Booking terms and conditions - tourers, motorhomes & tent holidays

1. Who your agreement is with
Abbeyford Leisure is the trading name of Abbeyford Caravan (Company) Scotland Ltd When you book your holiday your contract will be with Abbeyford Caravan (Company) Scotland Ltd. References to 'we', 'us' and 'our' refer to Abbeyford Leisure.

2. Booking & payments
There will be a contract between you and us when your booking is confirmed. The person who books the holiday, or named Lead Guest staying in the accommodation is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers on the booking. At least one member of the holiday party must be aged 18 or over. Our holidays are primarily family holidays and are designed to ensure that all our guests enjoy their holiday with us. Please note that we reserve the right to refuse a booking where necessary. We accept all major debit and credit cards. Full payment is required at time of booking.

3. Prices
All holiday prices include VAT at the current rate. Prices may change to reflect any increases in VAT. All prices are subject to change depending on market conditions and may increase or decrease. However, the holiday price confirmed at the time of booking will be the final price you pay and will not change, unless you make a change to your booking. First night free offer is only available when booking at least five consecutive nights on one pitch location in one single transaction. 10% discount is applicable to online bookings only and may exclude certain extras. Subsequent alterations made to an online booking will result in the 10% discount being removed.

4. Insurance
Holidays cancelled less than 29 days before your arrival are not eligible for a refund. We advise that you have adequate insurance cover in place to give you extra peace of mind.

5. Cancellations
Cancellation notice will be taken on the date it is received by us in writing (please email the relevant holiday park as detailed in your booking confirmation). Any refunds will apply to the number of days before the holiday start date as follows: **Before 30 days, full refund.**

6. Change or cancellation of the holiday by us
If we are unable to provide the holiday that you have booked and we cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. No refunds can be given if guests depart prior to the end of the holiday booked, unless they do so as a result of a breach of some obligation on our part, which would justify cancelling the holiday.

7. Alterations to your booking
Once there is a contract you cannot transfer your booking to anyone else or change it without our consent. You can change or move the dates of your holiday at any time up to 30 days before the arrival date of your holiday, subject to availability and within the same year. If your arrival date is less than 29 days, you cannot change dates but can upgrade to a higher-tariff accommodation type for the same dates, subject to availability. We will endeavour to meet your request and will charge the difference in price applicable at that time. Changes to your booking may incur an administration fee. Whilst every effort is made to accommodate specific pitch requests, we reserve the right to change any allocated pitch without prior notice.

8. Park facilities
Any of the park facilities including, but not limited to, bars and restaurants, may close at short notice or may operate in a limited way.

9. Arrivals and contactless check-in
Your pitch will be available from 12 noon on the day of your arrival. Before you arrive, please take time to familiarise yourself with our contactless check-in process by following the links on your e-booking confirmation sent to your email address. Please also check your junk, clutter and spam email folders. We reserve the right to enter your accommodation under special circumstances or in emergencies and will charge for any damage or breakages to Abbeyford Leisure property during your stay.

10. Awnings, gazebos and tent
Awnings (not tents) are permitted to be erected to the door side of the caravan only and must be no larger than the caravan itself (if in doubt please check with Park Reception). A gazebo no larger than the caravan itself may be erected instead of an awning when the caravan is in use at the discretion of the Park General Manager. Tent customers can erect a small gazebo if space allows at the discretion of the Park General Manager. If an awning or gazebo poses a threat to neighbouring caravans or tents, or the safety of our guests, we reserve the right to remove it and internal items to storage. We will take reasonable care in this event, but we cannot accept responsibility for damage caused. A tent pitch can accommodate a tent (typically up to six people).

11. Departures
You should vacate your pitch by 11am on your departure date at the end of your holiday. Please leave everything in a clean and tidy condition and remove all rubbish and recycling items by using the nearby recycling bins.

12. Smoking and vaping
The use of e-cigarettes or vaping products is prohibited in all accommodations and facilities.

13. Dogs
No animals, other than a maximum of three domestic dogs, where permitted, may occupy your accommodation without written permission of the Park General Manager. Dogs must be kept on leads at all times, remain the sole responsibility of the Owner and should not be left unsupervised in your accommodation for long periods of time. Dogs that continually bark and/or cause a nuisance will be required to be removed from the Park by the Owner. Owners should not allow their dogs to foul public areas of the Park and, as a courtesy to other Owners and Guests, ensure that they clean-up after their dogs. The provisions of the Government dangerous dogs ACT & Control of Dogs Act (Scotland) apply.

14. Information you have given us
Information you have given us in connection with your booking is treated in accordance with the General Data Protection Regulation. Our Privacy Policy can be viewed at abbeyford.com.

Park Rules for holiday guests

It is our aim to provide services and products which enable all our guests to enjoy holidays in a safe, secure and enjoyable environment. These Park Rules have been produced to achieve that aim and should be observed whilst enjoying your holiday.

1. Soft ball games only are permitted to be played on the Park, but please respect neighbouring accommodation. If flying a kite, please stay well clear of overhead power cables.

2. Motor vehicles should not exceed the speed limit and should observe any one-way system. The Highway Code is applicable to the Park. No motorised vehicles prohibited for use on a public road or radio/ wirelessly controlled airborne items are allowed on the park without the permission of the Park General Manager.

3. All persons using the entertainment complex must honour the Club Rules which are clearly displayed within the Club.

4. Recycling facilities and rubbish bins are located within bin compounds around the Park. Please dispose of rubbish in the appropriate bins and do not leave rubbish outside your accommodation.

5. With respect for your neighbours and other guests on the Park noise is to be kept to a minimum, respectful level, especially late at night by all occupants of your accommodation.

6. Antisocial behaviour towards members of staff, guests, or fellow Owners on the Park is strictly unacceptable.

7. Domestic type charcoal and gas Barbecues are permitted providing the safe and proper use of the barbecue policy is followed, a copy of which must be viewed from the FAQs section of abbeyford.com before use. No open fires or fire pits are permitted.

8. Parents and guardians are responsible for their children at all times on Park and should ensure that their children behave responsibly, and are appropriately supervised, especially when enjoying the Park's facilities.

9. No objects that may cause offence or bodily harm are permitted for use or containment on the Park.

10. Abbeyford Leisure reserves the right to make additions or deletions to these Park Rules from time to time as it considers necessary for the general safety or proper and efficient management of the holiday parks.