

Pembrey Country Park

Caravan & Campsite 2018

Rules and Regulations

Check in Time: From 1.00pm onwards

Departure Time: Before 12 noon

Bookings Information:-

Pembrey Country Park

Pembrey, Llanelli, Carmarthenshire SA16 0EJ.

Telephone: 01554 742424

Email: camp Pembrey@carmarthenshire.gov.uk

INFORMATION AND RULES

We want everyone to have a safe and enjoyable stay at Pembrey Country Park and ask that all our customers observe these rules and regulations.

For the purpose of these Rules and Regulations:

“Seasonal Caravans” means those caravans that are situated on the Site for the season or part of the season.

“Overnight Caravan and Campers” means all caravans and campers except Seasonal Caravans.

“Park” means the area known as Pembrey Country Park and the Site.

“Site” means the caravan and camping site for the Seasonal Caravans and Overnight Caravans and Campers.

“The Council” means Carmarthenshire County Council.

“Terms” means the Rules and Regulations, Booking Conditions and Park Conditions.

The term “customers” means all persons and includes Overnight Caravan and Campers and Seasonal Caravans and those visiting the Park.

These Rules and Regulations apply to both Seasonal Caravans and Overnight Caravans and Campers unless otherwise stated.

YOUR RESPONSIBILITIES

The person who books 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 these site rules.**

NON-COMPLIANCE WITH RULES

Failure to comply with the rules and regulations contained in this leaflet will result in appropriate action being taken, which may include:

- A. Verbal warning from Council staff;
- B. Formal written notice to leave the site;
- C. Refusal of future bookings;
- D. Formal report made to Police Service.

Action taken will reflect the nature and severity of an incident and may not be carried out in the order above. Anyone requested to leave **will not receive recompense or a refund** (although refundable deposits will be returned upon the safe receipt of key card and passes).

Failure to return key cards and passes will result in key card deletion from the system. Customers that fail to return key cards and passes by the day of leaving will incur a penalty of £5 per day up to the value of deposit whether the key card is used or not.

Should a parking pass or key card be lost then the refundable deposit will not be returned and the key card will be deleted from the system to ensure that anyone finding it cannot enter the Park.

The Council reserves the right to ban individuals from future use of the Park where the Council is satisfied that the customer or any member of their party has breached the Terms. Additionally, the Council reserves the right to ban individuals based on observation of activities that are detrimental to the Park or the wellbeing and safety of other park visitors and its staff.

If any crime or misdemeanour is committed in the Park by any customer then the Council reserves the right to exclude that person from the Park or cancel the agreement to occupy the site. Where no crime is committed but activities such as causing a nuisance, domestic disturbance or rowdiness etc then the provisions of this clause will also apply.

All damages must be paid for in full before leaving the Park.

Failure to remove your caravan / motor home / tent will entitle the Council to remove/store any such items and the costs involved will be recovered by the Council. The Council shall not be liable for any injury, damage or loss caused to any such item or its contents during its removal and storage.

HEALTH AND SAFETY

SECURITY

Key cards are supplied when registering at the Visitor Centre. At no time should customers admit anyone without a key card, as all registered customers will have been issued with one. All customers must display a permit, which may be inspected at any time by the Council staff.

ENTERING THE PARK

Drivers arriving at the main park barrier should present their key card to the reader, which is mounted to the pay and display unit located at the right hand side of the entrance roadway. The barrier will then open. Drivers **MUST NOT** proceed through the barrier until it is **FULLY OPEN** and has come to a complete stop. Drivers must proceed through the barrier and **NOT STOP** until their vehicle and caravan are completely clear of the barrier area.

EXITING THE PARK

When leaving the Park the barrier will automatically open as a vehicle approaches. As the 3+ metre long barrier opens upwards drivers must ensure that they stop at a safe distance from the barrier allowing it to open without obstruction. Again drivers **MUST NOT** proceed through the barrier until it is **FULLY OPEN** and has come to a complete stop.

The barrier at the entrance to the Site will be locked at 22.00hrs all vehicles wishing entry after this time will need to park their vehicle in the vicinity of the Park until the following morning.

The Council reserves the right to introduce additional security measures at any time.

VEHICLES

In the interests of security, you must inform us of your vehicle registration details. Only one car per pitch is allowed. Additional cars are charged at the current published rate per night. Additional vehicles must park in the designated parking areas and not alongside caravans and tents.

Drivers are asked to observe a 5mph (8km/h) speed limit throughout the Site and 15 mph within the boundaries of the Park. Remember drive safely at all times. Anyone driving dangerously may be issued with a warning and furthermore may be asked to leave the Park and/or Site.

Customers are allowed to drop off their camping equipment and then park their cars in the designated parking area.

Only fully licensed, insured drivers may drive in the Park and the Highway Code must be observed. The riding of motorbikes and quads off road are strictly prohibited within the boundaries of the Park. No untaxed or un-roadworthy motor

vehicle, motorcycle or trailers are permitted. Customers must not repair or dismantle any caravan/vehicle/motorbike without written Council permission. Vans and commercial vehicles may not be allowed to park on the pitch where they infringe the 3 metre safety zone.

The Council has an absolute right to ask any person to leave the Park immediately.

BICYCLES

Bicycles must be ridden with due care and attention within the Park, proceeding with caution and giving way to pedestrians. Cyclists should not ride after dark on the Site and must observe the Site 5mph speed limit at all times. We also recommend that appropriate safety gear be worn whilst cycling in the Park.

RESTRICTED ACTIVITIES

- No ball games (football/cricket/baseball/hockey etc.) are permitted on the Site, as they can disturb the peace of others and may cause damage to property. The Park is available for this purpose.
- No golf practice, this includes practice swings without golf balls on the Site;
- No hanging ropes etc. to swing on trees on the Park;
- No water balloons or water guns within the campsite;
- No eating or drinking within the amenity block;
- No paddling pools or water slides on the Site.
- No flying of flags or banners or similar items on the Park without express permission of Park Management.
- No other temporary structures to be placed on any pitch on the Site without prior written permission.
- External storage boxes are not permitted without the written permission of the Council.
- No advertising or trading is to be carried on without the express written permission of the Council.

CHILDREN

Parents or guardians are responsible for their children's actions and their safety at all times whilst in the Park.

- We understand that children may be excited at being away from home but would emphasise that there should be no noise before 8.00am or after 10.00pm, in order to minimise disturbance to others.
- Children (under 16) must **NOT** be left unattended in the Park. Parents are asked to control their children at all times and **NOT** allow them to play in or around the amenity block or damage any Park property or any caravans, vehicles or pitches.
- Children under the age of 10 must be accompanied by a parent/guardian when using the amenity block and should be supervised by a responsible

adult when using any Park facility, not only for their own safety but for the safety of others.

Please note that the adventure playground is for children only and no children are permitted to enter the playground when closed.

- Please respect other campers pitches and do not cut across them or let your children play in or around them or leave their property (including bicycles) lying around which includes roadways.
- In the interest of safety, children must not be allowed to play around the campsite barrier entrance.

MISSING CHILDREN

In the event of a missing child, as a parent or guardian please contact the emergency services if you feel you need to do so. Please contact any member of staff who will assist until the emergency services arrive or the child is finally located.

PETS

Pets are welcome but the following conditions apply:

- Dogs must be kept on leads at all times within the campsite
- Small children should not be left in control of the family dog(s).
- When your unit is unoccupied, never leave your dog tethered or on a lead which extends beyond your pitch boundary or leave a pet in your caravan, tent, awning or vehicle for long periods of time.
- Dog owners must ensure their pet does not cause any annoyance to other site users. Excessive barking will not be tolerated. Fouling accidental or otherwise must be cleared up immediately and put into the bins provided for obvious health and hygiene reasons. Anyone failing to clean up after their dog may be asked to leave the Park and will incur a fine.
- If a dog bites an individual or another animal, the appropriate authority will be notified and the matter investigated accordingly.
- Domestic cats are NOT permitted

FIRE SAFETY

Open fires of any description are **NOT** permitted. Anyone found undertaking activities that damage ground conditions or the Park environment will be dealt with as per details outlined in **NON-COMPLIANCE WITH RULES**.

Where extinguishers are discharged other than to fight fires, recharge fees apply to discharged fire extinguishers. It is illegal for fire fighting equipment to be used for any purpose other than the fighting of fires and individuals responsible may be banned from the Site. All caravans must be fitted with a fire extinguisher. Park staff may ask to see fire extinguishers at any time and will be carrying out periodic checks.

Covered fire pits, made for this purpose – with a mesh lid and off the ground are permitted once checked for compliance by campsite wardens

Fireworks, Chinese lanterns or anything similar are forbidden on the Park.

In the event of a fire in a caravan or tent or in the amenity block:

- Ensure that the premises are evacuated
 - Raise the alarm
 - Call the fire brigade (999) from nearest phone or using an available mobile
- Site users should assemble at the nearest designated muster point.

Please remember that you are in a woodland area which ignites very easily if the appropriate conditions prevail.

NOISE / BEHAVIOUR

We expect everyone to show courtesy, respect and consideration at all times to other caravan and campers. Excessive noise, bad language, unruly or intimidating behaviour will not be tolerated.

Televisions, radios and any other audio equipment should be used considerately during the day and should not be audible outside your caravan, motor home or tent between 10:00pm and 8:00am. Additionally, musical instruments and in-car sound systems should not be operated between these times.

Petrol/diesel generators are not allowed without prior consent from Council staff and in any event can only be used periodically throughout the day and should not be operated between 10pm and 10.00 am. Where petrol/diesel generators are used these must be of low decibel level and suitable for use on camp/caravan sites and fuel must be stored in small quantities in small containers approved for the purpose. Periodic use is limited to 2 hours continued use at one time, with at least 1 hour gap between uses.

SMOKING

All buildings in the park are non-smoking amenities. Cigarette ends should be extinguished and disposed of in the bins provided. Smoking in any building may result in the Council taking formal action.

ALCOHOL

No alcohol should be consumed in public areas within the site (only in the privacy of your tent/caravan). Any breach may result in the Council taking formal action. As the park is a public space, drink drivers will be prosecuted and underage drinking will not be tolerated.

ILLEGAL SUBSTANCES / OFFENSIVE WEAPONS

No illegal substances or offensive weapons may be brought onto the Park. All items deemed to be offensive weapons (laser pens / catapults / toy firing guns including BB guns etc.) will be confiscated and will be returned when you leave the Park. If any illegal substances are discovered or suspected; then it will be reported to the Police immediately.

DRONES

The use/flying of drones, model aircraft and other similar equipment within the campsite is forbidden without prior consent of the Park Management.

USE OF SITES

All equipment, such as gas and electrical appliances, vehicles, camping gear etc. supplied or used by campers must comply with current legislation and regulations and all safety requirements.

Customers must not sell, assign or sub-let their right to keep a caravan/tent at the site. The Site is for personal use only.

No caravan/ tent may bear any form of advert, drawing, poster or slogan other than the manufacturers name plates or transfers except with prior written approval of the Council.

Windbreakers are permitted as long as they are no more than 5 metres in length per pitch provided they are kept well clear of neighbouring pitches and they are removed when not in occupation.

Only 1 tent permitted within the allocated tent area although “pup” tents may be permitted in awnings.

Only 1 awning which is attached to the caravan is permitted per pitch.

1 additional annex, kitchen tent etc. will only be permitted with the permission of the Council. No freestanding tents.

Customers must keep their pitch and facilities in a clean and tidy condition during their stay and leave the pitch and facilities in the condition in which they found it. Campers must ensure there are no obstructions on paths or roads and that waste material is **NOT** stored under caravans.

Cultivation of the soil is prohibited but Seasonal Caravans will be allowed to have no more than 2 small tubs of flowers on their pitch.

Only the owner, family, immediate relatives and family friends may stay in the caravan.

No caravan shall be used for sleeping accommodation by a greater number of persons at any one time than number which is designed to accommodate. The Council refers to BS 3632 1970 or subsequent modification thereof.

Visitors are permitted up to a maximum of 6 persons per pitch at any one time. Permission must be sought for larger gatherings. Guests may park at the car park by the restaurant, as only one car may park near your pitch at any time.

Your identification reference must be displayed on your unit at all times.

FIRES / BBQs

No open camp fires are permitted at any time on the Park and the Campsite. Free standing BBQ's or small fire pits are allowed provided they have a protective lid and a perimeter surround to prevent ash blowing and do not cause an annoyance to others. BBQ's and small fire pits are not allowed to be placed directly on the ground. BBQ's and fire pits must be extinguished fully after use and the ash disposed in appropriate containers on Site.

In the event of ash damaging vehicles or property of another customer, the matter will need to be resolved between both parties involved.

The use of disposable BBQs are **NOT** permitted in the Site unless they are 300mm (1ft.) off the ground as they cause burn damage to grass and present a danger.

PEST CONTROL

If you are aware of any vermin or notice any wasp nests please do not hesitate to notify Park staff in order for them to address the problem.

REPORTING OF ACCIDENTS OR EMERGENCIES

Please ensure that you report any accidents / incidents to the Visitor Centre or Warden immediately so they can be documented.

USE OF FACILITIES AND AMENITIES

ELECTRICITY

It is the responsibility of the customer to ensure that the mains electrical cable from the hook up point to the unit is safe and the hook up point of your own installation is safe.

The hook-up points comply with the British Standard BS EN 60309-2.

Your connecting lead will need a plug to match this socket outlet and a connector to match the inlet to your unit; both must comply with BS EN 60309-2 or better.

Always fully uncoil the supply cable to avoid overheating. The use of a second extension cable is not recommended but if it is used it must be fitted with the same BS EN 60309-2 standard plug and connector. The connection between the two cables should be raised off the ground. Taped cable joints and ordinary 13A household plugs and sockets must not be used under any circumstances.

When you're ready to connect to your hook-up, make sure the RCD is in the off position and then connect your hook-up to your unit.

There is only a 10amp electrical system on the Park so the use of domestic electrical appliance such as kettles and heaters is not permitted.

Electricity can only be accessed from the electricity point on the pitch allocated to you.

Tents will not be able to access electricity.

If for any reason, the electricity supply to the hook up point fails due to the fault of the Council, the Council will wherever possible and subject to availability agree for the customer to move pitches. Reduced prices or refunds will only be considered if the failure persists for more than a continuous period of 15 hours. The Council will not be responsible for any loss of electricity which is the responsibility of/or caused by a third party and out of its control.

WATER SUPPLIES

Water must not be wasted.

Please advise Park staff of any water leaks.

Stand pipes are conveniently located around the campsite areas marked "Drinking Water".

The use of hosepipes is prohibited.

The washing of cars and caravans is not permitted.

The use of paddling pools / waterslides is not permitted.

Hot water is provided within the amenity block. However, the hot water supply can be limited at peak times when in frequent use. Should the water not heat up at all, please contact Park staff.

At certain times of the day some of the facilities may be locked and access limited during cleaning and may be locked overnight.

The Council will not be responsible for any loss of water which is the responsibility of or caused by a third party and out of its control.

DISHES AND CLOTHES WASHING FACILITIES

Currently there are no clothes washing facilities.

Dish washing facilities are provided at the amenity block.

Hot water should not be taken in containers from the amenity block.

For safety reasons, please do not erect temporary clothes lines in the Park or hang clothes on trees or between caravans, tents or vehicles. Please only use hook-on window type clothes hangers or camping rotary lines, which should be removed when not in use, and only placed within the boundary of your pitch

CLEANING OPERATIONS

The Council reserves the right to close sections or the whole amenity block at specific times whilst cleaning duties or maintenance are undertaken. Normal cleaning times (subject to occupancy and operations) will be displayed. When cleaning is in progress appropriate doors will be locked and signs erected. Should toilet roll paper run out between cleans, please contact our Park staff.

WASTE DISPOSAL

We have an array of wildlife in the park so campers are asked to place their rubbish in the bins provided and keep bin compound areas clean and tidy.

General Rubbish

Rubbish must be bagged and disposed of in the bins provided. These bins are regularly emptied. Scraps of food must not be 'left out for the birds' as this will encourage vermin.

Chemical Waste

All chemical toilet waste must be flushed down the sluice facility, which is located near the amenity blocks. Customers are requested to rinse the sluice facility with the tap provided after use.

Recycling

As part of our 'Green Policy' materials can be recycled in the designated bins located at the bin store/campsite. These bins are emptied regularly. Please do not place plastic bags or non-recyclable items in these bins as this will contaminate the contents and collection may be refused.

Sanitary Waste

Sanitary bins are provided in all the ladies toilets and within the unisex disabled toilets. Nappy bins are provided in the baby changing toilet block. Please use these bins and do not flush hand towels, nappies or sanitary products down toilets as this can result in blockages.

GRASS CUTTING

Grass cutting is carried out from April to October. Cutting will take place around tents and awnings. Consequently, campers, particularly children, are requested to

stay well clear of machinery. Please remember to wipe grass from your feet before entering the amenity block or this will result in floors becoming dirty very quickly.

Seasonal Caravans will be required to cut the grass weekly within an area around the caravan/awning and all guide ropes and extending to approximately 2 feet outside of guide ropes. In default the Council will do so in the interest of good management of the site but will reserve the right to recharge for the cost of doing so. This work should be undertaken at reasonable times to avoid disturbing neighbours. In order to allow grounds maintenance, all items belonging to owners should be placed within the caravan awning or permitted storage areas, items left around the Site may be disposed of without notice.

TELEPHONE / DELIVERIES

Telephone messages (unless urgent) cannot be delivered. Letters and parcels etc. will be accepted at the Visitors Centre and held for collection but the Council will not undertake to advise the consignee.

VISITORS

Visitors to the Park will be charged for parking at the normal rate. No vehicles are permitted on to the Site after 10:00pm.

LOST PROPERTY

Any article lost or found at the Site must be reported and handed into the Visitor Centre or Campsite Warden. Left belongings can be collected or returned by arrangement and pre-payment of a handling and administration charge of £5 plus postage and packing. At the end of the season, all unclaimed property will be donated to a local charity shop.

PARK ATTRACTIONS

The park's attractions may be available throughout the duration of your stay but you must ensure that all members of your party adhere to their rules of use e.g. age limits. Please note that some of the park facilities are open for reduced hours outside of peak season. There is no guarantee that all attractions and/or facilities will be available even if advertised and the Council reserves the right to withdraw, amend and alter the attractions/facilities without notice.

LOCAL ATTRACTIONS

Details of useful services and interesting places to visit are available in the visitors centre and in your welcome packs. Please take time to explore our local environment and we're sure it will make your holiday even more enjoyable.

GROUND SHEETS

Only breathable groundsheets are permitted and must not have rugs/mats placed on top of them. No electric fan heaters are permitted in awnings.

AWNINGS

In case of adverse weather conditions, awnings are to be taken down to avoid damage to yours or others property.

LEAVE NO TRACE PRINCIPLES

The 'Leave No Trace' campaign outlines ethics to help outdoor enthusiasts, instructors, guides and centres alike to:

- Value the natural environment;
- Understand the impact of their activities;
- Enable them to make decisions to minimise that impact; and
- Enjoy their activities in a sustainable way.

Visitors to the Park should remember its 7 main principles i.e.

- Plan ahead and prepare;
- Travel and camp on durable ground;
- Dispose of waste properly;
- Leave it as you find it;
- Minimise the effects of fire;
- Respect animals and wildlife; and
- Be considerate of others.

To practice any of the Leave No Trace ethics is very simple:

Make it hard for others to see or hear you and LEAVE NO TRACE of your visit.

CUSTOMER COMMENTS / COMPLAINTS

Should you experience any problems or have any queries during your stay, our on-site Park staff will be pleased to be of assistance. We welcome your comments and / or suggestions on any aspect of the Park's operation and comment forms are available at the Visitor Centre.

Campers are particularly asked to bring to the Council's attention any safety matters or issues involving faulty equipment.

Campers are requested to remember others on site and not to do anything that could lessen their enjoyment.

LEGAL MATTERS

Damage to the site

Anyone found defacing or causing damage to any buildings, equipment or property in the Park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage / breakages / loss caused by themselves or their visitors to the pitch or to any Park facilities or to other campers' property. All costs will be charged to the pitch hirer.

Where damage to other campers' property occurs then the pitch hirer will be responsible for that cost directly to the other camper.

Loss, Damage and Injury

Your vehicles and their accessories and contents are left at your own risk. The Council, its staff and agents shall not be liable for the loss or theft of, or damage to, any property whilst they remain in the Park nor for any injury, accident or mishap to any person in the Park, unless the same be caused or contributed to by any negligence or default on the part of the Council or its employees. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality. Each pitch is allocated for the period booked only and there will be no right of tenure beyond this period.

BOOKING CONDITIONS

All customers must comply with our booking conditions (a copy of which is available at the time of booking and available from the Visitor Centre). In particular, arrival is permitted from 1.00pm onwards but each pitch must be vacated by 12 noon on the day of departure.

The Council reserves the right to amend, alter, add or withdraw these Rules and Regulations without prior notice.

Useful Telephone Numbers:

Pembrey Country Park Visitor Centre	01554 742424
Evening Warden (Mobile) Up to 20.00hrs	07766 026830
Burry Port Police Station	01267 222020
NHS Direct Wales	0845 46 47
Glangwili General Hospital, Dolgwili Rd, Carmarthen SA31 2AF (24hr A&E)	
01267 235151	
