

## Booking Terms and Conditions

Pool Farmhouse Caravan and Motorhome Club Certificated Location

Pool Farmhouse, Grimness, St Margaret's Hope. ORKNEY, KW17 2TH

01856 831700

ADDITIONAL PANDEMIC PRECAUTIONS IN FORCE. NO VISITORS. MIN 3 NIGHT STAY. TRACK AND TRACE REQUIREMENTS. Please see website for more details. [www.motorhomeorkney.co.uk](http://www.motorhomeorkney.co.uk)

## Terms & Conditions

Thank you for choosing to stay with us at Pool Farmhouse CL, we hope you enjoy your stay.

Please find below the terms and conditions applicable to our site. We abbreviate Certificated Location to 'CL'. We use the word 'outfit' as a generic term to describe a motorhome or a caravan towed by a car.

Our operating certificate is issued by the Caravan and Motorhome Club under Paragraph 5 of the First Schedule of The Caravan Sites and Control of Development Act, 1960.

Our CL operates by the following Caravan and Motorhome Club rules:

- Only members of the Caravan and Motorhome Club on producing their membership cards may be accommodated on the CL, for the purposes of recreation.
- Not more than 5 caravans, motor caravans or trailer tents may be stationed on the CL at any time.
- No caravan or motor caravan shall be allowed to stay for more than 28 consecutive days.
- No tent camping to be allowed on site (only a small single-berth pup tent ancillary to the main outfit can be accepted).

## Fees & Deposits

With effect from 23rd November 2019, our basic pitch fees are as follows: - £17 per night. Single night stays £20. 7 nights £110. Price is per outfit for up to two people and includes electric hook-up. Any additional people or visitors staying overnight are 2.50 GBP per person per night payable at site. If you need to cancel your booking, please notify us as soon as possible so that we may re-offer the pitch. At owner's discretion, Single Night Supplement would not apply to multiple bookings that include initial stays of 3 nights or more by appropriate refund on site. We reserve the right to impose or remove a "Minimum Stay" condition at any time.

If a minimum stay period is operating, shorter stays may be added to a booking within 14 days of the initial minimum stay to allow visits to other islands or places and a return to be close to the ferry terminal before departure. Contact us if you may have this requirement.

For one-night stays, the full fee of £21 (Site fee +£1 booking fee) is payable at time of booking, otherwise a deposit of £21 is payable at time of booking. Once we confirm your booking, your deposit payments are non-refundable and non-transferable.

The balance of your pitch fee is payable 14 days before your arrival day. Late bookings within 14 days, are payable in full on booking. (Or on arrival if same day by cash or cheque payable to "C & A Jackson")

If you choose to leave early, your pitch fee is not refundable or transferable (in practice, our experience is the opposite – many people ask to extend their stay here longer than their original booking).

Three or more outfits arriving together will be required to pay the balance of their pitch fee in full 1 month before arrival. This is non-refundable and non-transferable. (Our experience is that large groups are more likely to cancel if one of the group falls ill, and the impact on our business is greater than an individual cancellation.)

#### Adults Only Site.

Pool Farmhouse CL is a quiet "Adults Only" site and Orkney is not normally seen as a "family" holiday destination. We do, on occasions by special arrangement, allow a child, for example to accompany parents/grandparents that have special interests, for example in archaeology or bird watching. Contact us with any special requirements in this regard.

#### Toilet Fluid

PLEASE NOTE: - We require the use of Green (Organic) Toilet Fluid to avoid damaging our waste disposal septic tank system. Please ensure you are using organic fluid in your toilet, or it is empty prior to arrival. Organic fluid is available on site for sale in small "4 uses" bottles and larger 2ltr bottles.

#### Arrival & Departure

Call at the house before siting and we will give you guidance regarding siting, and if necessary, assist with avoiding the grass whilst accessing the hard standings during wetter months. If we are not at home, our mobile phone number is 07778595017 – please try ringing us, we might not be far away.

You may be asked to produce your Caravan and Motorhome Club membership card on arrival. If you cannot prove current membership of the Club, we reserve the right to ask you to leave, and your deposit will be forfeited.

Please arrive after 2 pm and vacate your pitch before 12 noon on your day of departure. We will do our best, where possible, to accommodate earlier arrivals or later departures. Our main concern is to have no more than 5 outfits on site at any one time.

#### Dogs and other animals

We allow a maximum of 2 dogs per outfit. You are required to always keep your animal(s) under close control and clean up after them.

Visitors (Not allowed during Pandemic. Please arrange to meet off site.)

Within reason, you are welcome to have day-time visitors during your stay. Please let us know that you are expecting them and provide a list of names and addresses, so that we can account for everyone on site in an emergency. We also need to discuss where they are to park their vehicles. Our guests are responsible for the behaviour of any visitors (including animals) they invite. This is a quiet adult's only site, and our main concerns are safety and that visitors do not disturb fellow guests.

#### Cars

CLs are intended for recreational purposes and our expectation is that guests bring one car as the towing vehicle. Large motorhomes occasionally bring a car as a 'run-around' vehicle. If you wish to bring more than one car, please arrange this with us in advance and include details in the notes on the booking form. We will require the registration numbers of the additional car so that we know "who's who" on site. We do not allow charging of electric cars as it would not be economic, based on our low nightly pitch-fee and our electrical supply may be damaged affecting other users.

#### Electric Supply

As a result of the length of the electricity supply line we have only 10A hook-ups and some domestic appliances are not suitable for use on site. Please alternate the use of any appliances that draw large amounts of current. We charge a flat-rate pitch fee inclusive of 'reasonable use' of electricity inside caravans or motorhomes. We do not permit charging of electric cars, using "splitters" or using electricity to heat awnings as we believe this is not 'reasonable use'. All connections must be made through the caravan or motorhomes commercially installed 240v electrical system.

For economy and fire safety, please switch heaters off unless you are on site.

#### Fire Safety

Please ensure that you observe the Fire Safety Rules of maintaining 6 meters between units.

#### Minimum Stay/Busy Periods

Water and waste removal costs make short stays unviable for us. Pool Farmhouse CL is an ideal base for exploring Orkney by day trips and extremely popular at certain times, e.g., during Festivals, that we may only take advance bookings from people planning to 'stay for or pay for' more than a just a few nights over a period. The minimum length of stay varies between 3 and 7 nights, depending on the popularity of the period. If your schedule does not allow you to stay in Orkney for three nights, we will try to accommodate you with a provisional booking that would be confirmed/declined seven days before arrival.

#### Behaviour

In line with Caravan and Motorhome Club rules, we reserve the right to refuse acceptance or to terminate the visit of any person whose conduct, or that of their animals, is detrimental to us or to our other visitors.

#### Special Needs or Disabilities

We will do our best to accommodate special needs or disabilities. Please explain your needs at time of booking in case we need to make special arrangements.

#### Loss & Damage

We will not be held responsible for any loss or damage, however caused, to your property or vehicles or any injury to you or your visitors whilst on our property or staying on our CL.

#### Photographs

We sometimes take photographs of the CL for our Facebook page or website. Please let us know if you would prefer that we do not include you.

We reserve the right to change these conditions from time to time as we see fit and your continued use of the site will signify your acceptance of any adjustment to these terms.

Please familiarise yourself with the Caravan and Motorhome Club's guidance for staying on a CL on pages 270 & 271 of the 2019/2020 Sites Directory & Handbook