

ABOUT US

Thank you for choosing our site. We welcome our past guests from when we opened last August 2017, and welcome our new guests.

We aim to be an informal back to the basics, simple, but relaxing holiday destination that provides a safe relaxed basis to explore what Northumberland and the Scottish Borders has to offer.

We offer a 15 pitch caravan site and a 3 bedroom 2 bath self-catering lodge.

NOW ON TO THE OBLIGATORY STUFF....

HUNRIG CARAVAN PARK AND LODGE

General Terms & Conditions

Individual Booking Terms

Bookings We reserve the right to only accept bookings of 3 nights or more. This typically only applies during off season times. Our General booking terms are weekly, Saturday until Saturday.

Cancellations

Cancellation charges are made if a guest cancels their booking within 2 weeks (14days) arrival or does not show up without

cancelling the booking. 100% of the first nights' accommodation will be charged. We recommend that guests take out cancellation insurance in case of circumstances causing you to cancel or cut short your stay with us.

Deposits

Credit card details will be taken and used to charge 100% of the first nights' accommodation for our caravan guests and a maximum of 25% of the total booking balance for our lodge guests.

Payments

Major credit (Visa & MasterCard) and debit (bank) cards are accepted, as well as cash.

Check In

The lodge is normally ready after 4 pm. You may leave your bags with us if you wish to arrive before this time, please call ahead to request this service.

Check Out

Please Check out from Hunrig Lodge before 11:00 am to allow us to service the Lodge for new arrivals.

Pets

Dogs and other Pets are not permitted inside or at the Lodge at this time.

Safety and Valuables

We cannot accept responsibility for valuables left in your room. We recommend that you lock your valuables in your vehicle or store them in another safe location. We are not responsible for damaged or stolen items.

Check out

Late check out is sometimes available (please note we cannot guarantee this in advance) the charge to check out at Noon is an additional £20 per hour with a 2-hour max (£40), payable by cash or card.

Lost Property

If you leave property at the lodge it will be held for 30 days in the office. It is your responsibility to contact us and arrange collection. If you do not contact us within this time, property will be donated to our local charity.

Smoking & Vaping

THIS IS A NON-SMOKING LODGE.

Guest Liability

You shall be liable to pay for any damage to Hunrig Lodge property that you, or someone in your party, have caused. Please advise of any breakages regardless of how minor.

Hunrig Lodge Liability

Hunrig Lodge will only be liable to the guest for injury to persons or loss or damage to property where and to the extent that it has been negligent but otherwise we will be under no liability to guests whatsoever.

Children

Although we do not have special facilities for children they are welcome inside the lodge. A high chair and travel cot plus dishes for children are provided.

CCTV

The Hunrig Lodge uses CCTV cameras in the car park, reception, and site entrances. The reason for this is security of the property and staff. We will provide this footage to comply with police investigations and to sort disputes at the Hunrig Caravan Park and Lodge. It is not our policy to give this footage to guests. Our footage automatically overwrites itself.

Cancellations

Charges will be made on the following basis in the event of cancellation of part or all the accommodation booked where we are unable to re-let.

6 weeks' notice prior to arrival. No charge

4 weeks' notice prior to arrival. 50% total anticipated charge.

2 weeks' notice prior to arrival; 75% total anticipated charge

less than 2 weeks' notice 100% total anticipated charge

Wi-Fi Access Terms and Conditions

This agreement sets out the terms and conditions on which wireless internet access ("the Service") is provided free of charge to you as a guest. Access to the Service may be blocked, suspended, or terminated at any time for any reason including, but not limited to, violation of this Agreement, actions that may lead to liability for Hunrig Lodge, disruption of access to other users or networks, and violation of applicable laws or regulations. Hunrig Lodge reserves the right to monitor and collect information while you are connected to the Service and that the collected information can be used at discretion of Hunrig Lodge, including sharing the information with any law enforcement agencies.

Hunrig Lodge may revise this Agreement at any time. You must accept this Agreement each time you use the Service and it is your responsibility to review it for any changes each time. We reserve the right at all times to withdraw the Service, change the specifications or manner of use of the Service, to change access codes, usernames, passwords or other security information necessary to access the service.

**IF YOU DO NOT AGREE WITH THESE TERMS, INCLUDING CHANGES
THERE TO, DO NOT ACCESS OR USE THE SERVICES OF HUNRIG CARAVAN
PARK AND LODGE.**

Website privacy policy

This website is operated by one.com for Hunrig Caravan Park and Lodge. We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about us and:

- the personal information we collect about you, our users
- what we do with your information, and
- who your information may be shared with

Who we are

Hunrig Caravan Park and Lodge ('we' or 'us') are a 'data controller' for the purposes of the Data Protection Act 1998, (ie we are responsible for, and control the processing of, your personal information).

Information we collect

a) Personal information you provide to us

We collect the following personal information that you provide to us:

Name, address, telephone number, vehicle registration numbers, email addresses, special requests or Credit Card details

Some examples of when we collect this information include:

To make Hunrig Lodge bookings or to provide Hunrig Lodge services, ensure customer satisfaction, Mailing list subscription

b) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data;

shall receive any data protection notices on their behalf; and

shall consent on their behalf to the transfer of their personal data abroad.

c) Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website.

We use these cookies and/or similar technologies on this website to monitor and/or collect the following information, to track visitor use of the website and to compile statistical reports on website activity.

Other websites – Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

This information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

We collect information about our users for the following purposes, primarily to Identify you and process your bookings with us. Conduct research, statistical analysis and customer profiling

We may share your information with Law enforcement and HMRC in connection with any investigation to help prevent unlawful activity and to operate our business.

To facilitate our business requirements, we rely on a few other businesses to assist us- these are as follows: -

Website hosting and E mail marketing – One.com

Outside Booking Services – Cottages.com, Pitchup, AirBnB, UKCampsites, Google

**please note these companies have their own privacy policies and advise you to look into these if you are concerned.

Marketing

We would like to send you information about products, services, offers, competitions and our business which may be of interest to you. Such information could be sent by post, email, or telephone. We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on purchase, signing up to a newsletter, entering a competition etc). If you do opt in to receive such marketing from us you can opt out at any time.

Keeping your information secure

We will use technological and organisation measures to keep your information secure. However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any concerns about your information, please contact us using the details below.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 20rd June 2018.

Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

E-mail:

info@hunrig.co.uk

Post:

Hunrig Caravan Park and Lodge
Strathmore
West Fishwick
Berwick Upon Tweed
TD15 1XQ

Telephone:

+44 01289 386477