**Pembrey Country Park**

**Caravan & Campsite 2019**

**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 742435

Email: camppembrey@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

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**

The Council reserves the right to ban individuals from future use of the Park where the customer or any member of their party has breached the Terms. or put at risk 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.

**ENTERING THE PARK**

 Entry to the park will be granted to all vehicles. Drivers must proceed through the barrier and **NOT STOP** until their vehicle and caravan are completely clear of the barrier area.

**ENTERING THE CAMPSITE** Please approach the barrier slowly. The barrier operates on a number plate recognition. If you have not provided the correct registration number for your vehicle, you must wait at the barrier for a member of staff to assist. Access to the campsite will not be allowed after 8pm on your date of arrival and after 10pm during your stay.

**EXITING THE PARK**

When leaving the Park the barrier will automatically open as a vehicle approaches, providing you have provided the correct registration number for your vehicle

The barrier at the entrance to the Camp 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.

**VEHICLES**

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 on the campsite and 15 mph within the boundaries of the Park. The riding of motorbikes and quads off road are strictly prohibited within the boundaries of the Park. . 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.

**RESTRICTED ACTIVITIES**

* No ball games (football/cricket/baseball/hockey etc.) are permitted on the Site. The Country 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.

**Continued…….**

**RESTRICTED ACTIVITIES - continued**

* 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.
* 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 responsible for their own children at all time their children at all times Do **NOT** allow them to play in or around the amenity block, any Park property or any caravans, vehicles or pitches, nor the entrance barrier
* Scooters and bikes are not permitted in or around the amenity block
* 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 9:00pm and 8:00am.
* Bicycles are not permitted to be ridden around caravan and tent pitches

You must only ride along designated roads. We also recommend that appropriate safety gear be worn whilst cycling in the Park.

* Campers must ensure there are no obstructions on paths or roads
* The use of disposable BBQs are **NOT** permitted in the Site unless they are 300mm (1ft.) off the ground.
* The use/flying of drones, model aircraft and other similar equipment is not allowed within the campsite, nor the Park
* 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.
* The use of hosepipes is not permitted.
* The washing of cars and caravans is not permitted.

**PETS**

Dogs are welcome but the following conditions apply:

* Dogs must be kept on leads at all times within the campsite
* Do not leave your dog unattended for long periods of time.
* Dog owners must ensure their pet does not cause any annoyance to other site users..
* Fouling accidental or otherwise must be cleared up immediately and put into the general waste bins provided.
* 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

**SMOKING**

All buildings in the park are non-smoking amenities.

**ALCOHOL**

No alcohol should be consumed in public areas within the site, only within your pitch

**ILLEGAL SUBSTANCES / OFFENSIVE WEAPONS**

No illegal substances or offensive weapons may be brought onto the Park.. If any illegal substances are discovered or suspected; then it will be reported to the Police.

**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.

**GERERATORS**

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 below 60 decibels 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.

**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. Do not dispose of ash in the hedges or within the grounds of the campsite or Country Park.

**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.**

Covered fire pits, made for this purpose – with a mesh lid and off the ground are permitted once checked 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
* Listen to and follow all instructions from staff members

Site users should assemble at the nearest designated assembly point.

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

**USE OF SITE.**

Generic 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. Written permission may be granted to seasonal caravans further to an inspection of windbreakers. Poles must be of metal construction, and have a minimum 9inch spike, with bracing supports.

Only 1 tent permitted within the allocated tent area

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

2 additional annex, kitchen tent etc. will only be permitted with the written permission of the Campsite coordinator The campsite wardens will confirm if permission may be granted further to a site visit.

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.

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.

For drying clothes, 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

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.

Visitors are permitted up to a maximum of 6 persons per pitch at any one time. Visitors must pay to park in the field opposite the entrance to the campsite, within the country park.

One flag on one flag pole is permitted on all pitches, Restrictions will be in place on pitches R1 to R9, due to horse riding activities.

Lights on flag poles are permitted, but must be extinguished by 23:00hrs so as not to disturb other campers.

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

**PEST CONTROL**

If you are aware of any vermin or notice any wasp nests please let us know.

**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 and appropriate action taken.

**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.

If for any reason, the electricity supply to the hook up point fails due to the fault of the Council, we will wherever possible and have availability move you to an alternative pitch. 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.

**CLEANING OPERATIONS**

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**

**Place your rubbish in the bins provided and keep bin compound areas clean and tidy.**

**Disposal of bicycles furniture or electrical items is not permitted. Anyone found to be doing can be prosecuted and fined for fly tipping.**

**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 designated Elsan waste points

**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.

**GRASS CUTTING**

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.

**VISITORS**

Visitors to the Park will be charged for parking at the normal rate. No vehicles are permitted on to the Camp Site after 10:00pm. Please do not attempt access after this time, as it will be refused. Please park in the confines of the Park until after 8am the next morning.

**AWNINGS**

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

**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).

**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 742435

Evening Warden (Mobile) Up to 20.00hrs 07766 026830

On call warden – For emergencies only between Please see notice

20:00hrs and 8:00 hours board for duty ranger contact details

Burry Port Police Station 01267 222020

NHS Direct Wales 0845 46 47

Glangwili General Hospital, 01267235151

Dolgwili Rd, Carmarthen

SA31 2AF (24hr A&E)

 In case of an emergency, of Fire, or medical emergency call 999