

LAKESIDE CARAVAN & CAMPING PARK RULES AND REGULATIONS

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, children and pets. Please familiarise all of your party with these site rules.

When agreeing to the terms and conditions you agree to abide by these rules. Failure to do so may result in a verbal warning; notice to leave the site within 2 hours without refund; refusal of future bookings and a formal report to the police.

BEHAVIOUR

Please show consideration to your neighbours, there is a **no noise policy after 11.00pm**. Please remember that sound carries at night and awnings are no barrier to the noise.

Excessive noise, bad language, unruly or intimidating behaviour will not be tolerated. Whilst alcohol is permitted, it may only be consumed on your pitch.

Please do not walk around with open cans, bottles and glasses etc.

Anyone acting in an unruly or aggressive manner will be asked to leave the park.

PETS

A maximum of 2 well-behaved pets (no banned dog breeds) per booking are allowed on the campsite. They must be kept on a lead at all times and owners are responsible for clearing up any mess. There is an open area for dog walking adjacent to the campsite.

Dogs are not allowed in the static hire caravans.

ACTIVITIES

No ball games (football, cricket, rugby etc) are permitted on the site as they can disturb the peace of others and can cause damage to property. Please use the mown grass areas on the common for these activities.

Bicycles must be ridden with due care and attention. Children who are not road competent cyclists must be accompanied by a responsible adult.

Children are prohibited from riding motorised scooters and vehicles on site.

The speed limit on site is 5mph.

No water balloons are to be used on site.

BBQs AND FIRES

BBQs must be free standing and raised off the grass. We do not allow open fires.

Anyone found undertaking activities that damage ground conditions or the park environment will be dealt with as per our rules.

CHILDREN

The play equipment is designed for children from 4 to 11 years of age. Children must be accompanied by a responsible adult when using this equipment. The play area must not be used after sunset and before 9.00am in the morning.

Children under 16 years of age must be accompanied by a responsible adult whilst in the bar and surrounding area.

The amenity blocks on site are not a play area for children and should be accompanied by a parent/guardian whilst using these facilities.

NOISE

TV's, radios and stereos should be used considerately during the day and should not be audible outside your caravan, motor home or tent after 9.00pm.

SMOKING

The static caravans are all non smoking as are all buildings in the park. Cigarette ends should be extinguished and disposed of appropriately - Do not leave them on the ground.

LAKESIDE CARAVAN & CAMPING PARK TERMS AND CONDITIONS

Advance booking is essential particularly for weekends, bank holidays and during the school holidays. When making a reservation your contact details are required and a deposit is payable. The balance for camping and touring pitches is due 1 week prior to your arrival and 4 weeks prior to your arrival for static caravan hire.

Please review your booking summary thoroughly to ensure all details are correct. Any errors must be corrected within 48 hours of receipt or standard charges/policies will apply.

PARTY SIZE/ AGE RESTRICTIONS ETC

Lakeside Caravan Park is a family orientated site.

We do not accept single sex groups nor do we accept groups under the age of 25 without prior agreement.

A maximum block booking of 2 units is permitted online. Each unit to have a maximum of 6 persons (including children) with no more than 4 adults per unit.

Larger groups must contact us on 01874 658226 if they wish to make a reservation.

If you wish to make a block booking which is a mixture of tents and touring caravans and would like to pitch together, please telephone us on 01874 658226.

ARRIVALS/ LATE ARRIVALS

Tents, touring caravans and motor home arrivals are from midday and check out by 11.00am.

Static caravan hire arrivals from 2.00pm and check out 10.00am.

On your arrival, please check in at Lakeside Caravan Park Reception where you will be asked to confirm your occupancy details and we will give you directions to your allocated pitch.

Please let us know your arrival time when booking.

If you intend arriving after 5.00pm, we will need to discuss arrangements for your late arrival including key collection for static caravan hire.

We do not accept arrivals after 9.00pm on our camping and touring pitches so as to avoid disruption to other campers.

SITE RULES

When agreeing to the terms and conditions you agree to abide by the rules. Failure to do so may result in a verbal warning; notice to leave the site within 2 hours without refund; refusal of future bookings and a formal report to the police.

STATIC CARAVAN HIRE

Please leave the caravans in a clean/tidy manner when you depart. You will be responsible for any damages and extra charges will be incurred if the caravan is excessively untidy/stained/misused.

PITCH ALLOCATION

All tents, touring caravans and motor homes are allocated a specific pitch. You **MUST** check in at reception before siting your unit. We reserve the right to request campers to relocate their tents or vehicles if we think they pose a health and safety hazard or impose on the privacy of other campers.

Tents, touring caravans & motor homes MUST leave a 3m gap between themselves and the neighbouring unit.

PETS

A maximum of 2 well behaved pets per booking are allowed on the camping/touring park. They must be kept on leads at all times on site and owners are responsible for cleaning up any mess. There is an open area for dog walking adjacent to the campsite.

Dogs are not allowed in the static hire caravans.

SHOWERS

On the camping/touring park showers are free of charge.

VEHICLES

There is room to park one car on all the pitches. If you have further cars and boats, please telephone us on 01874 658226 to ensure your allocated pitch will accommodate your requirements

IRES/BBQS

No open camp fires are permitted. Free standing BBQs which are raised off the ground are allowed. Anyone found undertaking activities that damage ground conditions or the park environment will be dealt with as per details outlined in the SITE RULES.

LATE DEPARTURES

Camping/touring pitches must be vacated by 11.00am on your day of departure. Static caravans must be vacated by 10.00am. If you wish to depart later than this, please contact reception to check whether a late departure can be arranged. Charges may apply.

NO SHOWS

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund. If no notification is given and the pitch is not occupied by midday on the day following the day of expected arrival, we reserve the right to re-let with payment forfeited.

WET WEATHER CONDITIONS

No refunds will be given due to wet weather conditions resulting in early departures or late notice cancellations. Management reserve the right to cancel or restrict tent, caravans or motor home bookings at any time. If management undertake to do this, then a refund will be issued in full or another date may be booked subject to availability.

CANCELLATION ARRANGEMENT - TENTS, TOURING CARAVANS

We understand that sometimes you may want to cancel or amend your booking.

Your deposit is non refundable

Cancellation 8+ nights before arrival date: We will return your pitch fees but will retain your deposit.

Cancellation 4-7 nights before arrival date: Your deposit is non refundable however we will return 50% of your total pitch fees if this is greater than your deposit, or the booking may be re-arranged to another date within the season subject to availability.

Cancellation 0-3 nights before arrival: As this is late notice we cannot offer refunds, please call the office if you would like to discuss.

It is recommended that you take out cancellation insurance to the value of your holiday.

CANCELLATION ARRANGEMENT - STATIC CARAVAN HIRE

You may cancel this booking at any time but we shall only be liable to refund you the following of the total holiday price, including extras.

Number of weeks before arrival date that notification is received	Refund as % of total cost
More than 4 weeks	No refund of deposit (£100.00) – but you may transfer deposit to another date within the season
More than 1 week but not more than 4 weeks	20.00%
1 week or less	0.00%

If you have given more than 1 weeks notice and we are able to re-let your caravan, we will offer a refund minus a 10% administration charge of the total holiday cost.

It is recommended that you take out cancellation insurance to the value of your holiday

CONTACT DETAILS

By booking you give permission for your contact details to be retained on our booking system.

Although we will do our utmost to provide the holiday arrangements that have been confirmed, we must reserve the right to increase prices or alter holiday arrangements in the event of conditions arising outside of our direct control.

AFTER - SALES, OUR COMPLAINTS POLICY AND GUARANTEE

If you are not happy about the service you receive from us, please contact Mrs N Davies and we will try to resolve your concern. Your statutory rights are not affected.

PRIVACY NOTICE

Your booking information will not be shared with any third parties for marketing and will only be used for our business analysis. Our full Privacy Notice can be found on www.llangorselake.co.uk