Draft version 3.0

29th July 2026

Port Ellen Playing Fields Motorhome Park – Terms and Conditions

Operated by South Islay Trading Company (SITCo), the trading arm of South Islay Development (SID)

- **Location:** The Port Ellen Playing Fields Motorhome Park, Ramsay Hall, Port Ellen, Isle of Islay PA42 7BY.
- What3Words location is clues.schooling.lock

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1. Booking Confirmation

- Once your booking and deposit or balance payment is received, you will receive a receipt confirming your booking.
- Deposits are non-refundable and may only be transferred at SITCo's discretion.
- We require a deposit of 25% at the time of initial booking.
- The balance will be payable 4 weeks prior to the date of arrival.
- Any booking with an unpaid balance by the due date will be cancelled and all monies paid will be forfeited.

2. Conditions of Booking

- We reserve the right to decline or terminate a booking if the behaviour or composition of a party interferes, or is likely to interfere, with the comfort of other guests.
- The site is intended for family holidays. We regret that we cannot accept bookings from large groups.
- The person making the booking is responsible for ensuring all members of their party follow park rules. Failure to comply may result in termination of the stay without refund.

3. Arrival and Departure

- Check-in is from 1:00 PM onwards.
- Check-out is by 11:00 AM on the day of departure.
- Pitches must be vacated promptly.

4. Pitch Allocation

- Guests must only park on their allocated pitch.
- One motorhome per pitch.

- Please note no cars or standalone tents are allowed onsite. The Motorhome Park is intended for motorhome use only; we do not have the facilities to offer general camping spaces.
- If arriving with a car or standalone tent you may be asked to leave, and your booking will be non-refundable.'

5. Holiday Amendments & Cancellations

Changes during your stay

- We cannot accept responsibility for disruptions due to events beyond our control, including but not limited to natural disasters, bad weather, fire, ferry disruption, industrial action, or government action.

Booking amendments

- If you wish to amend your holiday (e.g., change duration or accommodation), we will try to accommodate your request but cannot guarantee availability or refund.
- Failure to arrive without prior notice will result in loss of the booking and no refund or transfer.

Pricing errors

- In the rare event of a pricing error, you may be offered the choice to:
    - Pay the correct price to retain the booking;
    - Cancel the booking for a full refund.

If we alter or cancel your booking

- In exceptional cases, we may need to alter or cancel bookings. If this happens, you will be informed as soon as possible and offered the choice to:
    - Accept the alternative arrangements;
    - Choose another available break at the current price;
    - Cancel for a full refund.

6. Use of Facilities

- Fresh water and waste disposal points are available onsite.
- There are Toilets, Showers and a small laundry available for registered guests.
- Chemical toilet waste must be emptied in the designated facility only. This is available during Filling Station opening hours (closed Sundays).
- General waste and recycling should be disposed of correctly.
- Barbecues are allowed if raised off the ground and do not burn the grass. Open fires are not permitted.

7. Rules and Regulations

- All guests must read and abide by the park's rules and regulations. Not reading the rules is not an excuse for violations.
- SITCo reserves the right to ban individuals from future use of the park if terms are breached.

8. Dogs and Pets

- Well-behaved pets are welcome but must always be on a lead and under control.
- Owners must clean up after their pets immediately.
- Dangerous dogs, as defined under the Dangerous Dogs Act 1991 (as amended), are not permitted. This includes, but is not limited to, XL Bully types, Pit Bull Terriers, Japanese Tosas, Dogo Argentinos, and Fila Brasileiros.
- Management reserves the right to refuse any pet deemed unsuitable.

9. Children

- Children must be supervised by a responsible adult at all times.
- Parents/guardians are responsible for ensuring their children's safety and behaviour around the site.

10. Behaviour and Noise

- Please respect other guests and local residents. Keep noise to a minimum between 10:00 PM and 7:00 AM.
- Antisocial behaviour, including drunkenness or rowdy conduct, will result in eviction without refund.

11. Liability

- The park accepts no responsibility for damage, loss, or theft of personal property, vehicles, or equipment.
- Guests are responsible for damage caused by themselves or their visitors to pitches, facilities, or other guests' property. Charges will apply.
- The use of the park is at your own risk. We recommend appropriate insurance coverage.

12. Environmental Responsibility

- Help us protect Islay's natural beauty by minimizing waste and avoiding litter.
- Please avoid disturbing wildlife and take care not to damage natural features.

13. Emergencies

- In case of emergency, call 999 and notify the site representative.
- A registered defibrillator in Port Ellen is located by The Office Ramsay Memorial Hall, A846 Charlotte Street, Port Ellen, Isle of Islay PA42 7BY. What3Words ///broads.post.sideburns.
- Contact details are displayed in booking materials.

- The nearest Hospital is Islay Hospital (Bowmore). It has a minor injuries unit. Address is Gortonvogie Road, Bowmore, Isle of Islay PA42 7JD Tel: 01496 301000 What3Words ///defaults.palettes.amplifier

14. Data Protection

- Personal information collected during booking is used to manage your reservation and improve service.
- We may use your information to contact you with updates, offers, or feedback requests. You can opt out at any time.
- We may share your data with CampManager Ltd, who may invite you to complete a post-stay questionnaire.

15. Management Rights

- Management (SITCo) reserves the right to refuse entry or terminate stays without refund for non-compliance with these terms.
- Terms and conditions may be updated. The version in effect at the time of booking will apply to your stay.