

## **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 speakers 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 3.00pm and check out 10.00am.

On your arrival, please check in at Lakeside Caravan Park Reception or online 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 or online 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

#### **FIRES/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.

#### **ADVERSE WEATHER CONDITIONS**

No refunds will be given due to adverse 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.

## **POSTPONEMENT AND CANCELLATION DUE TO GOVERNMENT RESTRICTION**

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.

Either of us has the right to cancel your holiday, or any unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Direct Costs"). If your holiday has started, then we will refund in full any days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.

Either of us also has the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

## **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](http://www.llangorselake.co.uk)