



# Caravan & Campsite

## Rules & 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.

**Check in Time:** From 1.00pm onwards

**Departure Time:** Before 12 noon

### 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.

## 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 if the campsite does not have space this could be within the Country Park. 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.

## Rules of our campsite

- 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 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, we also have both a pump track and the National Closed Road Cycling track and a wonderful coastal path.
- No advertising or trading is to be carried on without the express written permission of the Council. This includes all vehicles
- 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.
- All of our visitors must join us in the campaign for zero waste and working towards meeting our recycling targets. Buckets have been provided for each pitch to collect recycled waste (No food waste), please ensure these buckets are empties in the main bays regularly. Please do not remove these buckets from site and ensure they are left clean on departure.
- All large items that you wish to dispose of must be removed and disposed of off site and not left within the bin bays
- E-scooters are not permitted within the park or campsite at any time
- Campers must ensure there are no obstructions on paths or roads with vehicles or any other by any other means
- 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.
- 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.
- Please be mindful that other visitors are here to enjoy their stay, therefore bad language from anyone, if complaints are made from other campers will be investigated

## Amenity Blocks

- 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

## **Pets**

Dogs are welcome but the following conditions apply:

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

## **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.

## **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.

## **Generators**

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/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. Do not dispose of ash in the hedges or within the grounds of the campsite or Country Park. Please dispose in the middle bin bay next to large amenity block in the relevant BBQ disposal unit.

## **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 in the park and beach.

### **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 obey council staff

### **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 pitch area

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

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.

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.

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

### **Pest control**

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

### **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.

### **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 campsite staff

## **Fly Tipping**

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

## **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, please ensure that you do not put bags on the side they must go in the correct bins as signposted

## **Chemical Waste**

All chemical toilet waste must be flushed down the designated Elsan waste points please do not put any form of wet wipe 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.

## **Awnings**

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

## **Pembrey Team**

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 follow our complaint policy.

## **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, 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
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)	01267235151
NHS Direct Wales	0845 46 47

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

**Pembrey Country Park**

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