party will be liable for any damage caused.

4.12 Any accidents on our land must be reported at the reception or to a member of staff so we can log them in Our Accident Book.

4.13 Check in is not before 12:00. You must vacate your chosen accommodation by 11:00 on your departure day promptly, unless a late check out has been granted by prior agreement, please ask the site management.

4.14 You must keep to the 5mph speed limit on our resort and site for your own and others safety.

4.15 You must take large items of rubbish away with you i.e. broken awnings, cardboard, chairs etc. Only general food waste and packaging is to be disposed of in our bins.

4.16 We do not offer any sort of storage facility for caravans or tents. If you do leave your property on our site, we will make reasonable attempts to contact you and after 24 hours it will dispose of correctly.

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4.17 You must leave a gap of 6m between all units. This is a legal requirement. You may be asked to move your campervan if pitched too close to another. 3m is acceptable if there is an awning in place.

4.18 No Day Guests unless by prior arrangement.

4.19 We reserve the right to back charge your payment method for any damages or disturbance to other guests on site. This will be a minimum of £50. Any damages should be discussed with us, and we will come to an appropriate charge.

4.20 You must not smoke around the resort. Please use the provided smoking areas.

5. Prices

5.1 The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate.

5.2 Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time.

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

5.4 Promotions, deals or discounted offers are subject to availability and cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

6. Payment

6.1 Credit or debit card payments are made in advance of arrival and online. Pre-payment is advised to reserve your booking, as we cannot guarantee availability to 'walk in' customers.

6.2 Non-payment renders your contract with us as invalid and you will be asked to leave the site.

7. Cancellation, refunds, and amendments to your booking

7.1 To receive a full refund, guests must cancel within 48 hours of booking, and the cancellation must occur at least 14 days before check-in.

7.2 If your booking is closer than 28 days away you will not receive a refund. If you try to cancel your booking more than 48hrs after booking, you will also not receive a refund.

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7.3 You may cancel your booking at any time and your booking will be treated with 7.1 or 7.2 of our booking policy.

7.4 The full balance of your booking must be paid in full before arrival or pitching.

7.5 No booking amendments will be accepted by us within the 7 days prior to your Arrival Date.

7.6 We do not accept poor weather as a reason for cancellation, unless it is deemed as unsafe and risk to public safety i.e. flooding, hurricanes and other extreme weather conditions in which case you will be contacted and offered an alternative date.

7.7 If you have a problem onsite, you must speak to us face to face to allow us chance to rectify the problem - we will not accept an email complaint or threat of poor review. All complaints must be done face to face. We don't refund on the basis of a problem with another guest onsite, unless this is through our fault.

7.8 Bookings are not transferrable to another party. If you are purchasing as a gift, please input the recipient's details onto the booking.

8. Liability

Please read this section as it is important that you understand what you are agreeing to.

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 matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

8.2 If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a direct and foreseeable result of our failure or our negligence. We shall not be responsible for any losses that you suffer that are indirect or not foreseeable, including, but not limited to, loss of income or revenue, loss of business and loss of anticipated savings.

8.3 As our resort is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants, trees, wildlife, or weather. We advise you to have the relevant insurance.

8.4 We do not accept responsibility for anything that adversely affects your holiday that is outside of our control. We advise you to have suitable travel insurance.

8.5 These Terms are governed by the laws of Scotland.

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8.6 We are covered by up-to-date Public Liability Insurance and hold the proper license through the Highland Council.

9. GDPR

9.1 Your data is stored securely and is only used with regards to your booking. Your information will never be passed onto a 3rd party. If you receive an email from us and do not wish to be on our mailing list, you can opt out at any time. Payment details are not stored or seen by us and are only used for the purpose of you creating a booking through Stripe. We hold a copy of the 2016 GDPR policy which you are welcome to view.