



Durham Amateur Rowing Club Limited CL

No. 205

www.durham-arc.org.uk
enquiries@durham-arc.org.uk



Terms & Conditions

Booking Conditions

- A non-refundable deposit of 20% per pitch is payable to secure your booking. The balance is to be paid 28 days prior to arrival date.
- Only members of the Caravan & Motorhome Club will be accommodated on the CL.
- No caravan or motorhome shall be allowed to stay for more than 28 consecutive days.
- No tent camping to be allowed on site – only trailer tents or small single-berth pup tents which are regarded as part of the outfit.
- Bank Holidays – Minimum 3 night stay required on all Bank Holiday weekends

Cancellation Policy

- Bookings cancelled 28 days or more before arrival date – no refund of deposit given, but deposit can be carried forward to another booking within 6 months.
- Bookings cancelled within 28 - 14 days – no refund of deposit given but remainder of balance will be refunded.
- Bookings cancelled within 14 days – no refund of deposit given and pitch fees will only be refundable in respect of the nights that we are able to re-let.
- If we have to cancel your booking prior to your arrival we will refund in full any payments you have made.
- Events such as vehicle breakdown, illness or inclement weather etc which may result in delayed arrival or cancellation of your stay are not the responsibility of Durham ARC Limited CL and therefore we advise you to seek appropriate travel insurance.

Arrival and departure

- Arrival is permitted from 12 noon and pitches must be vacated by 12 noon except by prior arrangement.
- Upon arrival, you may take any available pitch. Once pitched up, please visit the office or bar in the main building to be booked in.
- Key fobs are available for the main door of the building upon request (during opening hours) which will grant access to the toilets and showers.
- Key fobs must be returned to a member of staff before departure, any failure to do so will result in a surcharge of £10.00 being applied to non-returned or lost fobs.



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Cars

- Each pitch accommodates a caravan or a motorhome plus one car. Please park your car on the hardstanding alongside your caravan and avoid obstructing any ingress or egress to other pitches.
- Additional cars by prior arrangement only, are subject to an additional fee of £3 per night and must only be parked in the car park next to the CL site.

Electric Supply

- We have 16 amp hook-ups, a flat-rate charge is included in pitch fees. This is for 'reasonable use' inside caravans & motorhomes only. The pitch fee does not include heating in awnings, other electric appliances outside of the caravan or motorhome, or the charge of electric vehicles. Outfits in breach of this may be disconnected – the nearest electric vehicle charge point is located on Old-Elvet around 900m away.

Loss or damage

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

Durham ARC Limited CL Site Data Protection Policy

- Your personal details will be held on file and will not be shared with any third party. Your details will be used to contact you by email, post or phone only in connection with your booking.
- CCTV is in use for the purposes of public safety and security.
- Our full policy is available on request.