



NANT NEWYDD CARAVAN PARK

Booking Terms and Conditions

Nant Newydd Caravan Park is a family park that welcomes caravans, motorhomes, campervans and tents. We hope all our guests have an enjoyable stay and we, therefore ask you to read the following terms and conditions carefully before booking to ensure we can meet all your needs and expectations.

Bookings

Our preferred booking method is via our online booking portal on our website but we will accept bookings by phone.

Nant Newydd and its facilities are intended for couples and family holidays. We are therefore sorry that we cannot accept any single or mixed-sex groups. We do not accept large group bookings (maximum 3 pitches) and this applies irrespective of your location on the Park.

We reserve the right to refuse any booking and our decision is final.

The pitch fees and all extras must be paid for in full before arrival.

The person making the booking must be staying as a member of the pitch and must be over 18 years old at the time the booking is made.

The person making the booking is responsible for all members of the booking party and for ensuring that the information provided is correct and complete. We reserve the right to cancel or terminate the booking if guests have failed to disclose all material facts as required on the booking form.

Bookings are not transferrable to any third parties in any circumstances.

We welcome arrivals on any day of the week but a minimum stay of 3 and 4 nights applies during the high season. There is a minimum stay of 2 nights at all other times.

Tent Size

The maximum tent size is 6m x 4m including any porch/add on sections. Tents larger than this will not be allowed to stay and no refund will be given. Please check your tent size before booking.

Contract

Your booking is a contract with Nant Newydd Caravan Park and this contract exists as soon as we have issued the booking confirmation. It is your responsibility to check this carefully and inform us immediately of any discrepancy.

This contract is not transferable to any other party.

The terms of this contract do not affect your statutory rights.

Holiday Cost & Payment

The holiday cost includes VAT at the applicable rate.

Once you have paid your deposit the holiday cost will not change (unless the rate of VAT increases).



We require a 40% deposit on booking (minimum £40). This deposit is not refundable in any circumstance and it will become a cancellation charge in the event of a cancellation or no show.

The balance is due 4 weeks before arrival and can be paid via the online portal or by calling the reception. If your balance is not paid in full at least 28 days before your arrival date we are entitled to cancel your holiday and retain your deposit as a cancellation charge.

Please note we can only accept a card payment in the name of the person making the booking.

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Please bring your booking receipt when checking in at reception.

Booking Amendments

Where possible we will try and accommodate an amendment to your booking but this can only be made via email. Any amendments will be subject to a £10 administration fee.

Any amendment which results in your holiday being shortened will be treated as a cancellation and the standard cancellation terms and conditions will apply to the cancelled nights. No credit will be given for any cancelled nights.

There is no guarantee that we can extend the stay beyond the original booking dates.

Booking amendments may only be made up to 28 days before your arrival.

Unfortunately, no refunds will be given under any circumstances if you choose to depart before the end of your booked stay. We strongly recommend that you insure against any financial loss you might incur in these circumstances.

Despite our best efforts, it is always possible that a holiday may be incorrectly priced. In such an event, we may contact you and give you the option to either:

- Pay the correct price to retain your booking
- Cancel your booking and receive a full refund

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, pandemics, bad weather and acts of government.

Pitch Allocation

Requests for specific pitches must be made at the time of booking and are subject to availability. We will do our best to honour pitch requests however as unforeseen circumstances can arise from time to time acceptance of a booking is not conditional on the allocation of a particular pitch as this cannot be guaranteed.

Requests for multiple pitches must be made at the time of booking and we will do our best to accommodate this request. We understand that some couples and families like to come camping together and we do not want to cause our guests disappointment or distress, however, we can't guarantee multiple pitch bookings. We do not accept large group bookings (maximum 3 pitches).

It is your responsibility to ensure that you have stipulated the correct type and size of the unit (e.g. caravan, motorhome, campervan, tent). Only one unit is permitted per pitch. If you



subsequently amend the unit type we can't guarantee to provide you with an appropriately sized pitch. Pup & toilet tents are not permitted.

Gazebos are permitted but these must not exceed 3m x 3m and if they are causing an obstruction/hazard or you are encroaching on your neighbour's pitch then you will be required to move or remove the gazebo.

All 'extras' (e.g. gazebo, awning, wifi, boat storage etc) must be agreed upon by us and paid for.

The use of generators is strictly prohibited.

A maximum of 1 car per pitch is permitted. If you have additional vehicles these must be booked in at reception and there will be a fee. At busy times you may be required to park your additional car in the designated parking area by the reception.

Commercial vehicles are not allowed in the Park.

Park Access

Please ensure that your vehicle/(s) registration number/(s) are registered with the reception before your arrival at the Park to enable you to access the Park.

Arrival & Departure

Guests are welcome to arrive between 1 pm and 6 pm on the day of arrival. If you require a late arrival time this must be pre-arranged with the Park.

Pitches must be vacated no later than 11 am on the day of departure. Late departures will result in an additional charge of a minimum of £10/hour.

If we have not heard from you within 24 hours of your expected arrival date, we reserve the right to re-let your pitch.

There will be no refunds of any unused rights if you leave the park before your booked departure date.

Please ensure that you have adequate holiday insurance to cover in the event of cancellation or early departure due to ill health or inclement weather conditions.

Holiday Behaviour & Standards

By making a booking with us you have entered into a contract in which you undertake, on behalf of yourself, the people in your party (including children), and any visitors to adopt the following standards of behaviour:

- Not to create any undue noise or disturbance to fellow guests at any time and radio and TVs must always be kept on a low volume. We operate a zero-tolerance for individuals whose behaviour or noise causes disturbance to other guests. The park management reserve the right to refuse admission and ask guests to leave where necessary. Refunds will not be given in such circumstances.
- We do not expect to hear any noise outside of the boundary of your pitch after 10 pm.
- All guests must be quiet between 10 pm and 8 am and silent from midnight.
- To act in a courteous and considerate manner towards us, our staff and guests.
- To supervise children properly so that they are not a nuisance or a danger to themselves or others (all children and teenagers must return to their pitches no later than 10 pm).



You further agree that you will not:

- Commit any criminal offence at the Park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the Park
- Use any unlawful drugs
- Carry on any trade or business while on the Park

You agree that you are also in acceptance of the park rules and that all members of your booking party will abide by the park rules.

Where you, a member of your party, or one of your visitors, are in breach of any of the behaviour standards or park rules, we may ask you to leave the park.

In these circumstances, the holiday ceases and we shall not be liable for any extra costs incurred by you. You will not be eligible for any refund of monies paid.

Children

Children remain the responsibility of their parents or guardians at all times. You must always know where your children are, and that you provide adequate supervision for them at all times. Children under the age of 15 years wishing to use the swimming pool must be supervised all by a competent swimming adult over the age of 18 years old. This applies irrespective of the child's swimming ability.

Health & Safety

The safety and wellbeing of our guests is our priority. You should use the Park safely and should not cause danger to others. You should obey all health and safety notices displayed in the Park and act on the reasonable instructions of Park staff in matters of health and safety.

The Park does not accept responsibility for any injuries sustained by anyone as a consequence of inappropriate behaviour or loss or damage to any person or property beyond our control.

Driving

We permit cars in the Park to access your accommodation (e.g. caravan/tent). Unless you are disabled you must not drive around the park to visit the park facilities (e.g. swimming pools) or visit other guests in the Park.

Please note the following:

- There is a 10mph speed limit throughout the park and this must be observed at all times on the Park. This applies to anyone driving in the Park and to cyclists.
- All vehicles must conform with the Road Traffic Act and have current tax, MOT and insurance.
- You must not exceed the legal limit for driving under the influence of alcohol.
- Home deliveries must be met at reception and are only permitted between 9 am and 6 pm.
- Segways, e-scooters etc are not permitted on the Park unless full authorisation is given by the Park owners.

Fire Precautions

You must ensure that you and all members of your party are familiar with the location of Fire Points and the contents of the Fire Notices displayed at each point.

Open fires and fire pits are strictly prohibited. The lighting of fires, wood burners and Chinese lanterns are strictly prohibited. Anyone found in breach of these rules may be asked to leave the park immediately. No refund will be given.



You must not leave any electrical appliance (e.g. electric heaters) on when the unit is not occupied.

Please ensure that any disposable barbeque trays are cold and douse with water before disposing of these in the bins.

Dogs

We understand that our four-legged friends are part of the family and well-behaved dogs are welcome. You must, however :

- Keep your dog on a short lead at all times (maximum of 2m length)
- Clean up any fouling immediately and dispose of this in the bins provided
- Dogs must never be left unattended
- Dogs are not allowed in the swimming pool area, tennis courts, sports cage or any building on the Park

We reserve the right to refuse any dog and/or require that the owner removes their dog from the Park if it is a nuisance or danger to other guests, or in our opinion, it is inappropriate for a family site.

For health and safety reasons dogs that are listed under the Dangerous Dogs Act, 1991 are not welcome in the Park.

Chemical Toilet Emptying

All chemical toilets must be emptied at the designated points only.

Refuse

Please dispose of all general waste in the bins provided around the Park. All other waste e.g. awnings, windbreakers, gazebos, tents etc must be taken home with you and disposed of off Park. Anyone found disposing of anything other than general waste will be charged a £50 fine plus the cost of disposal.

Day Visitors

Day visitors are not allowed on the Park without the prior written consent of the Park. If permission is granted this will be on the basis of the following:

- the reception is informed before their arrival
- the Day Visitors must register at the reception on arrival
- Day Visitors do not arrive before 9 am and must vacate by 6 pm at the latest
- Day Visitors must park their vehicles in the designated parking area
- Day Visitors are NOT permitted to use the swimming pool or other facilities on Park

Visitors must register at the reception and Park in the designated parking area at the entrance to the Park. Visitor cars will not be permitted to the camping pitches.

You are responsible for your Day Visitors and they are expected to adhere to the Park rules and behaviour standards at all times.

Cancellation By You

You may cancel your holiday with us at any time. The cancellation will be effective from the date it is received by us in writing or actioned via the online booking system. We will not accept cancellations by phone. If you choose to cancel please note the following refund policy:



Deposits are non-refundable in all circumstances and will form part of the cancellation charges.

Balance/Full Cost becomes non-refundable 28 days before your arrival and will become a cancellation charge should you cancel.

If your holiday is cancelled due to serious illness, jury services or death of any of the customers listed in the booking then we would issue a refund less the deposit paid at the time of booking on presentation of the relevant supporting documentation. This would include a doctor's note, court notification or a death certificate and this must be presented within 14 days of the cancellation being made.

We strongly recommend that you insure against any financial loss you would incur if you needed to cancel your holiday.

Cancellation By Us

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances, this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options:

- accept the alternative arrangements as notified to you
- choose another available break from us at the advertised price
- cancel your holiday with a full refund of any money you have paid

The Park is not liable for refunds or expenses you incur in the event they are prevented from fulfilling the bookings as a result of circumstances totally outside our control. Such circumstances include (but is not limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, pandemics, health risks or similar events ("Force Majeure"). We recommend you have adequate holiday insurance in place to cover this.

Changes to our facilities and services

We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example, to address a health and safety risk. If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing on new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any full days unused when we cancel.

Rules and Regulations

The person completing the booking is responsible for the conduct of their party. It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without a refund. Nant Newydd reserves the right to ban individuals from future use of the park.

We would like to highlight that open fires, smokeless logs and fire pits are strictly prohibited irrespective of whether they are being used for cooking. Anyone breaking this rule will be asked to leave the park immediately and no refunds will be made.



Liability

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or any park facility or other residents' property. Your personal belongings, vehicles, caravan, tent, accessories and contents are left at your own risk. Nant Newydd or its staff will not be liable for the loss, theft or damage of any property nor any injury, accident or mishap to any person in the Park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

Data Protection

The information taken at the time of booking is required to be collected to process your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.