

Batemans Brewery Caravan Site Terms & Conditions

The Batemans Brewery Caravan Site overlooks the River Steeping on one side and Batemans Brewery on the other. The site is for caravans and motorhomes, but no tents unless by special arrangement. The site has 19 pitches with electrical hook-ups but can also accommodate 15 touring vans for rallies under their own flag. The season runs from 15th March until 31st October. Brewery Tours are available to book through Ticket Tailor, use code CARAVAN5 for £5 off your ticket.

Please note the site is immediately adjacent to the river and although the water is not fast moving, it is obviously a hazard and this needs to be taken into consideration when booking, particularly if you have children.

Making a Booking (Tourers)

To ensure our visitors have a smooth booking experience and to avoid any double bookings, we have an arrangement with PitchUp.com for them to take and administer all bookings (except for rallies).

This is an online facility which you can access by following this link www.Pitchup.com and searching for Batemans Brewery. Pitch-Up is a third party booking agent, you are not charged for this facility, this is covered by us. They have exclusive access to our bookings diary (except for rallies).

For further information please visit www.pitchup.com.

Making a Booking (Rallies)

All rally bookings can be made via email or telephone by contacting the Brewery directly. Please send all enquiries to: groupallies@bateman.co.uk or call us on: 01754 880317.

MAIN POINTS AND SUMMARY

Season, Pricing, Deposits, Cancellations, Facilities.

Touring Caravans and Motor Homes only. Sorry no Tents unless by special arrangement.

Season

15th March until 31st October.

Pricing (all pricing is inclusive of hook-up)

High season / Bank Holidays- June, July and August

£19.95 per night per pitch (apart from Bank Holidays min. 2 night stay).

Standard Rate – Sept to May

£14.95 per night per pitch.

Rallies

£200 per night for the Brewery Paddock, irrespective of number of caravans up to a maximum of 15.

Rallies

We welcome recreational rallies under their 'own flag', such as Caravan Clubs, that have a 'Certificate of Exemption'. Events should be organised and supervised by the club and should not exceed 5 consecutive nights.

Maximum number is 15 caravans and there are no hook ups available.

Number of Guests

Up to the maximum berth per caravan or motor home with a ceiling of 6 people per caravan or motorhome.

Deposits, Payment Terms, Cancellation Policy

A deposit of 15% secures the booking which is non-refundable.

Full payment up front is required a minimum of 8 weeks before the visit. We will make a 50% refund (including any deposit) if you have to cancel more than 4 weeks before your visit. A shorter period than 4 weeks and there will be no refund at all.

If we still have availability and you book less than 4 weeks before your visit we expect full payment to secure the booking and there will be no refund for cancellation.

Minimum Stay

1 night but 2 nights minimum stay for Bank Holidays and Special Events.

Brewery Tours

Brewery tours can be booked through ticket tailor and you can use the code CARAVAN5 for £5.00 discount. Brewery Tours are available on Wednesdays and Saturdays with the exception, in the summer additional days and times are added i.e. Fridays and Bank Holidays.

Booking In/Out

After 12.30pm on day of commencement of stay. Before 11.00am on departure day.

Facilities

Included in price:

- Grass pitch with electric
- Subsidised Brewery Tours (subject to conditions) ○
Car parking. One per van + one in car park
- Dogs allowed (maximum 2)
- Awning permitted
- Gazebo permitted
- Chemical disposal point
- Toilets and showers
- Disabled toilet/shower – (one shower provided in Disabled toilet)
- Brewery gardens
- Picnic area
- Access to river bank (subject to Health & Safety requirements)
- Click & collect facility from our Brewery shop

Booking Terms and Conditions in Full

Terms & Conditions

The Batemans Brewery Caravan site is a family park providing Touring Pitches for Caravans and Motorhomes. Our guests' satisfaction and safety is paramount and we therefore ask you

to read the following Terms and Conditions before making your booking. We reserve the right to ask guests who contravene these Terms and Conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you and no compensation will be made.

Your Right to Cancel

- Any cancellation will be subject to the details above. If you have to cancel your holiday, you must notify us in writing. The date of cancellation will be effective on the date it is received by us. If you wish to change your confirmed booking in any way, you should advise us immediately by telephone and send us a confirmation email or letter and we shall endeavour to accommodate your request. If this is possible, we shall then issue a revised confirmation of booking.
- We regret that refunds cannot be made where you are in breach of the contract (but you will be entitled to a refund if we are in breach of contract).

Our Right to Cancel

We have the right to cancel your holiday, or any unused days, if the law prevents you visiting or staying with us. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee.

We also have the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee.

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. We cannot accept liability or pay compensation for changes to or cancellation of your holiday due to “force majeure”, i.e.: any event that we could not foresee or avoid. Such events include, but are not limited to, pandemics, industrial disputes, war or threat of war, civil disorder, natural disasters including flooding and fire, or nuclear disaster.

Booking Conditions

We cater for couples and families. We regret that we are unable to accept bookings from:

- Groups under 18 years of age.
- Persons who are a convicted child sex offender or is subject to the notification requirements of the Sexual Offences Act 2003 ('on the sex offenders register').

We also reserve the right to refuse any booking or transfer a booking to another pitch, but this will only occur under exceptional circumstances.

Bookings can be made in the following ways: by telephone, email, online or by post. Pay by debit, credit card, cheque or postal order, made payable to George Bateman & Son Ltd.

Bookings can also be made via Pitch Up. Pitch Up is one of the leading booking platforms for caravan and camping holidays, it is an easy platform for customers to use to book their stay with us and we can deal with any enquiries or special requirements people may have and to answer any questions from customers. There are photos, site information and rates available for customers to see on Pitch Up, we are called Batemans Brewery Campsite.

Persons occupying the accommodation must not exceed the number of berths (baby in arms counts as one). If this legal requirement is not met your booking will be terminated and you will be asked to leave with no refund made. The hirer must remain with the group for the entire stay of the holiday.

If you have any special requests or requirements, please let us know at the time of booking and we will do our utmost to oblige. However, this can obviously not be guaranteed.

The Contract

The contract is with George Bateman & Son Ltd, Salem Bridge Brewery, Wainfleet, Lincolnshire PE24 4JE. The terms contained in this contract do not affect your statutory rights.

Insurance

You are advised to take out Holiday Insurance from your local broker to cover your personal luggage, personal money, holiday cancellation/curtailment, personal and public liability etc.

Arrival and Departure Times

If you have booked a touring pitch you can occupy the pitch after 12:30pm on your arrival date and should be vacated by 11.00am on the day of the departure.

Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.
- You are responsible for any damage, accidental, wilful or through neglect.

You further agree that you will not:

- Commit any criminal offence at the Park or undertake any criminal activity.
- Commit any acts of vandalism or nuisance.
- Keep or carry any firearm or any other weapon at the Park.
- Use any unlawful drugs.
- Carry on any trade or business while on the Park.

- Create any undue noise or disturbance.

George Bateman & Son Ltd reserves the right to terminate a holiday without compensation, if yourself or the members in the party do not abide by the above points.

Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- Health & Safety regulations particularly involving the river.
- The speed limit on the park is 5 mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park.
- No recreational vehicles can be used on the park. This includes motorised scooters, except those for the disabled.
- No mechanical or repair work is to be undertaken on the park.
- Please make yourself aware of the nearest fire point.
- Please act responsibly around water and supervise children at all times.

Car Parking

Only 1 vehicle may be parked on the site, additional cars can be parked in the adjoining carpark.

Dogs

If you bring your dog with you when you stay with us we ask that you:

- Bring no more than 2 dogs on to the park.
- Keep the dog on a short lead on the park at all times.
- Clean up after your dog.
- Do not leave your dog unattended at any time.

We reserve the right to require that the owner removes their dog from the Park if it is a nuisance or danger to other guests.

(MAX 2 DOGS PER UNIT)

Awnings/Gazebos

We only accept eco awnings with Breathable ground sheet or no ground sheet. Max 1 per Pitch. No drive-away awnings. No persons are permitted to sleep in an awning overnight.

Smoking

There are no specific designated areas for smokers. However, you may smoke onsite, but please dispose of your cigarette ends thoughtfully.

General

- Open fires are not permitted. Please ensure that instant barbecues are not placed directly onto the grass.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited & the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees.
- We reserve the right to refuse admission to any visitor.

Liability

We shall not be liable for the death or injury of any person or for any loss or damage to property of any such person unless said death, injury, loss or damage was caused by our negligence. We cannot accept liability for alterations to entertainment and Brewery Tours from those currently advertised.

Comments/Complaints

If you have any comments to make regarding your holiday please speak to us as soon as possible, particularly if it is a matter of dissatisfaction. We will endeavour to rectify any problem with a minimum of delay but if at the end of your holiday you are still not satisfied, please write to us within 28 days setting out the grounds for your complaint.

GDPR

The information supplied will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party and we will abide by the relevant GDPR regulations.

Agreement to adhere to Terms and Conditions

On completing this booking form you are agreeing to adhere to our Terms and Conditions Agreement.

Contact Information

01754 880317

George Bateman & Son Ltd, Salem Bridge Brewery, Wainfleet, Lincolnshire PE24 4JE