

## **Balranald Hebridean Holidays Campsite Terms and Conditions**

Balranald Hebridean Holidays Campsite is a trading name of Druim Torrach Croft.  
Registered Office: Druim Torrach, 17 Hougharry, Isle of North Uist, HS6 5DL.



**Bookings** – Balranald Hebridean Holidays accepts advance bookings.

**Group bookings (2 pitches or more)** - Balranald Hebridean Holidays accepts group bookings by prior arrangement only, subject to availability.

**Making a booking** - When you book you accept the terms of these booking conditions on behalf of your whole party. A binding contract comes into existence once we have received your payment and we have issued a booking confirmation by email. All terms are for the start date specified for the accommodation detailed on your booking confirmation. Check-in and check-out times are shown on your booking confirmation.

You must check your booking confirmation we send you carefully as soon as you receive it. If any information appearing on the document appears to be inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of emailing it out.

**Payment** - Balranald Hebridean Holidays requires a deposit equal to the first night's stay at the time of booking and full **payment on arrival**.

**Changes to your booking** - To amend your booking, you must notify Balranald Hebridean Holidays as soon as possible. Any amendments to the dates of your booking must be for the same season.

**Cancellation Policy** - You may cancel your booking at any time before your due arrival date by notifying Balranald Hebridean Holidays by email or phone that you wish to cancel your booking.

**A deposit equal to the first night's stay is non-refundable.** If you have paid in full prior to your arrival, the balance will be refunded.

If you cancel your booking after the start date of your booking, we will not issue any refund for any remaining nights of your booking.

In the event of a no show by **20:00hrs** on the day of arrival, the full cost of the booking will be charged to the card used to pay the deposit.

Balranald Hebridean Holidays is not responsible or liable for customers travel plans and arrangements. Cancellations as a result of Calmac Ferry disruptions will not be refunded. Customers are advised to seek Compensation from Calmac.

Balranald Hebridean Holidays reserves the right to close the Site due to unforeseen circumstances or where required by law to do so. If we cancel your booking in such circumstances, we will refund 100% of the pitch fees for your booking.

**Insurance** – You may wish to take out holiday insurance in case you need to cancel your booking.

**Arrivals** – Check in for **touring and camping pitches** is between **12:00hrs** and **20:00hrs**. Where a booking is not taken up by **20:00** on the day of arrival, the booking will be considered cancelled unless a later arrival time has been agreed with Balranald Hebridean Holidays.

Check in for the Corncrake Pod is between **16:00hrs** and **20:00hrs**. Later arrival is to be agreed in advance.

Please check in at Reception on your arrival.

The lead person on booking is responsible for ensuring that each member of their party acts in accordance with these terms and conditions and any other rules set by Balranald Hebridean Holidays from time to time and will be liable for any loss or damage caused by any member of their party.

Balranald Hebridean Holidays reserves the right to refuse entry or eject any person where, in our opinion, there is a risk to the health and safety of our staff or other guests or where there has been a breach of these terms and conditions or any other rules set by Balranald Hebridean Holidays from time to time.

**Departures** – On your departure date, you must depart your pitch or the Corncrake Pod before **11:00hrs**. Pitches must be left clean and tidy on departure.

**Showers** - Require £1 coin and last 7.5 minutes

**Touring Pitches** (Hard standing & Grass pitches) - Outfits to be positioned on pitch as per directions given by management/warden. If awnings are used, the distance between any part of the awning and an adjoining unit should be not less than 3 metres. Awnings should not face each other or touch and if the awning contains sleeping accommodation the distance shall be not less than 6 metres, as per site license and fire regulations.

**Electrical Hook ups** – Electric Hook Ups are 16A. The site is responsible for the safety of electrical points only up to the socket outlets. Persons using the electrical point are responsible for their connector cable, plugs and all other equipment connected to their unit, which must comply with all current British Standards and Regulations.

**Fire Precautions** – Everyone on the site should acquaint themselves with the safety precautions against fire and the whereabouts of the fire points. Fire Extinguishers are located outside both facilities buildings.

**Sanitation** – The contents of portable toilets must be disposed of by emptying at the disposal point provided on site. **Please see instructions at the disposal point or ask Reception. Under no circumstances** should Portable Toilet waste be disposed of anywhere on Site other than Portable Toilet Waste Disposal Point. Due to the nature of waste water disposal, only organic/green toilet fluid products suitable for Septic Tanks are accepted. Please only use Toilet Paper in your Portable Toilets.

Disposable nappies and other similar sanitary items must be wrapped in a bag and placed in the bin provided.

**Waste Water** – A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal point provided.

**Recycling** – We ask that whilst staying on our Site you recycle items in the recycling skip. A list of items for recycling can be found at the bin area. Recycling items must not be bagged.

**Disposal of other rubbish on Site** – All other refuse should be deposited in the bins provided for this purpose, which are situated at bin area on Site. Nappy bags and Dog foul bags are to be sealed and placed in general waste bins provided. The bin area for recycling and general waste is located adjacent to entrance.

**Speed Limit** – Motor Vehicles and Bicycles on Site should, at all times, be used with due regard to the safety and convenience of others and their speed must not exceed **5 mph**.

**Safety and behaviour on Site** – Bicycles/scooters/skateboards are not allowed on paved areas around the Facility Blocks. All site users are expected to conduct themselves in a manner which respects the comfort and convenience of other site users. No ball games or kite flying are permitted on Site.

**Parents and Guardians of children** – The safety, supervision and conduct of your children is your responsibility at all times. Children should be supervised by a responsible adult at all times who should ensure that they are safe and cause no damage or nuisance. No children 10 years old or younger are allowed in in Facility Blocks at any time unsupervised.

**Dogs and Other Pets** – We welcome well-behaved pets, and they can stay free of charge on Touring & Camping Pitches. There is a charge for dogs in the Corncrake Pod. A maximum of 2 well-behaved dogs are permitted in the pod. Dogs must not be left unattended in the pod.

Owners of pets are responsible for the behaviour of their animals. They must ensure that pets are on leads and under control at all times. Tethers of sufficient strength and not exceeding 3 metres in length may be used on their own pitch, which must be positioned so as not to allow the pet onto the road or to interfere with any electrical hookup posts. In the interest of other Site users and our surroundings, any owner with loud pet(s) or pet(s) presenting a nuisance to other Site users, will be asked to leave the Site. Pets should not be left on the Site unattended. Owners must ensure that their pets do not foul the site and that any faeces are removed immediately, this includes on all road verges in and around Site and the surrounding machair and beach area. No animals are allowed in the buildings other than Guide/Assistance Dogs.

## **General**

**SMOKING** – Smoking of cigarettes/e-cigarettes is strictly prohibited in and around the buildings. Cigarette ends must not be disposed of in any site building bins or planters.

**FIRE PITS/BARBECUES / COOKING EQUIPMENT** – These are allowed on site but must be raised off the ground to prevent damage to the grass. Campfires are not permitted on the Site. Users should endeavour to minimise smoke and fumes for other site users.

**NOISE** – No unnecessary noise at any time and especially between the hours of 22:00 and 08:00. Any Site users presenting a nuisance to other Site users may be ejected from the Site by Balranald Hebridean Holidays.

**DRONES** – No flying of drones is permitted on or around Balranald Hebridean Holidays Campsite.

**SATELLITE DISHES/RECEIVING EQUIPMENT/AERIALS** – must be positioned on your hard standing.

**GENERATORS** – Generators are strictly prohibited on Site.

**DATA PROTECTION** - All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.

If any of the above conditions are breached, Balranald Hebridean Holidays reserves the right to terminate the contract immediately without refund. Entry to Balranald Hebridean Holidays Campsite is at the sole discretion of the owner/ manager/warden. Balranald Hebridean Holidays reserves the right to alter prices or these terms and conditions at any time.