

## Holiday & Leisure Parks – Terms & Conditions (Covid-19)

Causeway Coast and Glens Borough Council (CC&GBC) welcomes you to their Holiday and Leisure Park. This leaflet is designed to inform you about the Park and to bring to your attention guidelines, rules and regulations to enhance your stay and promote respect with other Park users. The person making the reservation is responsible for ensuring the following points are adhered to and for the conduct of their party. These Park Rules and Regulations are attached to the online booking system and are also available at Reception. Full payment is required when booking.

### Covid-19 Impact:

The Park operates strictly under the guidance from the NI Executive that is current at your time of booking. Should this information change by the time your stay commences, you should seek advice from the Park Warden. Some examples of impacts include (but are not limited to) the following:

- **On-site facilities will be restricted to sluice facilities, bins, toilets, showers, washbasins, playparks and disabled facilities: all other buildings / facilities remain closed.**
- **Due to the strict cleaning regime, toilets will be closed from 11.00pm to 8.00am each night.**
- **Due to this, no pod / glamp / lodge customers can be accommodated at this time.**
- **Contact with staff and others on the Park must be kept to a minimum, and passes / keys must be managed hygienically as instructed by the Warden.**
- **You must restrict the action and activity of each person (children included) who you bring on to the park in line with social distancing measures.**
- **Check-in and check-out times, and all the Terms & Conditions listed here, will be strictly implemented.**

### Arriving at the Park

Please check in at Reception on arrival. Your arrival is welcome between 2.00pm and 8.00pm: only in exceptional circumstances and by prior agreement, will arrivals outside of these times be accommodated. If you have not occupied the pitch by

8.00pm on the due day of arrival and have not notified staff, then we reserve the right to re-let the pitch with your payment forfeited. Full payment must be received before access is permitted to your pitch.

### Siting and parking arrangements

Every effort will be made to accommodate your requirements, however, caravans, motor homes and tents must be sited in accordance with instructions from the Park staff. Tow bars must be facing outwards. Please ensure you have checked your pitch number before setting up to avoid being asked to move. Only one sleeping unit i.e. caravan, motor home, tent or trailer tent will be accepted on any one pitch.

**Only one vehicle per pitch is permitted. All other vehicles, including commercial vehicles used to tow caravans, must be parked in designated parking areas. Caravans cannot be used for residential, commercial or employment purposes on site. Trading is not permitted.**

### Leaving at the end of your stay

All pitches must be vacated by 12 noon on the day of departure with the barrier and key passes returned to Reception. Where applicable, deposits will be forfeited if passes are not returned on departure. Early departures can be facilitated by contacting Reception on the day prior to your departure. Refunds will not be granted for early departures.

### Awnings and other structures

Awnings are permitted on designated pitches in line with Covid-19 distancing restrictions. No tent, annex, lean-to or gazebo may be erected unless it forms part of the original design of the touring caravan and can be readily dismantled for transportation. Breathable ground sheets must be used and raised during the day to minimise wear on the pitches. Awnings cannot be used as sleeping quarters.

### Bookings for tents

Tents and trailer tents can only be booked through the Park office. The maximum number of persons per tent is six. No tent will be permitted on a pitch which is accommodating a caravan.

### Length of stay

Caravans and motorhomes are permitted to stay for a maximum of 21 nights. Extensions may be accommodated subject to availability.

### Closing time

The entrance to the Park will be locked from midnight until 6.00am.

### **Occupancy limits and age restrictions**

A maximum of six people may stay on any one pitch. (Children under 10 years old will be considered as a half person when calculating occupancy). Persons under 18 years of age are not accepted to stay overnight unless accompanied by an adult family member or qualified leaders of a recognised club or organisation who will be responsible for their conduct. No visitors will be permitted.

### **Cancellations and refunds**

A minimum of 14 days' notice prior to arrival date is required for cancelling or amending a booking. No refunds or alternative dates will be given to customers who give less than 14 days' notice, or who depart early from the site. The "Request For Refund" form (attached) must be completed, and qualifying cancellations will be paid within 28 days.

### **Pets on the Park**

A maximum of two well behaved dogs are permitted per pitch: any dog must be kept under control and on a lead at all times within the perimeters of the Park. Park staff are authorised to require any owner to have their pet removed from the Park if it is a nuisance. Pets are not permitted in any Council building, including the glamping cabins (assistance dogs excepted), and are not to be left unattended at any time. Dog faeces must be removed and placed in the appropriate bins.

### **Noise and consideration for others**

Musical instruments, radios and music emitting equipment must not be used so as to cause annoyance to other Park users and must not be used outdoors between 11.00pm - 8.00am. Socialising and conversations must be moved inside your accommodation before midnight. Generators are not permitted.

### **Refuse and recycling**

All waste and refuse must be deposited in the refuse collection areas where recycling facilities are provided. Adherence to recycling is greatly appreciated.

### **Fires and barbeques**

You should make yourself familiar with the Fire Assembly Points and the fire-fighting equipment throughout the Park. No open fires, fire pits or chimineas are permitted within the Park. Only self-contained gas or charcoal barbeques are permitted.

### **Dishwashing**

In light of Covid, Facilities are not provided for washing of pots, pans, crockery etc. and may not be carried out in any other building.

### **Breakages and damages**

The breakage of any equipment, fixture or fitting within the Park must immediately be reported to the Warden. Associated costs of repair or replacement will be recoverable from the person responsible.

### **Custody of goods, mail and messages**

Park staff are forbidden to accept or receive goods for safe custody, posting or despatch by carrier, or to accept or deliver telephone messages and post.

### **Motorised toys**

Motorised recreational items (including drones) and any combination of children's transport systems including scooters, hover-boards/carts, go-carts, buggies, quads etc. are not permitted to be used within the perimeters of the Park.

### **Prices and payments**

All prices are inclusive of VAT and are subject to change without prior notice. Payment must be made in full before access is granted to any pitch.

### **Liability**

Should anyone breach these rules and regulations they will be asked to leave the Park within two hours without recompense or a refund. The Council also reserves the right to prohibit individuals from future use of their Parks. In addition, if Council staff observe activities which are detrimental to the Park or to the safety of other Park visitors including defacing or causing damage to any building, equipment or property, then the Council reserves the right to immediately evict and prosecute and remove any vehicle, caravan or tent illegally present after a request has been made to leave. The person who hired the pitch is responsible for the conduct of their party and will be held liable for the payment of any damages, breaks and loss caused by themselves and/or their visitors either to Council property or other campers' property.

Customers' vehicles, contents and accessories are left at your own risk. CC&GBC and its agents shall not be liable for any loss, theft or damage of any property whilst they remain in the Park nor for any injury, accident or mishap to any person in the

Park, unless the same be caused or contributed to by any negligence or default on the part of CC&GBC or its employees. Customers must ensure that their property is secure and fully insured for any unseen eventuality.

### **Data Protection**

The information taken at the time of your booking is required for processing your reservation at the Park. We may process your data to inform you of related activities, offers and other information related to the Park. Should you not wish to receive these updates, then please advise the Park Warden. An automated survey will be generated by the booking system, inviting you to review your stay at the Park and providing you with the opportunity to make suggestions for future visits.

We hope you enjoy your stay, and please visit again soon.

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