



Caravan & Campsite

Booking Conditions

These booking conditions apply to Caravans and Campers unless otherwise stated.

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

“Site” means the caravan and camping site for Seasonal Caravans and ad-hoc 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.

The term “Agreement holder” means the person/s that has placed the booking.

These Booking Conditions apply to both Seasonal Caravans and ad-hoc bookings unless otherwise stated.

Contractual Agreement

By placing a booking, you will become responsible for making all payments due under the booking.

The person making the booking is responsible for the conduct of their party and their visitors will be bound by the Booking Conditions and Rules and Regulations.

The Pembrey Country Park campsite is open between 1st March and 31st October 2023.

Each pitch is allocated for the period booked only and there will be no right of tenure beyond this period.

Payment Terms

- Full Payment is due upon booking.



Agreement holders must not sell; assign or sub-let their caravan /motorhome/ tent. The site is for personal use only and anyone caught doing this will automatically forfeit their agreement with the site and be asked to remove their unit and the full fees will be owed.

All rates quoted include VAT at the rates prevailing at the time.

Campsite Fees do not include entrance to any ticketed events or additional attractions.

Cancellation/Refunds

To be considered for a refund the request to cancel must be emailed by the original booker to camp Pembrey@carmarthenshire.gov.uk. The request must be more than 72 hours that the time you are due to arrive (the time of arrival would be 1pm). A 10% admin fee will be deducted before a refund is issued , we aim to issue refunds within 7 days of the request.

Refunds can only be issued to the card they were paid with.

Customers are advised to have insurance cover in the event of cancellation.

There will be no refunds or reduction of fees in the event of facilities/attractions being unavailable during your stay.

Failure to arrive for any reason in accordance with these Booking Conditions will not entitle you to a refund.

Wet weather and other reasons for cancellation

No refunds will be given due to weather conditions resulting in being unable to use the campsite. Nor for other environmental factors out of our control.

Management reserve the right to cancel or restrict bookings at any time without notice. In this event, a pro rata refund would be issued for the dates involved, however no compensation shall be payable in any circumstance.



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 agreement holder 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 agreement holder.

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

Loss, Damage, and Injury

Your vehicles, 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. Agreement holders must ensure that their property is secure and fully insured for any unforeseen eventuality.



Caravan & Campsite

Rules and Regulations

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 agreement holder is responsible for ensuring compliance with the rules and regulations by all members of their party, including any visitors, pets, or children.

Please familiarise all your party with these site rules.

Non-Compliance with rules

Failure to comply with the rules and regulations 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.**

Carmarthenshire County Council reserves the right to refuse access to anyone who has breached the rules and regulations of the Site and/or the Park, contravened local byelaws, previously been asked to vacate the site, or previously been refused entry to the site.

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 rules and regulations 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.

Campsite Access

The post code for Pembrey Country Park is SA16 OEJ. The Visitor Centre is located on the right approximately 400m in from the main entrance barrier.

The campsite access road is on the right just after the Visitor Centre.

Pembrey Country Park Entry

The Country Park and campsite operate an automated vehicle recognition barrier system. Please provide the correct number plates when booking to ensure your vehicle is recognised. It is important that the correct details are given before arriving.

The entry barrier to Pembrey Country Park will open automatically.

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.

There is an intercom system which is operational 24 hours a day if you encounter any issues.

You must not tail gate a vehicle in front of yours, this could result in the barrier being damaged which you would be liable for.



Campsite Entry

On the day of arrival please arrive after 1pm.

A campsite warden will take you to your pitch.

There is a barrier at the entrance to the campsite and this is a vehicle registration number recognition system too. Please approach the barrier slowly.

If you have not provided the correct registration number for your vehicle, you will NOT be able to enter the campsite. You must wait at the barrier for a member of staff to assist or press the intercom button and wait for an answer.

Access to the campsite will not be allowed after 8pm on your date of arrival and we ask where possible to restrict vehicle movement after 10pm to keep noise levels at a minimum.

If your vehicle is registered, you will be able to access the park and campsite at all times.

Leaving the park

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

As the 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. Any problems please press the intercom. Any park tickets bought are non-refundable.

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

Your Pitch

Occupation of pitch

The occupation of the pitch must be in accordance with these rules and regulations

A member of campsite staff will take you to your pitch on arrival and give specific instructions on how to layout your unit / awning/ vehicle etc.



We reserve the right to request campers to relocate their tents or vehicles if it is felt that it may pose a health and safety hazard or impose on the privacy of other campers.

Occupiers must not encroach or obstruct the 3-metre safety zone at the back of each pitch.

Each pitch is 10m x 10m in size. Only one unit is allowed per pitch.

A unit is defined as a tent; trailer tent; folding camper; camper van; motor home or touring caravan.

Only one vehicle is allowed per pitch, and this must fit within the 10m x 10m space, you are able to bring a second vehicle into the campsite, but this must be parked in the campsite car parking areas.

There is a maximum of 6 persons allowed per unit/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.

Persons under 18 years of age are not able to apply for a seasonal pitch.

This is a touring caravan park we cannot accommodate those using caravans, tents, or motor homes for residential or employment purposes.

Awnings/Caravans/Trailer tents

We do allow one awning per pitch; this must be specified at the time of booking.

Only breathable groundsheets are permitted.

No electric fan heaters are permitted in awnings.

You must not charge electrical items within awning or tents when unoccupied.

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

Please ensure your insurance covers damage to additional equipment (like awnings) as well as your unit.



Gazebos/Tents/ Other

Only 1 tent permitted within the allocated pitch area.

Gazebos and tents must fit within the allocated pitch.

Generic Windbreakers are allowed provided they are kept well clear of neighbouring pitches, and they are removed when not in occupation.

Only breathable groundsheets are permitted.

No electric fan heaters are permitted in awnings or tents.

Lights on flag poles are permitted but must be turned off by 22:00hrs so as not to disturb other campers.

Vehicles

Two cars can be registered per seasonal pitch and the number plates must be registered when placing your booking.

One vehicle must fit within the 10m x 10m space, a second vehicle (if applicable) must be parked in the campsite car parking areas.

No persons shall be allowed to sleep in a vehicle which has not been designed for that purpose.

Number plates can only be amended if the car is changed, please do not amend for family or friends attending the site as this will be declined.

If you have a visitor attending with accessibility requirement, please liaise with the campsite wardens for access, they will still have to pay for parking as per the advertised rates.

Please observe a **5mph** speed limit within the campsite and a **15-mph** speed limit within the remainder of the park.

The riding of motorbikes, electric scooters, electric go carts 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.



Campers must ensure there are no obstructions on paths or roads with vehicles or any other by any other means.

Where units are very large then they need to ensure that the 3-metre safety zone at the back of the pitch is maintained at all times.

The Council reserves the right to stop cars and other vehicles from entering the campsite area when appropriate.

Maintenance of Pitches

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.

When arriving and leaving site it is important that you take care not to damage the ground.

Safety

Electrical Supply, Gas Supplies and Fire Safety

Caravan occupants must be protected, and personal safety is paramount. All occupants must keep and maintain fire extinguishers and smoke detectors at the caravan which must be regularly maintained.

Gas bottles must be secured

It is recommended that annual checks on gas flues and ventilation are made, and electrical systems are also checked regularly.

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.

It is the responsibility of the agreement holder 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 electric cable must be a minimum length of 15m to ensure you can reach your hook up point.



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

Electric Pitches can provide a maximum of 10amps – maximum of 2.2kw at any one time

Fully Serviced Pitches can provide a maximum of 16amps – maximum of 3.1kw at any one time

Please ask a campsite warden if you are unsure on what you can power from your hook up.

If for any reason, the electricity supply to the hook up point fails due to the fault of the Council we will aim to fix this within 24 hours, we will wherever possible and have availability, move you to an alternative pitch during this time.

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

For fully serviced pitches campers will need a pipe of approximately 20m long to reach the water point.

Fully serviced pitches can drain grey wastewater into the drains provided (wastewater from the shower; sinks and washing machine)

All toilet wastewaters must be emptied into the Elsan points located within the campsite.

Please respect our water meter please do not wash cars, motorhomes, and caravans.

Fires and BBQ's

No open campfires are permitted at any time on the park and the campsite.

Free standing BBQs are allowed provided they have a protective lid and a perimeter surround to prevent ash blowing and do not cause an annoyance to others.

Covered fire pits, made for this purpose – with a mesh lid and off the ground are permitted once checked by campsite wardens. They must have a perimeter surround to prevent ash blowing and



do not cause an annoyance to others. A form of extinguisher such as a water bucket, water bottle or fire extinguisher must be on hand whilst the fire is lit.

BBQ's and small fire pits are not allowed to be placed directly on the ground. The use of disposable BBQs is NOT permitted in the Site unless they are 300mm (1ft.) off the ground as they cause burn damage to grass and present a danger.

BBQ's and fire pits must be extinguished fully after use and the ash disposed in appropriate containers on Site, NOT IN HEDGES OR GRASSED AREAS. Please see site map which is included in the welcome pack for the location of the BBQ disposal bin.

Please note that due to weather conditions these rules may change and could be prohibited at the campsite warden's discretion at any time.

No BBQs are allowed on the beach

No Fireworks, Bonfires or Chinese lanterns are permitted within the campsite, the country park or on the beach.

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

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**.

Generators

Where petrol/diesel generators are used these must be of low decibel level below 68 decibels and suitable for use on camp/caravan sites and fuel must be stored in small quantities in small containers approved for the purpose.

All generators supplied or used by campers must comply with current legislation and regulations and all safety requirements.

Periodic use is limited to 1 hours continued use at any one time, with at least 2 hour gap between uses.

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.

Please follow Fire Procedures displayed around the campsite

If the campsite is evacuated, you must follow council staff instructions.

Reporting of accidents and 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.

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

Pets

Dogs are very welcome, but the following conditions apply: -

Dogs must be kept on leads at all times within the campsite, around the restaurant area and within the park area.

Dogs must not be left unattended for long periods of time.

Dogs must not be left unattended within vehicles.

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

Dogs are not allowed in the children play areas

Maximum number of 3 dogs allowed per pitch.

Dogs which may be classed dangerous breeds e.g.: pit bull terrier; japanese tosa; dogo argentino; fila braziliera are **not** permitted.

Waste

Litter and Recycling

There are two bin areas within the campsite for your waste, plus one in the car park are behind the Yr Orsaf restaurant.

We can recycle plastic; glass; cans; cardboard; paper and food waste.

Please ensure the plastic, glass and cans are washed before putting in the recycling box.

You will need to take them directly to the bin areas and sort into the correct bins.

There are also bins for general waste, but we ask that you try to keep this to a minimum.

We ask that all our visitors join us in the campaign for zero waste and working towards meeting our recycling targets.

Please ensure you empty your bins into the main bays regularly.

Scraps of food must not be left out for the birds as this will encourage vermin, please ensure that you do not put bags on the side they must go in the correct bins as signposted.

Fly Tipping



All large items that you wish to dispose of must be removed and disposed of offsite and not left within the bin bays.

Disposal of bicycles, furniture or electrical items is not permitted. Anyone found to be doing can be prosecuted and fined for fly tipping. Please take large items home with you to be disposed.

Chemical Waste

All chemical toilet waste must be emptied into the designated Elsan waste points, please do not put any form of wet wipe or sanitary products down these as it will cause blockages.

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 in the family area of the new amenity block.

Other Rules and Regulations

Noise and Anti-Social Behaviour

This is a family friendly campsite and we do not encourage large group bookings.

Our quiet time is between 10pm and 8am we ask that all music, tv and chatter must not be loud enough to disturb other campers.

No loud music is permitted at any time

Car idling is not permitted at any time

Please be mindful that other visitors are here to enjoy their stay, therefore no bad language from anyone. If complaints are made from other campers this will be investigated.



Recreational Activities

Several facilities within the park such as the beach; the play areas are free to use.

The following activities are subject to additional fees and are not include in your fees: crazy golf; frisbee golf; pitch and putt golf; ski centre activities; toboggan ride; bike hire.

These activities can be booked in advance of arriving via [Plan your visit - Pembrey Country Park and Beach](#)

Other activities available within the park such as horse riding; surf lessons; laser tag and the miniature railway; national closed road circuit; archery is run by private operators; links to their webpages for further information are also listed on the 'plan your visit' page

No Football/cricket/tennis etc. to be play on the campsite due to the damage this could cause to people's property, why not try badminton, or take the equipment out into the park to enjoy these games.

We love to see people cycling and we encourage everyone to use their bikes we just ask for people to use them safely and do not go in between other people's pitches.

The park has a pump track and the National Closed Road Cycling track and a wonderful coastal path.

E-scooters or electric go carts are not permitted within the park or campsite at any time.

The use/flying of drones, model aircraft and other similar equipment is not allowed within the campsite, nor the park.

No fishing; swimming; boating or paddling is allowed within the ponds on the parkland.

Children

Please note all children must be supervised at all times both in the campsite and the country park. Children (under 16) must **NOT** be left unattended in the park or Campsite.



Do not allow children to play around the water taps these are for drinking water and not for filling up of water balloons, please also respect our water meter. and do not wash caravans.

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.

Campsite Staff

Pembrey Team and Campsite wardens

Please respect all members of the team on campsite, office and within the park, we will not tolerate any abuse.

If you have a complaint, please in the first instance speak to a member of the campsite staff or staff within the visitor centre where we will aim to deal with your concerns straight away.

Alternatively, you can email camppembrey@carmarthenshire.gov.uk

Our staff reserve the right for their privacy and as such names must not be included in any social media post.

Campsite wardens can instruct campers to vacate their pitch immediately if any of the rules and regulations are breached or following a serious complaint.

Camp site wardens are available between 12noon and 8pm daily during the season.

Campsite staff are available, for emergencies only, during the hours of 8pm and 12noon. The visitor centre is open 10am until 4pm daily during the season.

Campsite Amenity Blocks

Amenity Blocks

There are two amenity blocks.



Within each amenity block there are sinks for washing up, toilets and showers. Outside each amenity blocks is a bin compound and an elsan point.

The second amenity block also has a family changing area; a baby changing unit and a disabled access toilet. There is a changing places facility available at the Ski Centre.

Shower facilities will be closed between midnight and 5am, toilet facilities will remain open during these times

Please leave the facilities as you would expect to find them.

Food waste bins are located at the sink areas for washing up, please put food waste into a compostable bag before putting it in the bin.

Please respect our facilities, children under 10 years must be supervised.

Please no drinking/eating/smoking or vaping within the facilities.

No bikes in the amenity blocks

Cleaning Operations

Normal cleaning times (subject to occupancy and operations) will be displayed on the wall and staff will sign as and when they are cleaned throughout each day.

When cleaning is in progress appropriate doors will be locked and signs erected.

Should toilet roll paper run out between cleans or if the amenity block is not of the standard you would normally expect, please contact a campsite warden.



Other

Visitors

Campsite visitors are permitted, they are however required to pay the country park daily admission rates whether they are using the other facilities within the park or not.

Visitors are not able to park within the campsite. There are several car parks located close by.

Smoking

Smoking is prohibited within all buildings in the park.

Illegal substances/Offensive weapons

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

Pest control

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

The campsite is based within a Country Park so there will be natural wildlife that you would normally expect within a woodland area.

Construction works

From time to time, it will be necessary to carry out works of construction, repair and maintenance on the park, the site or in the vicinity of the park, wherever possible management will endeavour to keep you informed.

Where such works are necessary this will not entitle anyone or any pitch holder to a refund in part or in whole.

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
On call warden – For emergencies only between 20:00hrs and 8:00 hours	07795 646322
Burry Port Police Station	01267 222020
Glangwili General Hospital, Dolgwili Rd, Carmarthen SA31 2AF (24hr A&E)	01267 235151
NHS Direct Wales	0845 46 47

Pembrey Country Park

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: camp Pembrey@carmarthenshire.gov.uk