

2017 Conditions of Booking, Park Rules and Terms and Conditions

PARK RULES

1. By booking with us you agree to our Terms and Conditions and agree to abide by our Quiet Park Policy
2. All persons using these premises do so entirely at their own risk and no responsibility will be accepted by Hurley Riverside Park for any loss or damage to vehicles, equipment or other effects however caused
3. Accidents must be reported to the Touring Park reception before the end of your stay or within 24 hours whichever is sooner
4. We reserve the right to refuse any booking and the right of admission is reserved. Any individual, party or visitor whose conduct is considered to infringe the Park Rules will be required to leave the park immediately
5. We only accept bookings from couples and families. The first named person is responsible for the booking and must be over 21 years of age. Under 18s must be accompanied by their parent or guardian.
6. Generators, radios, music, wood fires, fire pits and Chinese lanterns are not permitted on the park. Barbeques must be raised from the ground
7. All customers must abide by our Quiet Park Policy and keep noise to a minimum between 10.30 pm and 7.30 am. The playground and Nature Trail may only be used between 7.30 am and 9.30 pm and should not be used when it is dark. Please do not use the washing up areas after 9pm / dusk
8. Ball games should only be played in the play area and not on the Touring Park
9. Children are the responsibility of their parents and must be supervised at all times including while using the playground and Nature Trail
10. The River Thames is dangerous to non-swimmers and the stream next to the park should not be entered for any reason
11. All vehicles are admitted at our discretion. Caravans, motorhomes or RVS over 8 metres in length must inform us at the time of booking
12. Only cars are accepted on the park. Commercial, converted, sign-written or untidy vehicles will not be admitted even if booked.
13. Vehicles must not exceed 5mph. They should not be driven between midnight and 7 am or to cause a nuisance to other customers. Bicycles must also not exceed 5mph and it is the parents' responsibility to ensure their children obey the speed limit. For safety reasons motorised scooters, hover boards and drones may not be used on the park.
14. Loss or damage, for which any customer or visitor may be responsible, must be paid in full before departure

TOURING PARK

15. Customers must ensure that their tent, caravan or motorhome is in the centre of their pitch.
16. Customers staying in the Paddock must ensure their unit is 6 metres away from the nearest tent or caravan to maintain fire regulation spacing
17. Standard tent pitches are only suitable for tents less than 4 metres wide and 7 metres long. All other pitches allow units up to 6 metres wide.
18. Gazebos may have a maximum of 2 sides and must not be larger than 4m x 4m
19. A maximum of 2 dogs, 2 cars and 4 visitors (when permitted) are allowed per pitch
20. Visitors are not allowed on the Touring Park over Bank Holiday Weekends. During mid and high season a charge will be made for each visitor and car (if permitted). All visitors must report to reception and pick up a parking permit to display in their vehicle and must leave the park by 10.00 pm
21. Maximum of 4 visitors per pitch. A maximum of 2 cars per pitch includes any visitor's cars.
22. Dogs must be kept on a lead and under strict control at all times. Dogs must not be left unattended on the park. Please clear up after your dog.
23. Pup tents require approval to ensure they are smaller than 1.5 metres square. The combined width of the main unit and pup tent must not exceed the width of the pitch and they are at least 6 metres from any other unit or pup tent. One pup tent per pitch and a maximum of 2 children per pup tent.

HIRE CARAVAN HOLIDAY HOMES AND HIRE TENTS

24. Customers may bring a maximum of 2 cars per unit (including visitors) and a maximum of 4 visitors are allowed per unit
25. Dogs and smoking are not permitted in any Hire Caravan Holiday Home or Hire Tent.

TOURING PARK ARRIVALS AND DEPARTURES

26. The earliest arrival time is 1.00pm. The latest departure time is 12.00 noon. Arrivals after 8.00 pm will not be admitted.
27. Customers require a refundable £10 cash deposit for a barrier fob and must only use the fob to enable access for their vehicle and no others
28. There is no guarantee that a booking can be extended beyond the dates originally booked
29. On departure you must ensure that your Touring Park pitch is left in a clean and tidy state or an additional charge may be made

HIRE ARRIVALS AND DEPARTURES

30. Customers may only check in between 4.00 pm and 8.00 pm on the day of arrival. Arrivals after 8.00 pm will not be admitted.
31. Hire Caravan Holiday Homes and Hire Tents must be vacated by 10.00 am on day of departure
32. On departure you must ensure that your accommodation is left in a clean and tidy state or an additional charge may be made
33. Hire Tent customers require a refundable £10 cash deposit for a barrier fob and must only use the fob to enable access for their vehicle
34. There is no guarantee that a booking can be extended beyond the dates originally booked

BOOKING, FEES AND CANCELLATION CHARGES

35. Bookings can be made by phone, by post or via our website. We accept Mastercard, VISA, Maestro and V-Pay
36. Touring Park: Bookings are only taken for 2 or more nights, or a minimum of 3 nights on Bank Holidays
37. Touring Park: For online bookings full payment is taken at the time of booking. For high season telephone bookings the balance of fees must be paid 7 days before arrival. For other telephone bookings the balance is due on arrival
38. Hire: A booking form must be completed 28 days before arrival
39. Hire: For online bookings full payment is taken at the time of booking. For all other Hire telephone bookings the balance is due 28 days before arrival
40. Touring Park fees include two occupants and one car. One additional car (including visitors) may be brought onto the park for an additional fee
41. In the event of cancellation or curtailment, the following cancellation charges will be made:

Day before or day of arrival:	100% of holiday cost	2 - 13 days before arrival:	60% of holiday cost
14 - 28 days before arrival:	30% of holiday cost	over 28 days before arrival:	20% of holiday cost
42. Cancellations must be made in writing. The minimum cancellation charge is £20 for Touring Park bookings and £100 for all Hire bookings
43. We recommend you take out cancellation insurance. No refunds will be made for early departure
44. Cheques will only be accepted if received 14 days before arrival. In the event of cheques being represented to the Bank, a charge will be made

TOURING PARK GROUP BOOKINGS

45. Group bookings can be made up to a maximum of 4 pitches. The balance must be paid as a single payment a minimum of 7 days before arrival. Part payment by individual group members is not possible. Details of each group member must be provided on a group booking form before the balance payment is made. Pitches cannot be requested when booking as a group and separate group bookings must not be made to create a group larger than 4 pitches. We reserve the right to cancel all bookings involved with immediate effect. No refunds will be given for bookings cancelled due to a breach of park rules or booking conditions

ACCOMMODATION – HIRE CARAVAN HOLIDAY HOMES

46. Beds appropriate to the number of occupants are made up with duvets and pillows. Blankets are also provided in cold weather
47. If staying for more than one week, your caravan will be cleaned and your bed linen changed on the Friday or Saturday of each subsequent week, depending on your day of arrival. Towels are not included but can be booked in advance for £20 per 4 berth and £30 per 6 berth caravan per week