

# **Batemans Brewery Caravan Site Terms & Conditions**

The Batemans Brewery Caravan Site overlooks the River Steeping on one side and Batemans Brewery on the other. The site is for caravans and motorhomes, but not tents. The site has 19 pitches with electrical hook-ups but can also accommodate 15 touring vans for rallies under their own flag. The season runs from 15<sup>th</sup> March until 31<sup>st</sup> October. Subsidised Brewery Tours are available (subject to conditions).

Please note the site is immediately adjacent to the river and although the water is not fast moving, it is obviously a hazard and this needs to be taken into consideration when booking, if you have children.

## **Making a Booking (Tourers)**

To ensure our visitors have a smooth booking experience and to avoid any double bookings, we have an arrangement with PitchUp.com for them to take and administer all bookings (except for rallies).

This is an online facility which you can access by following this link [www.Pitchup.com](http://www.Pitchup.com) and searching for Batemans Brewery. PitchUp is a third party booking agent, you are not charged for this facility, this is covered by us. They have exclusive access to our bookings diary (except for rallies).

For further information please visit [www.pitchup.com](http://www.pitchup.com).

## **Making a Booking (Rallies)**

All rally bookings can be made via email or telephone by contacting the Brewery directly. Please send all enquiries to: [grouprallies@bateman.co.uk](mailto:grouprallies@bateman.co.uk) or call us on: 01754 880317.

## **Information on Caravan Sites re-opening - 12<sup>th</sup> April (DEPENDANT ON GOVERNMENT GUIDANCE)**

*Provided that the 4 terms of the Government Covid Roadmap for stage 1 are met, we hope that sites will be permitted to re-open in line with stage 2 at or about 12<sup>th</sup> April to allow caravan stays in self-contained accommodation for those people holidaying with others **in their own household**.*

*It is a Government requirement that all shared facilities including sanitary blocks & pot wash areas remain closed until 17<sup>th</sup> May.*

***Please note that this guidance is based on the current position from government and may be subject to change if the terms of the Roadmap are not satisfactorily met.***

## **MAIN POINTS AND SUMMARY**

**Season, Pricing, Deposits, Cancellations, Facilities.**

**Touring Caravans and Motor Homes only. Sorry no Tents.**

### **Season**

15<sup>th</sup> March until 31<sup>st</sup> October

### **Pricing (all pricing is inclusive of hook-up)**

High season £25.00 per night per pitch (July, Aug, Sept, Bank Holidays)

Mid-season £22.50 per night per pitch (Apr, May, June)

Low season £20 per night per pitch (Mar, Oct)

Rallies: £200 per night for the Brewery Paddock, irrespective of number of caravans up to a maximum of 15

## **Rallies**

We welcome recreational rallies under their 'own flag', such as Caravan Clubs, that have a 'Certificate of Exemption'. Events should be organised and supervised by the club and should not exceed 5 consecutive nights.

Maximum number is 15 caravans and there are no hook ups available

## **Number of Guests**

Up to the maximum birth per caravan or motor home with a ceiling of 6 people per caravan or motorhome.

## **Deposits, Payment Terms, Cancellation Policy**

A deposit of 15% secures the booking which is non-refundable.

Full payment up front is required a minimum of 8 weeks before the visit. We will make a 50% refund (including any deposit) if you have to cancel more than 4 weeks before your visit. A shorter period than 4 weeks and there will be no refund at all.

If we still have availability and you book less than 4 weeks before your visit we expect full payment to secure the booking and there will be no refund for cancellation.

(See special Covid-19 cancellation policy, (full refund)).

## **Minimum Stay**

3 nights in high season, 2 nights in mid-season, 1 night in low season

Bank holiday bookings can be Fri, Sat and Sun nights or Sat, Sun and Mon nights

## **Brewery Tours**

Subsidised Brewery Tours (for caravaners or those in motorhomes only)

Available, once per week, subject to conditions.

## **Booking In/Out**

After 12.30pm on day of commencement of stay.

Before 11.00am on departure day.

## **Facilities**

Included in price:

- Grass pitch with Electric
- Subsidised Brewery Tours (subject to conditions)
- Car parking. One per van + one in car park
- Dogs allowed (maximum 2)
- Awning permitted
- Gazebo permitted
- Chemical disposal point
- Toilets-Shower (closed during restrictions)
- Brewery Gardens
- Picnic area
- Access to river bank (subject to Health & Safety requirements)
- Click & collect facility from our Brewery shop

# Booking Terms and Conditions in Full

## **Terms & Conditions**

The Batemans Brewery Caravan site is a family park providing Touring Pitches for Caravans and motorhomes. Our guest's satisfaction and safety is paramount and we therefore ask you to read the following Terms and Conditions before making your booking. We reserve the right to ask guests who contravene these Terms and Conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you and no re-compensation will be made.

## **COVID-19**

We promise to try and keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us or if Government guidance means that you should not visit or stay with us, even if the law still allows you to.

If you or anyone in your party presents with any COVID19 symptoms within 14 days of your booking, please follow UK government guidance and inform us as soon as possible.

**USE OF TOILETS:** Only 1 person is allowed in the Toilet or Shower at a time. Please disinfect your hands with the gel provided at the entrance to the facilities. We ask that you accompany your children to the facility block to ensure they can keep social distancing. Please be patient at busy times. We encourage the use of your own facilities inside your unit if possible. In case of an outbreak and the Government close shared facilities, we require all units to have a functioning shower & toilet.

Please be aware that your accommodation could have a later arrival time due to the enhanced cleaning procedures implemented to keep you and our staff safe.

If you or anyone in your party presents with any COVID19 symptoms within 14 days of your booking dates, please follow UK government guidance and inform us as soon as possible

## **IF YOU FEEL UNWELL**

**Symptomatic and diagnosed caravan occupants are instructed to completely self-isolate at home** and you should return home as quickly and directly as you can, using private transport. It is important that you do not use public transport.

**If you have been contacted by NHS Test and Trace while on holiday and told you have been in close contact with someone who has tested positive for COVID-19 and asked to self-isolate for 14 days according to Government Guidance, you should return home to self-isolate as quickly and directly as you can, using private transport. It is important that you do not use public transport.**

## **Who do I Contact if I'm Unwell?**

- You **MUST** report symptoms of feeling unwell to the specific park 'coronavirus telephone number' : Batemans Brewery on 01754 880317
- If you are ill and need medical advice, call 111 or your own GP
- In the event of a medical emergency, call 999

## **Your Right to Cancel**

- Any cancellation will be subject to the details above. If you have to cancel your holiday, you must notify us in writing. The date of cancellation will be effective on the date it is received by us. If you wish to change your confirmed booking in any way, you should advise us immediately by telephone and send us a confirmation letter we shall endeavour to accommodate your request. If this is possible, we shall then issue a revised confirmation of booking.
- We regret that refunds cannot be made where you are in breach of the contract (but you will be entitled to a refund if we are in breach of contract).

## **Our Right to Cancel**

We have the right to cancel your holiday, or any unused days, if the law prevents you visiting or staying with us. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee.

We also have the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee.

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. We cannot accept liability or pay compensation for changes to or cancellation of your holiday due to “force majeure”, i.e.: any event that we could not foresee or avoid. Such events include, but are not limited to, industrial disputes, war or threat of war, civil disorder, natural disasters including flooding and fire, or nuclear disaster.

## **Your right to cancel due to Covid 19**

If you need to postpone your booking because you or a member of your party shows symptoms of COVID19 or you live in an area that is affected by a localised or national government lockdown. You can change the date of your booking and transfer it to a later date or receive a full refund. No cancellation charges will apply.

## **Booking Conditions**

We cater for couples or families. We regret that we are unable to accept bookings from:

- Groups under 18 years of age.
- Persons who are a convicted child sex offender or is subject to the notification requirements of the Sexual Offences Act 2003 ('on the sex offenders register').

We also reserve the right to refuse any booking or transfer a booking to another pitch, but this will only occur under exceptional circumstances.

Bookings can be made in the following ways: By telephone, email, online or by post. Pay by debit, credit card, cheque or postal order, made payable to George Bateman & Son Ltd. Adele to change details to reflect 'Pitch Up'

Persons occupying the accommodation must not exceed the number of berths (baby in arms counts as one). If this legal requirement is not met your booking will be terminated and you

will be asked to leave with no refund made. The hirer must remain with the group for the entire stay of the holiday.

If you have any special requests or requirements, please let us know at the time of booking and we will do our utmost to oblige. However, this can obviously not be guaranteed.

### **The Contract**

The contract is with George Bateman & Son Ltd, Salem Bridge Brewery, Wainfleet, Lincolnshire PE24 4JE. The terms contained in this contract do not affect your statutory rights.

### **Insurance**

You are advised to take out Holiday Insurance from your local broker to cover your personal luggage, personal money, holiday cancellation/curtailment, personal and public liability etc.

### **Arrival and Departure Times**

If you have booked a touring pitch you can occupy the pitch after 12:30pm on your arrival date and should be vacated by 11.00am on the day of the departure.

### **Holiday Behaviour Standards and Termination**

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.
- You are responsible for any damage, accidental, wilful or through neglect.

You further agree that you will not:

- Commit any criminal offence at the Park or undertake any criminal activity.
- Commit any acts of vandalism or nuisance.
- Keep or carry any firearm or any other weapon at the Park.
- Use any unlawful drugs.
- Carry on any trade or business while on the Park.
- Create any undue noise or disturbance.

George Bateman & Son Ltd reserves the right to terminate a holiday without compensation, if yourself or the members in the party do not abide by the above points.

### **Health and Safety**

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- Health & Safety regulations particularly involving the river.
- The speed limit on the park is 5 mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park.
- No recreational vehicles can be used on the park. This includes motorised scooters, except those for the disabled.

- No mechanical or repair work is to be undertaken on the park.
- Please make yourself aware of the nearest fire point.
- Please act responsibly around water and supervise children at all times.

### **Car Parking**

Only 1 vehicle may be parked on the site, additional cars can be parked in the adjoining carpark.

### **Dogs**

If you bring your dog with you when you stay with us we ask that you:

- Bring no more than 2 dogs on to the park.
- Keep the dog on a short lead on the park at all times.
- Clean up after your dog.
- Do not leave your dog unattended at any time.

We reserve the right to require that the owner removes their dog from the Park if it is a nuisance or danger to other guests.

(MAX 2 DOGS PER UNIT)

### **Awnings/Gazebos**

We only accept eco awnings with Breathable ground sheet or no ground sheet. Max 1 per Pitch. No drive-away awnings. No persons are permitted to sleep in an awning overnight.

### **Smoking**

There are no specific designated areas for smokers. However, you may smoke onsite, but please dispose of your cigarette ends thoughtfully.

### **General**

- Open fires are not permitted. Please ensure that instant barbecues are not placed directly onto the grass.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited & the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees.
- We reserve the right to refuse admission to any visitor.

### **Liability**

We shall not be liable for the death or injury of any person or for any loss or damage to property of any such person unless said death, injury, loss or damage was caused by our negligence. We cannot accept liability for alterations on entertainment and Brewery Tours from those currently advertised.

### **Comments/Complaints**

If you have any comments to make regarding your holiday please speak to us as soon as possible, particularly if it is a matter of dissatisfaction. We will endeavour to rectify any problem with a minimum of delay but if at the end of your holiday you are still not satisfied, please write to us within 28 days setting out the grounds for your complaint.

**GDPR**

The information supplied will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party and we will abide by the relevant GDPR regulations.

**Agreement to adhere to Terms and Conditions**

On completing this booking form you are agreeing to adhere to our Terms and Conditions Agreement.

**Contact Information**

01754 880317

George Bateman & Son Ltd, Salem Bridge Brewery, Wainfleet, Lincolnshire PE24 4JE