

Torvaig campsite

TERMS AND CONDITIONS

1. GENERAL

1.1. By making an advance booking with Torvaig campsite, or entering the campsite you are agreeing to the specific terms and conditions noted below, and are agreeing to comply with any request made to you by any officer or employee of Torvaig campsite while you are on the site.

2. ADVANCE BOOKINGS

2.1. Torvaig campsite accepts advance bookings by telephone, email or via our website.

2.2. Advance bookings are not valid until you have received confirmation from us by email.

2.3. Advance bookings are made using the information that you provide. If, on arrival, this information is discovered to be incorrect we will try to accommodate you on site but if this is not possible the booking will be deemed invalid.

2.4. When booking a Motorhome, Caravan or Campervan pitch you must tell us if the length of your unit is more than 7.75 metres (not including car). We have a limited number of pitches that can accommodate longer units so if you do not give us an accurate length of your unit we may not be able to accommodate you on arrival and your booking may be deemed invalid.

2.5. All of our tent pitches are at least 5m x 8m. If your tent (including guy ropes) covers a larger area than this you must tell us in advance. Due to the topography of our site we may not be able to accommodate a tent with dimensions larger than 5m x 8m. If you do not give us accurate dimensions for your tent your booking may be deemed invalid.

2.6. Whenever an advance booking is deemed to be invalid we will help you to make other arrangements.

2.7. If any members of your party have restricted mobility (e.g. use a wheelchair) you must tell us at the time of making the booking. If you fail to tell us in advance of any such needs we may not be able to accommodate you and your booking may be deemed invalid.

2.8. There is a limited number of parking spaces on site. When booking a tent pitch you must tell us if you are bringing a vehicle (including motorbike). If you fail to tell us this in advance you may have to park your vehicle off-site.

2.9. The deadline for checking-in on arrival is 7.30pm. If you are running late please inform the duty warden by telephone. The site is closed to vehicles at 11pm. If you arrive with a vehicle after this time we may ask you to park in the service bay overnight instead of your vehicle pitch or parking space.

2.10. Payment must be made in full at the time of booking for the advance booking to be valid.

2.11. Cancellation of an advance booking more than 2 days in advance of the arrival date will qualify for a full refund.

2.12. No refund will be made for cancellation of an advance booking within 2 days of the arrival date.

3. RECEPTION & CHECK-IN

3.1. Check-in is open from 1pm to 7.30pm.

3.2. All new arrivals must check in at reception before pitching.

3.3. If you pitch before checking in and without an advance booking you may be asked to leave the site.

3.4. If you have booked in advance but pitch before checking in your booking may be deemed to be invalid.

3.5. Payment must be made in full at check-in or before arrival.

3.6. Payment may be made by card or cash (GBP).

3.7. Receipt of payment will be issued and must be retained by the customer. A warden may subsequently request sight of the receipt as proof of payment. Failure to produce a receipt may be interpreted as non-payment.

4. PITCHING

- 4.1. Our pitches are numbered and clearly marked. You must use the pitch that you have been allocated at check-in.
- 4.2. If you set up on a pitch that was not allocated to you at check-in you will be asked to move.
- 4.3. Our pitches are spaced according to the "6 metre rule" for your comfort and safety. If your equipment encroaches onto adjacent pitches you will be asked to remove it.
- 4.4. Each Hard standing pitch has a dedicated 16A 240V electrical socket.

5. DEPARTURE

- 5.1. Pitches must be vacated by 11.00am on the day of departure. In exceptional circumstances departure may be delayed until a later time by arrangement with the warden.
- 5.2. Pitches must be left clean and tidy. Additional charges may apply for removal of litter, waste, or any form of contamination that you leave on the site.
- 5.3. Vehicles cannot exit the site during quiet time (11pm – 7am).

6. FIRE SAFETY

- 6.1. Barbecues must be purpose-built, portable, stand clear of the ground, be fuelled by gas or charcoal only.
- 6.2. Barbecues may be used at pitches.
- 6.3. Barbecues must not be used directly on the grass
- 6.4. Camp fires are not permitted.
- 6.5. Cooking on gas or spirit stoves is permitted on tent pitches.
- 6.6. Any use of naked flames, other than for ignition of permitted cooking devices noted above, is strictly prohibited. This includes candles, sky lanterns, fireworks or any device which incorporates an open flame.
- 6.7. In the event of fire:
 - warn people in the vicinity of the fire hazard by shouting
 - move everyone to a place of safety away from the fire.
 - contact the warden or, if he/she is not immediately available, dial 999 and ask for the fire service.
 - if it is safe to do so, use the fire extinguishers that are located throughout the site to extinguish the fire.

7. VEHICLE SAFETY

- 7.1. The maximum permitted speed for any vehicle on the site is 10mph.
- 7.2. Pedestrians have right of way on site at all times.
- 7.3. Drivers must be constantly vigilant for the movement of pedestrians, especially children, especially when reversing vehicles.
- 7.4. Grass pitches, Verges and footpaths are not designed to carry the weight of road vehicles. The drivers of vehicles that encroach onto these surfaces will be liable for the full cost of recovery of the vehicle (if required) and the full cost of restoring the surface to its original condition.

8. RESPECT FOR OTHER CUSTOMERS

- 8.1. Smoking is prohibited inside all buildings on the site.
- 8.2. Smoking is allowed at pitches.
- 8.3. If your tobacco smoke is encroaching onto a neighbouring pitch and causing discomfort to others you must stop smoking or move elsewhere to smoke.
- 8.4. Littering is strictly forbidden. This includes dropping cigarette ends which must be fully extinguished before being binned. Rubbish bins and recycling are located to the front of the Toilet/shower Building.
- 8.5. Domestic pets are welcome but must be kept under control at all times and on a lead.
- 8.6. With the exception of assistance dogs, animals are prohibited from entering any buildings on the site
- 8.7. Animal waste must be bagged immediately after being dropped and disposed of at the recycling centre near the site entrance.
- 8.8. Noise should be kept to a minimum at all times.

8.9. During Quiet Time (between 11pm and 7am) any unnecessary noise is strictly prohibited. This includes (but is not restricted to): playing music; raised voices; using any amplified device; moving vehicles; operating any noise-generating equipment; slamming vehicle doors.

9. SITE RULES

9.1. Exchange, transfer or sub-letting of pitches is not permitted without approval from the warden.

9.2. The maximum length of stay on site is 10 days. We are a holiday site only.

9.3. The maximum length of time that a tent may be pitched is 7 days after which time it must be moved to a different location (to be agreed with the warden) in order for the grass to recover.

9.4. Sleeping in vehicles in the parking spaces allocated for tent users is not permitted except in emergencies (e.g. extreme weather) and with consent of the warden.

9.5. Trading, canvassing, or advertising on site is prohibited except by prior arrangement with the warden.

9.6. Leaving vehicles or tents unoccupied overnight is prohibited unless by prior arrangement with the warden.

9.7. Repair or servicing of vehicles on site is strictly prohibited, with the exception of essential repairs to allow a vehicle to be removed from the site.

9.8. Washing of vehicles on site is prohibited, with the exception of cleaning that is essential for road safety (e.g. windscreens; headlights).

9.9. Any criminal activity taking place on the site, or any behaviour likely to result in criminal activity on the site, is prohibited and will be reported to the police. This includes anti-social behaviour, use of illegal drugs, and misuse of alcohol.

9.10. If you leave any portable items on site that we judge to be valuable we will endeavour to contact you and arrange their delivery to you at your cost. If we are unable to contact you within one calendar month, or you refuse to pay for delivery costs, we will dispose of the items.

9.11. If you leave any portable items on site that we judge to be of insignificant value we will immediately dispose of them.

9.12. You are responsible for paying the full cost of removal and storage of any vehicles or large items that you abandon on the site. Failure to pay these costs in full within 14 days of being requested to do so will result in the disposal of your property by auction or private sale in order to recover these costs.

9.13. Using the internet connection at the site for any purpose that is illegal is prohibited. Downloading of pornographic material is prohibited. Breaching, or attempting to breach, the security of the equipment that provides the internet connection or any IT equipment on site is prohibited.

10. LIABILITY

10.1. Torvaig campsite is not responsible for any loss or damage to the property of customers or any other visitor to the site including but not limited to: personal belongings; cash; financial transaction cards; electronic devices; jewellery; tents; motor vehicles.

10.2. Torvaig campsite's financial liability in the event of our being unable to provide a customer with adequate service shall be limited to the return of monies received from the customer (except in circumstances that result in personal injury or death due to negligence).

Torvaig campsite Portree Isle of Skye IV519HN