



Advance booking is strongly recommended 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.

Bookings can be made online at: [www.llangorselake.co.uk](http://www.llangorselake.co.uk).

## **TERMS AND CONDITIONS**

### **GENERAL**

- A contract exists when we have issued our confirmation to you.
- You must be 18+ years of age to make a booking and there must be at least one person aged 18+ per pitch booked.
- We reserve the right to refuse any booking.
- You must tell us your full requirements, for example if you are bringing any vehicles, tents or other structures. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge.
- Please check our confirmation carefully to see that it reflects your wishes. Please let us know of any difference within seven days, unless your holiday is to start within 14 days in which case you should inform us within 24 hours.
- 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.

### **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/or a formal report to the police

### **PARTY SIZE**

- Lakeside Caravan Park is a family orientated site - we do not accept hen/stag groups or groups of this nature.
- 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.

### **VISOR**

- We do not accept bookings from or allow anyone to stay on a holiday park who is or has been listed on the Violent and Sex Offenders Register (or any register which

supersedes this), or anyone who is subject to a Sexual Risk Order, Child Abduction Notice or any similar order, court proceedings or register.

- By making a booking, you are confirming that no one in your party is or has been on any such register, subject to any such order or otherwise the subject of any such court proceedings.
- If we do cancel your booking under this clause, you will be subject to the cancellation terms set out in this document.

#### 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 by 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.

#### 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.
- The static caravan must only sleep a maximum of 6 in a Type A and maximum of 4 in a Type B caravan.

#### 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.
- We will try to allocate you the location of your choice on the park, but bookings are not conditional on this.
- Tents, touring caravans & motor homes MUST leave a 3m gap between themselves and the neighbouring unit.

#### 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

#### 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 reserves 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 balance (total pitch fees less 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 week's 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.

#### 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 endeavour 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 commitment 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.

#### CONTACT DETAILS

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

#### AFTER-SALES, OUR COMPLAINTS POLICY AND GUARANTEE

If you are not happy about the service you receive from us, please contact Mrs N Davies (01874 658226) 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).



## **SITE RULES**

### **INTRODUCTION**

These Park Rules are in place for the good management of Lakeside Caravan Park and the benefit of all who use it. These rules form part of the contract between us for your holiday. They should be read alongside your booking Terms and Conditions.

The Park Rules do not affect anything to which you are entitled under the booking Terms and Conditions.

The expression 'you'/'your' refers to all members of your party.

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.

### **SAFETY**

- You must use the park safely and should not cause danger to others.
- You must obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.

### **SECURITY**

- You are solely responsible for securing your caravan, tent or other accommodation.

### **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. All music devices should be played at a reasonable level so as not to impact your neighbours and must be turned off completely by 9.00 pm
- 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.

## WASTE/RECYCLING

As of April 2024 the Welsh Government introduced new legislation stating that all waste that is produced on the caravan & camping park that can be recycled, MUST be recycled and is to be separated as shown below:-

- Food
- Paper and card
- Glass
- Metal, plastic and cartons
- Textiles: please recycle these at home
- Small waste electrical and electronic equipment: please recycle these at home

There is also a ban on:

- Sending food waste to sewer (any amount)
- Separately collected waste going to incineration and landfill – it must be recycled as above
- All wood waste going to landfill

## FIRES/BBQS

- No open campfires or fire pits 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.
- You must ensure that all occupants of your caravan, tent or other accommodation are familiar with the location of the fire points.

## PETS

- A maximum of 2 well behaved pets (no banned dog breeds) per pitch booked are allowed on the camping/touring park.
- Dogs 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.
- Pets 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.

## 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 children should be accompanied by a parent/guardian whilst using these facilities.

#### NOISE

- TVs, 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. If you are found to be smoking in our holiday accommodation you may be charged a cleaning fee.

#### ACCOMMODATION

- We reserve the right to enter our static hire caravans at any time for any reasonable purpose, for example to undertake checks, maintenance work or housekeeping. Your occupation is not exclusive.
- You are responsible for the contents of the accommodation whilst it is let to you. If you leave the accommodation in a mess or untidy state, you will be charged for the extra cleaning at an hourly rate of £20 per hour. All damages or losses are chargeable and should be reported to the Park Reception before your departure or you will be sent an invoice. Only one key is supplied per holiday accommodation and there is a £30 charge for lost keys.
- We reserve the right to make a reasonable charge to you for any damages, missing items or extra cleaning, including damage to other guests' property.
- You are requested to bring your own waterproof mattress protectors if required as you will be liable for the replacement of any mattress which is soiled by you or your party.
- Hire caravans are for the guests listed on the booking form. They are not suitable for social gatherings in excess of the number of people listed on the booking form.

#### LOST PROPERTY

- For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after one month.