

## **TERMS & CONDITIONS**

### **1. Who Is The Agreement Between?**

When you book your holiday you will enter into a contract with The Pickaquoy Centre Trust. References to 'we', 'us' and 'our' are to The Pickaquoy Centre Trust and 'you' and 'your' as the customer.

### **2. The Contract**

There will be a contract between you and us when your booking is paid in full and confirmed by us. The person making the booking accepts the contract on behalf of all members of their party and who are thereafter deemed to be bound to the whole terms of the contract and that in terms as if they had entered into the contract in their own right. We do not accept bookings from anyone under the age of 18.

### **3. Alterations To Your Contract**

Once your booking has been confirmed you cannot transfer your reservation or any other rights in terms of the contract to anyone else or otherwise change it without our, express prior consent.

### **4. Payment Terms**

At the time of booking, we require full payment to secure your reservation. You will then receive a letter and/or e-mail confirming your booking.

### **5. Cancellation**

All cancellations must be confirmed in writing. If your cancellation is made more than 8 weeks before your arrival date, you will be entitled to a full refund. If your cancellation falls within 8 weeks of your arrival date, you will not be entitled to a refund. We strongly recommend that you take out travel insurance to cover your losses in the event of having to cancel your booking.

Very occasionally, in exceptional circumstances, we may have to cancel your booking. We will inform you as soon as possible in writing or via e-mail or telephone as we shall in our sole discretion deem appropriate.

### **6. Special Offers/Discounts**

Please state any promotional codes for special offers or discounts pertaining to The Pickaquoy Centre Caravan and Camping Park at the time of booking. Special offers and/or discounts cannot be applied after a booking has been confirmed.

### **7. Prices**

All prices include VAT.

### **8. Accommodation**

The total number of people in your group (including children and babies) must be stated at the time of booking and cannot exceed the maximum capacity of your accommodation and which is as determined by us.

### **9. Group Bookings**

Please note that if you are travelling as part of a group and require multiple pitches, we cannot guarantee that you will be assigned adjacent pitch(es) to other members of your group. The allocation of pitches is made entirely at our discretion.

### **10. Arrival And Departure Times**

We will endeavour to ensure your pitch will be available from 2pm on your arrival day. We cannot be held liable for any loss, injury or damage arising from our being unable to make your pitch available at that time. If you are planning to arrive after 8pm please inform us in advance and consult the 'Late Arrivals' board located within the amenities block for information on your pitch location. Please depart your pitch by 11am on your departure date.

### **11. Children**

All children must be properly supervised by parents or guardians during your stay. Please ensure you always know where your children are.

### **12. Special Requests**

We welcome guests with additional needs at our park. Our amenities block offers specific facilities suitable for guests with wheelchairs or mobility difficulties. We will endeavour to accommodate these needs as best we can. Please inform us of any special requests at time of booking.

**13. Dogs And Pets**

Dogs are welcome at our park (maximum of three dogs per pitch). Other pets may be permitted at the discretion of the General Manager, please advise us of this prior to booking. Dogs must be kept on a lead at all times and you must clean up after your pet. Pets should not be left unattended at the park. If we think your pet is causing a nuisance or has caused damage, you will be required to remove it from the park.

**14. Personal Possessions**

You are responsible for your personal possessions at all times during your stay and we are not liable for any loss, theft or damage to these. We strongly recommend that you take out insurance against loss, theft or damage to personal possessions.

**15. Motor Vehicles**

You are required to comply with all applicable speed limits, parking and any other traffic regulations. We are not responsible for any loss, theft or damage to your vehicle(s). Vehicles must at all times be road worthy and properly taxed and insured. We reserve the right to require you to exhibit evidence of vehicle insurance at any time during your stay.

At peak times, car parking facilities may be limited and guests may be required to park their motor vehicles at the main Pickaquoy Centre car park during their stay.

**16. Behaviour On Park**

We expect all users to abide by our Park Rules and Etiquette and conduct and ensure that their behaviour is appropriate at all times and users should not be noisy, offensive or cause any harm to guests, staff or property.

If, in our opinion, we consider your behaviour is in any way illegal, offensive, disruptive or inappropriate we will ask you to leave the park. In these circumstances no refund will be given.

**17. Use Of Facilities**

We are very proud of the park and we ask that all users treat it with respect. Please ensure that you clean up after using the facilities and report any misuse or faults to the campsite warden.

**18. Customer Comments**

We welcome all suggestions and comments on how to improve our service. Please report these by either completing a customer comment card or speaking directly to the campsite warden or Duty Manager.

**19. Delays/Cancellation Of Transport**

We are not responsible for any transport delays, cancellations or changes prior to your arrival or departure. This should be covered by your holiday insurance for any loss of holiday day(s) are incurred. If there are any issues or changes to your arrival time, please contact us immediately on 01856 879900. In exceptional circumstances we reserve the right to close the park or any part of the park and that without prior notification.

**20. Website Accuracy**

Whilst every attempt is taken to ensure that the details on our website are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

**21. Data Protection**

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act.

**22. Governing Law and Jurisdiction**

The contract is governed by the Law of Scotland and the non-exclusive jurisdiction of the sheriff court of Grampian Highland and Islands at Kirkwall is prorogated.

**23. VisitScotland – Code Of Conduct**

We abide by the Code Of Conduct as set forth by VisitScotland.

**24. Contact Us**

If you need to contact us about your holiday or in connection with these terms and conditions please contact us by using the information below.

The Pickaquoy Centre Trust (charity registered in Scotland SC028833),  
Muddisdale Road,  
Kirkwall,  
Orkney  
KW15 1LR

Tel No: 01856 879900

Fax No: 01856 879901

Website: [www.pickaquoy.co.uk](http://www.pickaquoy.co.uk)