Friars Court

Caravan site rules, terms and conditions

www.friarscourt.com

1. The **Island CL** is a 5-van Certificated Location (CL) registered with the Caravan and Motorhome Club (CAMC). Access to the **Island CL** is via an arched bridge; maximum van weight 4 tonnes, maximum van length 8 metres. All pitches are on grass and all are riverside. Specific pitches cannot be reserved.
2. The **Cricket Bat Field** is not a CL, but only members of the CAMC may stay. All pitches are on grass and are either riverside or within the field under the trees. Specific pitches cannot be reserved.
3. Only caravans, motorhomes, campervans and trailer tents may stay on either site. Individual tents and/or camping are not permitted.
4. A valid CAMC membership card must be available for inspection on request. We reserve the right to refuse a booking and retain any deposit or balance paid if a valid card cannot be produced.
5. Arrival time is between 1:00pm and 8:00pm. Departure time is no later than 12:00pm (midday).
6. There must be at least 6 metres between adjacent caravans, motorhomes, campervans, trailer tents and awnings.
7. Each pitch may have an awning or porch canopy, and a toilet tent.
8. For an additional fee, each pitch may have one freestanding event shelter (maximum dimensions 3 metres x 3 metres), or one pup tent.
9. There is a 2-night minimum stay at weekends and a 3-night minimum stay over Bank Holiday weekends.
10. Both the **Island CL** and **Cricket Bat Field** have a tap with drinking water. General waste and recycling bins are located by the **Island CL**.
11. Both the **Island CL** and **Cricket Bat Field** have an Elsan disposal point. Please only use **green/biological** toilet fluid. Nappies, wet wipes and sanitary items should be placed in a bag and disposed of in the general waste bin. Please do not place these items in the Elsan disposal points. There is no motorhome service point on either site.
12. There is a 10mph speed limit on both sites and access tracks.
13. If staying for 14 days or more, vehicles may be asked to move to prevent damage to the grass on the pitch.
14. Generators must not be used between 6:00pm and 9:00am. There are no electric hook-ups or charging points on either site.
15. Children of all ages are welcome. Please note that both sites have direct, unguarded access to the river. Parents and guardians are responsible for supervising children at all times.
16. Dinghies, canoes and paddleboards may be launched from the river bank on either site; however, please note there are no dedicated launch points.
17. Cabin cruisers or barges may not be moored alongside pitches on either site, whether owned by the guest or by visiting friends or family.
18. Barbecues, fire pits and chimeneas must be raised at least 10 inches above ground level. Fireworks and sky lanterns are not permitted.
19. Additional day visitors beyond those included in the original booking are permitted on request.
20. Parties are not permitted. Music must be turned off by 10:00pm.

21. Dogs are welcome but must be kept on a lead at all times whilst on either site. Owners are responsible for clearing up after their dogs and disposing of the waste responsibly.
22. Inconsiderate, aggressive or abusive behaviour will not be tolerated and may result in guests being asked to leave without a refund.
23. Fishing is permitted from the bank adjacent to where a caravan, motorhome, campervan or trailer tent is pitched on either the **Island CL** or **Cricket Bat Field** from 16 June. A rod licence for the Radcot Angling Club is required and can be purchased on site.

Payment and Cancellation Conditions

24. For stays of 1 or 2 nights, full payment is required at the time of booking. This payment is non-refundable.
25. For stays longer than 2 nights, a 50% deposit (minimum £30) is required. The deposit payment is non-refundable.
26. Upon booking, you will receive an automatic email confirmation containing your receipt and arrival instructions. It is your responsibility to check and ensure that you have received this email. A subsequent email requesting payment of any remaining balance will be sent automatically and payment will be due 14 days before arrival. Failure to make this payment will result in cancellation of the entire booking.
27. A booking may be transferred to a different date within the same season, subject to availability, provided that more than 14 days' notice is given.
28. No refunds will be given for bookings cancelled within 14 days of arrival, late arrivals or early departures.
29. If a customer fails to arrive within the first 24 hours of the booked arrival date without notifying us of the delay, the booking will be considered cancelled in its entirety.
30. The **Island CL** and **Cricket Bat Field** are riverside locations and, during periods of high rainfall, may become waterlogged. In such cases, we reserve the right to close the sites and cancel bookings. Any payments made for unstayed nights will be refunded.

Data Protection

31. The information collected at the time of booking is necessary for processing your reservation. CampStead Ltd, who process bookings on our behalf, may contact you following your stay to request completion of a questionnaire or review.