



TOURING PARK

TERMS AND CONDITIONS

1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Cartref Camping and Caravan Site, hereafter referred to as the site and 'we', and the customer, binding each to the following conditions.

The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions.

A 20% or a single night stay (whichever is the greater amount) non-refundable and non-transferable deposit is required upon booking. Confirmation of your reservation together with a deposit receipt will be sent as soon as possible following your booking.

The site is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking because of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

Specific pitches can be requested subject to availability **but where necessary we reserve the right to reallocate pitches before arrival.**

In high season, advance bookings require a minimum of 2 nights at weekends.
Bank holidays require a minimum of 3 nights.

We recommend that you have holiday insurance in the event that you may have to cancel your booking.

Cancellation 14+ nights to arrival: We will refund all fees excluding your deposit, subject to a £10 administration fee. We are unable to give refunds or move a booking made through a third-party site.

Cancellation 1-13 nights to arrival: Sadly, at this late stage we will be unable to offer refunds. We recommend that you make a claim against your holiday insurance.

We charge a £10 administration fee for moving a booking.

The onsite bar (Cartref) and on-site kitchen (The Shed) are separate businesses. Both businesses operate with different opening hours and have different service offerings depending on the season and demand. They are not a part of the touring park and therefore, we cannot guarantee their availability.

You will be allocated a pitch large enough to accommodate your caravan/motor home or tent according to the size stated on the booking. It is your responsibility to ensure this information is accurate as accommodation on a larger pitch may not be possible and refunds are not applicable.

Please ensure that you have your driving licence to show when you are checking in. We run checks to help protect our business and colleagues. **We have the right to refuse entry if this is not produced.**

While on our site we will also run checks on your motorhome or caravan via national databases.

2. Hire Period and Times

Arrival time is after 2pm. There is no guarantee of entry should you arrive earlier than this – the reception is not guaranteed to be manned.

The last check-in time is 7pm. Please advise in advance if your arrival time is expected to be late in the evening. Failure to arrive on the booked arrival date, later than stated above, and with no notification, will result in the pitch being cancelled and made available for re-letting.

Check out time on departure date is by 11. Late departure time up to 6 pm may be possible subject to availability of the pitch and will be charged at £2 per hour after 11 am. If you are interested in late checkout, please enquire during your stay.

3. Equipment

All caravan and camping equipment must meet current safety standards and be fully insured. No responsibility for any damage can be accepted by the management whilst on site and should your equipment cause damage to site equipment any necessary repairs will be charged to you.

You are not permitted to use electrical heaters inside awnings, tents or in the open air.

You are not permitted to charge any form of electrical vehicle on site.

Your caravan/motorhome/campervan must be positioned to the left of the pitch (from the front of the pitch – if you are unsure, please ask a member of the team). You will be asked to move if you are not positioned correctly. Not doing so will invalidate your insurance especially regarding fire cover.

To preserve the grass for all-year-round enjoyment, all awnings must be erected on hard standing, and tents must have breathable groundsheets – no tarpaulins or plastic sheets are permitted.

Please do not wash your car, caravan, or motor home on site.

By staying on the site, you agree that we may move or eject your caravan or motorhome without notification or alter its set-up as the business may require.

Individual families may use gazebos on their pitch in place of an awning. But gazebos used as meeting places for groups are not permitted.

4. Site Rules

We operate a strict no noise after 11 pm policy. This includes talking loudly, radios etc. Failure to comply may result in being asked to leave the site. Refunds will not be applicable.

Anti-social behaviour and bad language will not be tolerated.

No generators allowed on site at any time.

Bicycles, scooters and ball games are not permitted on site.

5. Dogs

A maximum of 2 large dogs per pitch or 3 small ones are welcome at a cost per dog per night. See the website for the latest tariffs. Dogs must never be left unattended on the site and **MUST** be always kept on a short lead. Please use the designated areas when exercising your pet, remembering to pick up all waste for disposal in the 'doggy loo' using the bags provided by the reception. If walking dogs in the surrounding community, then please ensure all waste is removed and disposed of appropriately.

Dangerous breeds or aggressive dogs will not be permitted. Dogs are always the responsibility of their owner and owners will be responsible and liable for any damage caused by them.

6. Vehicles/Speed Limit

Only one car is allowed per pitch. Additional cars incur a charge and must be parked in the designated areas. See the website for the latest tariffs. Adherence to the 5 MPH speed limit is always required.

Commercial vehicles are not allowed onsite.

7. Amenities Block

There is 24-hour access to toilets and showers, however, at certain times facilities may be restricted whilst being serviced. The amenities block is regularly monitored to ensure a high standard of cleanliness, however, if at any time you are dissatisfied with the facilities then please report the situation to reception so that immediate steps can be taken to rectify matters.

A disabled room is available – please ask at reception for a key. A £10 refundable deposit is required. Where cash is not available a credit card or car keys can be substituted.

A washing machine and tumble drier are provided in the laundry room. Coin metres accept £1 coins and 50 pence pieces. Please use window rails or rotary airers – these can be borrowed if required. Washing lines are not permitted.

8. Fire Precautions & BBQs

Fires and wood-burning of any kind are **STRICTLY** forbidden. Properly constructed BBQs are permitted and **MUST** be used at a sensible distance from your accommodation unit and vehicle.

They must be on a stand and not allowed to burn the grass. They must never be left unattended and must be extinguished before 11pm. Ashes **MUST** be disposed of in the metal bin provided. Chinese lanterns are not permitted anywhere on the site.

Your caravan/motorhome/campervan must be positioned to the left of the pitch (from the front of the pitch – if you are unsure, please ask a member of the team). You will be asked to move if you are not positioned correctly. Not doing so will invalidate your insurance especially regarding fire cover.

9. Security

For security and to prevent disturbance on site the barrier will lockdown at 11 pm each night and reopen at 8 am. Should this cause a problem then please speak with reception as alternative overnight parking can be made available.

Visitors must report to reception on arrival. Please notify reception if visitors are expected. A small charge of £2 per head is applicable and all visitors must vacate the site by 9pm.

10. Waste

Please help us to preserve the environment by using the appropriate bins in the recycling area. **Tins and plastic bottles should be crushed to maximise the space available.** We would appreciate large items be removed from the site and not left in this area.

Grey waste must be either collected in a container and disposed of in the grey waste drain in front of the facilities block or piped directly to the grey waste drain on your pitch. No hoses in hedges, please.

10. Conduct

For the comfort and safety of all our guests and our colleagues the site rules must be always abided by. Failure to do so may result in expulsion from the site.

Violent or threatening behaviour will not be tolerated and will result in immediate termination of your stay with no refunds or credit issued.