



# Caravan & Campsite

## Booking Conditions

### ***Bookings Information: -***

#### **Pembrey Country Park**

Pembrey, Llanelli, Carmarthenshire SA16 0EJ.

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For the purpose of these Booking Conditions:

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

These booking conditions apply to both Seasonal Caravans and Overnight 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.

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

#### **Booking**

Advance booking is essential, particularly for weekends, bank holidays and during July and August.

At the time of booking, contact details and vehicle registration details are required and payment must be received **in full** using cash or credit or debit card.

Seasonal campers are required to provide proof of insurance before being sited on the campsite.

Customers should review their booking summary thoroughly as any errors must be corrected within 48 hours of receipt, or standard charges / policies will then apply.

Each pitch is allocated for the period booked only and there will be no right of tenure beyond this period. All customers will be bound by these Booking Conditions, Rules and Regulations and Park Regulations.

### **Park Entry**

The entry barrier to the 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.

### **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 will be unable to enter the campsite. 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.

### **Entering the park**

When leaving the park, the barrier will automatically open as a vehicle approach, 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, press intercom. Any park tickets bought are non refundable

The barrier at the entrance to the Site will be locked at 22.00hrs. All vehicles wishing entry after this time will be refused and 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.

### **Duration of stay for tents**

Tents are permitted to normally stay for a maximum of 14 nights, the Council reserves the right to relocate you if required every 7 nights to minimise ground damage.

### **Duration of stay for caravans/motorhomes**

Except for Seasonal Caravans, caravans are permitted to stay for a maximum of 27 nights.

### **Party size/Age restrictions (excluding rallies)**

A maximum block booking of 3 units is permitted with a maximum of 6 persons per unit. The Council may consider requests for larger size bookings where appropriate. Persons under 18 years of age are not accepted unless with a responsible adult over the age of 21 with a minimum ratio of 1 adult for every 3 persons under the age of 18 or qualified leaders of a recognised club or organisation who will be responsible for their conduct. At the time of booking, prices are calculated on the price per unit and occupancy level. If this number increases, please notify the Visitor Centre and pay any supplement due. This is a touring caravan park we cannot accommodate those using caravans, tents, or motor homes for residential or employment purposes.

### **Club rallies/Tour operators/Formally constituted groups**

At the discretion of management, advance bookings may be accepted. Groups are permitted subject to the criteria outlined in party size / age restrictions. Private family and friend block bookings are only taken at the discretion of park management.

## **Cancellation/Refunds**

A minimum of 72 hours written notice (letter or email), in advance of arrival date will be required from anyone wishing to cancel their booking. This allows all campers to review 72-hour weather forecasts which may affect their stay. If more than 72 hours' notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given minus a 10% administration charge.

Cancellations within 72 hours of the customer's arrival (1pm) date will **not be transferable** or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation e.g., a medical note must be forwarded in order to process this refund, minus a 10% administration charge).

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

There will be no refunds or reduction of fees in the event that facilities/attractions are unavailable during your stay. The owner reserves the right to amend, alter, cancel and withdraw facilities/attractions without notice.

For the purpose of the paragraphs dealing with cancellation, 72 hours shall be calculated up to 1pm on the day of arrival. Cancellations within 72 hours of the customers' arrival date will mean that the whole booking is forfeited, and **no part refunds will be made.**

## **No shows/Non-arrivals**

Failure to arrive on the scheduled arrival date for any reason without written cancellation in accordance with these Booking Conditions will not entitle you to a refund.

## **Extended stays**

Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay please ask at the Visitor Centre as soon as possible.

## **Waiting list**

For fully booked dates, customers can be added to a waiting list and any vacancies will be notified by telephone, in waiting list order where possible. Only one attempt to telephone will take place before moving to the next customer on the waiting list with sites allocated to the first paying respondent.

## **Site allocation**

Individuals will be sited on arrival and must stay within the site allocated in accordance with the plan/diagram provided. 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. Only one car will be allowed per pitch.

Where units are very large then they need to ensure that the 3-metre safety zone is maintained at all times. It may be necessary to book two pitches, please ask when booking.

## **Arrival/Late arrival**

Your arrival is welcome from 1.00pm onwards. On arrival, please check in at the check-in booth at entrance to campsite. Only persons and pets declared will be accommodated. We will not have space if you arrive early.

Arrivals after 8pm will not be accepted unless pre-arranged and agreed by camp management.

### **Awnings/Caravans/Trailer tents**

We do allow awnings, and if required this must be specified at the time of booking. Unfortunately, we cannot guarantee campers an awning suitable site, particularly at peak occupancy. Only breathable groundsheets are permitted and must not have rugs/mats placed on top of them. No electric fan heaters are permitted in awnings. For occupations of more than 7 days, awning groundsheets must be removed for a period sufficient to allow the grass to recover.

### **Fires/BBQ's**

No open campfires 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, NOT IN HEDGES OR GRASSED AREAS. No Fireworks or Bonfires permitted

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 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.

### **Gazebos/Awnings/Tents**

Gazebos, awnings and tents must be kept within the allocated pitch. Only breathable groundsheets are permitted. Rugs / mats or similar items must not be placed on top of breathable groundsheets. Electric fan heaters are not permitted in awnings.

### **Pets**

Well-behaved dogs on leads are permitted, dogs which may be classed dangerous breeds e.g., Pit Bull Terrier; Japanese Tosa; Dogo Argentino; Fila Brasileira are not permitted. A maximum of 3 dogs are permitted per booking and all dog owners must adhere to Site and Park Rules and Regulations.

**Cats are not permitted on the campsite.**

### **Vehicles**

One car is permitted per pitch and must be registered with Visitor Centre staff. All additional vehicles must also register with the Visitor Centre and pay the published additional vehicle charge per night and park in the designated parking area. The Council reserves the right to stop cars and other vehicles from entering the tent area when appropriate. The Council reserves the right to refuse entry or instruct the vehicle owners to remove their vehicle from the park and the Site. Motorhomes are allowed an additional vehicle without an additional charge

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

### **Departure**

All sites must be vacated by 12 noon on the day of departure. If you wish to depart later than this time please contact Visitor Centre staff to check whether a later departure can be arranged. **No refunds will be given for departing early.**

### **Wet weather and other reasons for cancellation**

No refunds will be given due to wet weather conditions resulting in early departures. 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 refund will be issued in full, or another date may be booked, subject to availability, however no compensation shall be payable in any circumstance.

### **Prices & payment**

All published prices include VAT and are subject to change without prior notification. Payment shall be made on demand or in accordance with any written agreement made with the Council. No person shall be entitled to remain on their pitch unless full payment has been made.

### **Rules and regulations**

A copy of the Park's Rules and Regulations are available at the time of booking or at the Visitors Centre during your stay (if not previously received). 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.

Customers on site must comply with the Park's Rules and Regulations.

Failure to do so may result in a verbal warning from Council staff, normal written notice to leave the site within 2 hours without refund, refusal of future bookings and/or a formal report made to the Police Service.

Action taken will reflect the nature and severity of an incident and may not be carried out in the order above. 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 bye-laws, previously been asked to vacate the site or previously been refused entry to the site. Customers must ensure their property is secure and fully insured for any unforeseen eventuality.

### **Occupation or pitch**

The occupation of the pitch must be in accordance with instructions for that pitch and occupiers must not encroach or obstruct the 3-metre safety zone around each pitch with vehicles and tents etc.

When the occupier is not on site, only the gas bottles that fit within the unit gas locker will be permitted. 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. It is recommended that annual checks on gas flues and ventilation are made, and electrical systems are also checked regularly.

### **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.

### **Pick your Pitch**

There is an option to pick your pitch, there is a maximum of 3 pitches that will be allowed to use this option. Sometimes there are circumstances beyond our control that means your pick your pitch may not be available; in this instance we will always try to meet your preference. If you do not choose this option, your pitch will be allocated on the day of arrival

**The Carmarthenshire County Council reserves the right to amend, alter, add or withdraw these Booking Conditions without prior notice.**

