

General:

- The park only accepts holidaymakers and is not to be used as a base to carry out a trade/business of any form.
- The Management has the right to decline acceptance of any overnight application for any reason. In particular, if any application contains misrepresentations the Management may decline acceptance.
- No person under the age of 18 is permitted to stay at the park unless they are accompanied by a parent or a legal guardian.
- Only one caravan/tent to be placed on a pitch at any one time.
- Pitches offered are for one tent, Motor home, caravan or camper van only, plus one vehicle, A second car costs €6 per night and must be parked where instructed by staff.
- We are unable to accommodate Commercial Vehicles, or units other than specific tourist units.
- We cater for families and couples and small groups not exceeding 4 people. We reserve the right to refuse any booking.
- All group bookings must be pre-booked and agreed by management.
- We reserve the right to refuse or terminate a booking where we feel that the comfort of our guests may be put at risk.
- A maximum 14 nights stay operates at the discretion of the management.

Arrival and Check-in procedure:

- All guests must check in at reception on arrival.
- Pitches are available from 1pm on the day your holiday commences.
- Check in is from 1pm to 9pm. We do not accept late arrivals.
- Please note that you will need to produce photographic ID upon check in.
- If you book online and pay a deposit, please note that this is non-refundable under any circumstances. If you give 72 hours' notice that you cannot fulfil your booking, we will transfer the deposit to another date. If you give less than 72 hours, your deposit will cover the cost of the first night, which means it is non-transferable to another date. 72 hours is calculated from midday on the day of your arrival.
- All customers must pay in full before arrival.

- All Pitches Must be Vacated by 12pm (noon) on the day of your departure otherwise an additional night's fee will be charged.
- Additional Nights Fee Must be paid for by 12pm (noon).
- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.
- A pre booked site may not be available until 1pm.
- You must inform us of any changes and extras prior to your arrival.
- We will confirm your booking indicating that a pitch has been reserved for you on the dates required. The pitch offered will be based upon the information supplied by you.
- You must pitch as directed by ground staff, not encroach in any other pitches. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others you will be asked to move.

Behaviour:

- Please respect the privacy of other guests and keep noise to a minimum between the hours of 10.00pm and 9.00am with absolute quiet between midnight and 8.00am.
- Musical instruments/audio players/radios must not be played after 10.00pm.
- No trespassing on adjoining properties or causing nuisance to other landowners.
- Open fires and ground level barbecues are not permitted.
- Barbecues must finish by 10:30pm.
- We reserve the right to require guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other management or visitors, to leave the park immediately. In these circumstances your stay at the park ceases and we shall not be liable for any extra costs incurred by you.

Vehicles:

- Speed must be kept to 10 km per hour and pedestrians and cyclists must be given priority.
- You are not permitted to give anyone else driving lessons at the park and/or practice your driving at the park.
- Quad bikes, trials bikes and Scooters are not permitted on the park.

- Park Gate Closes at 12:15 Midnight and opens at 7am. (If you wish to leave earlier please advise receptionist before 9pm the evening before).
- Late Night Car Park

Recreation:

- No games may be played in the vicinity of caravan/motorhome/tent pitches and ball games and other games are permitted only in the areas set aside for recreation.
- Use of bicycles, skate boards, Wheelies, roller-skating or rollerblading is not permitted.
- No kite flying or drones in the Park

Children (under 14):

- Children are the responsibility of their parents or guardians at all times.
- Children are to be supervised at all times so that they do not create a nuisance or danger to themselves or others.
- Children must be accompanied to toilets by adults.
- Children's playtime and other activities end when darkness falls [July and August 9pm].

Pets:

- Dogs may be permitted and individual consent must be sought before any dog is brought to the park. The permission for a dog may be withdrawn if management considers the animal is a nuisance.
- Dogs must be kept on a short lead at all times on the park and you must clean up if the animal defecates on the park.
- Any dog of a breed listed in the Control of Dogs Regulations 1998 shall not be permitted on the campsite, namely the
 - American Pit Bull Terrier; English Bull Terrier; Staffordshire
 - Bull Terrier; Bull Mastiff; Doberman Pinscher; German
 - Shepherd (Alsatian); Rhodesian Ridgeback; Rottweiler;
 - Japanese Akita; Japanese Tosa and to every dog of the type commonly known as a Ban Dog (or Bandog).

Visitors:

- No Visitors allowed on site. Please make arrangements to meet off-site.

Refuse:

- To help the environment please recycle all glass, cardboard and household refuse in the appropriately marked bins.
- The dropping of litter anywhere in the Park is forbidden. This especially includes cigarette butts

Washing:

- No washing or clothes to be hung on fences or hedges. Rotary lines are only permitted subject to permission of the management.

Fire Precautions:

- Fire extinguishers may not be used for any improper purpose.

Complaints Procedure:

- Should you be dissatisfied with any aspect of your stay you should contact the Management who in most cases will be able to help you immediately. In the unlikely event of the Management not being able to rectify the problem or if you remain dissatisfied, please leave your complaint in writing at the Reception where any outstanding issues you may have will be resolved.

Data Protection

- All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.