



## **General Terms and Conditions of Booking**

### **IMPORTANT – please read before making a booking**

#### **1. BOOKING AND PAYMENT**

Bookings for holidays are welcome from families, couples and individuals. Out of season we can book legitimate groups.

#### **Caravan Holiday Homes**

Bookings for caravan holiday homes can only be accepted from persons over 21 years of age. By paying the deposit, you acknowledge that you agree to the Terms and Conditions of Caerfai Bay Caravan & Tent Park on behalf of the total party intending to occupy the caravan holiday home.

Reservations by phone or online are provisional for up to 10 days until a deposit of £50 per week plus a £100 refundable cleaning/key deposit is received (for example, £150 deposit required for 1 week stay).

The balance for caravan holiday home hire is due 6 weeks before arrival. A reminder will be emailed to your registered email address one week before the balance due date and we reserve the right to cancel the booking if the balance is not paid by the due date.

Bookings received less than six weeks in advance of arrival will require payment in full with the additional cleaning/key deposit of £100.

The cleaning/key deposit is returned within 2 weeks after your departure providing the caravan has been left in a satisfactory condition by 9:30a.m. on the day of departure. Part/all of the deposit will be retained if extra cleaning is required and/or damage incurred. Where property has been left in the caravan and returned by post, some of the deposit will be used to cover these costs.

#### **Touring and camping**

Bookings for camping/touring can only be accepted from persons over 18 years of age. By paying the deposit, you acknowledge that you agree to the Terms and Conditions of Caerfai Bay Caravan & Tent Park on behalf of the total party intending to stay at Caerfai Bay Caravan & Tent Park.

Reservations by phone, email or online will be held as provisional for up to 10 days until a non refundable deposit of £30 per week per pitch is received. For short stay bookings of 4 nights or less, full payment is made in advance. *Outstanding balance for touring/camping is payable one week before arrival.*

We have numbered pitches for tourers and campers, and when contacted directly, we will endeavour to select a site for your specified requirements. Please note for Field 1 (Caravans and Motor Homes) during school holiday periods, bookings are weekly from Saturday to Saturday. Whilst every effort will be made to meet special requests for a particular pitch, no guarantee will be given, as under certain circumstances bookings

may have to be moved. Extensions can be arranged but are always subject to availability and possible relocation.

Party size/age restrictions - Persons under 18 years of age are not accepted unless with family members or qualified leaders of a recognised club or organisation who will be responsible for their conduct. Families that wish to pitch on adjacent sites must book separately and pay their deposits separately.

A 5% discount can be given on the basic rate weekly booking for units in the touring field (caravans or motor homes, field 1) if the balance is paid at least 4 weeks in advance.

There is a 10% discount available in the touring field (Field 1) on the basic rate for senior citizens (65 and over) until 23rd May and from 30<sup>th</sup> August until the 2nd November. Please note only one discount can be applied and that discounts cannot be used in conjunction with one another.

It is the customer's responsibility to request discount at the time of booking. Discount can also be applied on arrival for upcoming stay – discount cannot be refunded retrospectively.

## **2. CANCELLATION**

### **Holiday Home**

Please note that the deposit is non refundable. If you need to cancel your caravan holiday home booking 6 weeks or more before your arrival date and you have already paid in full, we will return your balance less the deposit. If cancelled within 6 weeks of arrival, the balance less deposit will be returned only if the caravan is re-let for the same price. If we are unable to re-let the caravan no refund will be issued. Your cleaning deposit will be refunded in full.

It is best to check nearer the original date of arrival if the caravan has been rebooked and as to when any balance will be refunded to you.

Where the weekly rate has been reduced to re-let the caravan holiday, the outstanding difference between the reduced rate and original cost is liable to be paid by the individual who had cancelled the caravan holiday. This differential amount will be deducted from the refund balance. The amount refunded in this circumstance will be the reduced re-let value minus deposit and full refund of the cleaning deposit.

If you need to cancel your caravan holiday 6 weeks or less before your arrival date and we are unable to re-let your holiday for the dates you have booked, the weekly balance paid is non-refundable. The cleaning deposit will be refunded in full.

If you are concerned about the prospect of cancelling, please take out holiday insurance. Bookings are not transferable to another family without our prior agreement.

## **Touring/camping**

Deposits are non refundable and we do not refund payments on the basic rate if campers have left early due to bad weather, however, extra charges are refunded on the nights not stayed. Under certain circumstances, credit may be given for an unused night's stay at the discretion of the owner, but not for inclement weather.

Where persons have not arrived on the start date of their holiday, pitches are held until 12noon the next day, if we have not been made aware of late arrival the booking will be cancelled and the pitch re-let.

We advise you have camping cover as part of your holiday insurance.

### **3. ARRIVAL AND DEPARTURE**

**Please note Caerfai Bay Caravan & Tent Park is on the RIGHT of Caerfai road – please do not confuse us with Caerfai Farm or Caerfai Organic Shop.**

<https://maps.app.goo.gl/KXQfJdA8hviKm2WA9>

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**Holiday Home Arrival: 4pm onwards; Departure: by 9:30am.**

On arrival you must check in at the park office where you will be asked to confirm your occupancy details and collect your keys.

If you anticipate an arrival later than 4.30pm in high season (school summer holidays) or 4.00pm in low season please contact the office on the day to check arrangements.

On departure, please return keys to the Park office by 9:30am. If leaving early please notify a member of staff or if departing out of hours please lock the caravan and leave the keys in the site post box next to the Park office door.

**Touring Caravan, Motorhome, Camping Arrival: 3pm onwards; Departure: by 11am**

On arrival you must check in at the park office where you will be asked to confirm your occupancy details and pay any outstanding balance. Any additional extras (e.g. cars/awnings) which were not included in your original booking will be added to your booking and are payable before pitching.

Please phone if expecting to arrive late (no arrival later than 9pm). Late arrivals must book in at the office by 10am the following morning and pay any outstanding fees e.g. for extras. For evening arrivals, where visitors have booked a pitch, details will be in your envelope on the board to the left of the office door. Your envelope will contain a site map along with other information and siting details. The park warden's number is displayed on the office door, and further information regarding emergencies are on the window to the right of the door. Out of hours if you have a problem, you should contact the warden first as he /she may be able to help from close of office to 9.30p.m.

### **YOUR HOLIDAY HOME/PITCH**

#### **Your holiday home**

- The person who makes the booking is responsible for ensuring compliance with the rules and booking conditions by all members of his or her party, including any visitors, pets or children. Please familiarise all of your party with the site rules and regulations.
- You are responsible for the caravan holiday home during your stay and it should be left in a clean and tidy condition at the end of your holiday. All furniture & equipment in the caravan holiday home should be left in the same state as at the commencement of the holiday. If you requested a bed linen pack, at the end of your stay please place the linen in the laundry bag provided along with the pillow and mattress protectors from beds that have been used. (Do not remove the duvet protectors unless damaged or soiled. Other bags are provided for used bath mats and oven gloves. Any damage or breakages will be charged and must be reported to the office staff prior to departure. No attempt should be made to repair or replace items.
- Under no circumstances should the soft furniture (including blankets) be moved outside the caravan holiday home. (Grass and/or dog hair on blankets will be charged for.)
- The proprietors reserve the right to reasonable access of the property at any time for emergency maintenance etc.
- If there are any omissions in the inventory, any problems with equipment in the caravan or other park facilities, please report them to the office immediately. Out of hours, messages can be left in the office post box or you can use the emergency telephone number displayed in the office window.

#### **YOUR PITCH – TOURING, CAMPING AND MOTORHOMES**

All caravans and motorhomes must be set up in positions as indicated on your booking summary/pitching information on the reverse of park maps or as advised by park office staff. Before pitching up please ensure you have the correct pitch to avoid being asked to move. A small tent (less than 48 sq. feet) may be permitted on some Touring Caravan pitches alongside the caravan, provided it is for the use of the same family, when sited this will be charged as a pup tent. To minimise the damage to grass, only breathable ground sheets should be used; check with the office. Current legislation prohibits the covering of any gas appliance exhaust. Awnings must not enclose any exhausts, unless that exhaust is running on electricity.

All camping pitches are individually marked in order to comply with the statutory distance between tents for fire regulations, and again, information on how to pitch is on the reverse of the map and also provided by the park staff. It may be necessary to issue camping tags from time to time; these should be prominently displayed by tents and motor homes (Fields 2 and 3).

You may use your caravan/motorhome/campervan/tent on our pitches only for holiday and recreational purposes (and not as your only summer residence).

#### **4. RESPONSIBILITIES**

The person who makes the booking is responsible for ensuring compliance with the rules and booking conditions by all members of his or her party, including any visitors, pets or children. Please familiarise all of your party with the site rules and regulations.

**Consideration for Others** – This is a peaceful, quiet family park. Radios, stereos or other sound systems are permitted though we request visitors to be considerate to others and keep the volume low. From 10pm to 8am the park must be quiet and voices must be lowered. Flapping flags on breezy nights can also cause noise nuisance, so please take them down at night.

We are working towards reducing light pollution and improving dark and starry skies on the Park and so ask for any unnecessary outside lights to be turned off after 10pm.

**Children** – Parents are to be responsible for their children at all times whilst on the park. An adult should accompany children under 7 years to the toilet and they should not be given the door code. Under 11 years should be accompanied to the showers. In order to respect each holiday home's area, please make sure your children do not disturb neighbouring pitches. Visitors are asked to respect the integrity of the boundary hedges and not to climb over them or remove stones. As quiet time is from 10pm you are responsible for reminding your accompanying children of this and you must ensure they return to your accommodation at this time.

**Vehicles and cycles** – All vehicles must register with park office staff and only one car is permitted per caravan holiday home. Unregistered vehicles will not be able to go through the barrier by the office. All other vehicles must park in designated parking areas and display a ticket issued at the Park office. Additional cars and visitors' cars must pay the daily rate. Motor vehicles and bicycles on site should, at all times, be used with due regard to the safety of others and their speed should not exceed walking pace (5mph). Foot pedalled cycles and scooters can be used (no skateboards), but are not allowed on the grass or on the 'tarmaced' area around the toilet blocks, communal areas and especially at the entrance of the Park and the road leading to the Park office. No cycling is permitted on site between dusk and dawn, other than visitors who arrive solely by this form of transport and their bicycles are equipped with front and rear lights. Motorised mobility scooters are allowed on site, but children's motorised scooters or skateboards and unlicensed motorised cycles are not. Part of the caravan park may be one way, please respect the new signage. Some of the park is sloping, and cars should be parked across the slope for safety reasons.

**Dogs** – Well behaved dogs on leads are permitted. Dogs must be kept on a short lead at all times whilst on the park and exercised in the designated dog walk area or off the park. Even out of the site, we ask dogs must be on a lead and under control at all times as sheep and cattle graze in nearby fields. While on the coast path they should also be kept on a lead; cliffs can be a danger both to dogs and their human companions. Most local beaches have areas where dogs are allowed. Please do not leave dogs unattended in your caravan, motorhome or tent. There is an area set aside in Field 3 where dogs are not permitted, please do not allow your dog to stray into this area. Owners must "poop-a-scoop" any "accidents" on Park grounds and dispose in the dog bins or refuse bins. To ensure underground services remain undamaged, long skewers, especially dog securing stakes, should be used only after seeking the advice of staff. When you are on your pitch

make sure that the lead is at a length that your dog cannot be within 5m of a roadway or encroach within 5m of the next unit. Owners will be requested to leave the Park without refund where they have not complied to the rules regarding keeping their dog on a lead or failing to clean up after their dogs. Again, all dogs must be on a short lead while walked through the site. There is a limit of two dogs per pitch, with discretion for an extra dog during the low season. Any decision about pets on the site will be taken at the discretion of the management.

**Smoking Policy** – All buildings in the park, hire tents, and hired static vans are strictly NO SMOKING. If you smoke, do it outside and dispose of your extinguished cigarette ends in the bins provided.

**Restricted activities** – Skate boards and roller skates are not allowed. See also the restrictions on the vehicles and cycles section. Guns, air guns, catapults and kites (other than the inflatable type) are not permitted on the park. Metal detectors, drones and Chinese lanterns are not permitted on the park. No hard-ball games.

**Visitors** – Please ask your visitors to make themselves known at reception when arriving at the site. Visitors cannot park next to caravans and must leave their car either next to the park office or in the car park outside of the park – visitors' cars must be paid for at the daily rate. Please note dogs in visitors' cars are not allowed in the non-dog camping area.

**Zero tolerance to drugs** – Any person found using illegal substances on the park will be asked to leave and the police will be contacted.

### **Touring and camping**

**Your pitch** - Stones, seashells and tent pegs are extremely dangerous if hit by grass cutting equipment. Please take care when clearing your pitch, and also keep children well away from grass cutting machinery whilst in use or stationary.

**BBQs** – charcoal barbecues are allowed on site but open fires are not. Please lift disposable barbecues 2ft. (60cm) off the grass. Barbeque stands are available from the office. We do not allow camp fires and fire pits (charcoal only) are discouraged unless they are placed on paving slabs which may be available during office hours.

**Rubbish & Wildlife** – Please place all refuse in skip bins or appropriate waste recycling containers located in the skip enclosure. Do not leave refuse bags outside your tent or caravan as rubbish may be strewn across the field by seagulls. Please put your food in suitable, hard containers and your recycling in the bins provided. Don't leave food scraps lying around and make sure your tent is zipped up at bedtime to ensure badgers and foxes don't try to raid your food stocks.

**Waste disposal** – Chemical and grey waste. All chemical toilet waste from cassettes must be flushed away using the sluice facility providing they do not contain wipes. Wipes must be wrapped and disposed of in the refuse bins and NOT down any drains. A chemical waste and a grey waste facility is located in the small amenity block opposite the park office, the Jenkins block; there is another chemical waste facility to the rear of the Camping Field amenity block (Caravan Field side). These operate using manual toilet

flush mechanisms and customers are required to rinse the unit after use using the hose provided. Please remember to wash your hands after using this facility and put paper towels in the bins provided (not down the toilet). In the first field a drive over grey waste facility for motorhomes is available on the tarmac area below the warden's lodge, and also near the exit on the one-way system. In field 2 there is a drive over grey waste below the West Block. If you require a drive over chemical waste point please ask at the office.

**The Weather** – We are adjacent to the coastal path and can be subject to strong winds and rain at any time of year, though we are fortunate in that we have good drainage and we do not flood. You must ensure that your tent is robust and correctly erected. Check the forecast on your mobile phone or request the Meteorological Office weather forecast from the park office if necessary. We advise you take out holiday insurance as we do not refund due to bad weather.

**Gazebos** – Not normally permitted; under exceptional circumstances they may be authorized at an extra charge (£20 per night)– a separate written application must be made.

## **5. CUSTOMER COMPLAINTS/COMPLIMENTS**

Should you experience any problems or have any queries during your stay, our staff will be pleased to be of assistance. If there are any omissions or problems with equipment in our holiday homes or other park facilities, please report them to the office as soon as possible. Out of hours, messages can be left in the office post box or you can use the out of hours telephone number displayed on the office window.

We always welcome your comments and suggestions on any aspect of the park's operation.

## **6. LIABILITIES**

If for any reason beyond our control, for example fire damage, the holiday home/pitch is not available on the date booked, all monies will be refunded in full and we will not be liable for any further claims.

This is a family park. The proprietors reserve the right to cancel any booking, refuse admission or terminate the occupation of any accommodation without compensation when in their opinion, any of the conditions of booking or park rules are not observed or when the conduct of any visitor is considered unacceptable or unreasonable. We reserve the right to amend our terms and conditions at any time, without prior notice. We do not accept any liability for loss or damage to guests' property and recommend that guests ensure their accommodation (caravan, motorhome, tent or the like), equipment and personal property are adequately insured while on site at Caerfai Bay Caravan and Tent Park.