

Holiday & Leisure Parks – Terms & Conditions

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.

Due to the high demand for pitches and glamping facilities, it is advisable to book in advance, particularly for Public Holiday weekends and during July and August. Some pitches are subject to a minimum of three nights stay during peak times. Full payment is required at the time of booking.

Arrival

Please check in at Reception on arrival. Your arrival is welcome between 2.00pm and 8.00pm and only in exceptional circumstances and by prior agreement, will late arrivals 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 payment forfeited. Full payment must be received before access is permitted to your pitch.

Siting & Parking

Every effort will be made to accommodate your requirements, however, caravans, motor homes and tents must be sited in accordance with instruction 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 visitors' vehicles and commercial vehicles used to tow caravans must be parked in designated parking areas. Caravans cannot be used for residential, commercial or employment purposes whilst on site. Trading is not permitted.

Departure

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

Awnings are permitted on designated pitches. 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.

Tent Bookings

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.

Duration 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.

Party Size/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.

Cancellations and Refunds

A minimum of 14 days' notice prior to arrival date is required for cancelling or amending a booking. The "Request For Refund" form (attached) must be completed, and qualifying cancellations will incur a 15% refund charge. No refunds or alternative dates will be given to customers who give less than 14 days' notice, or who depart early from the site.

Pets

A maximum of two well behaved dogs are permitted per pitch but they 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 causes 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

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** caravans /tents /glamping lodges /motorhomes before midnight. Generators are not permitted.

Refuse

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

Fire

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 perimeters of Council's ground. Only gas or charcoal barbeques that are self-contained are permitted.

Dishwashing

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

Breakages

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

Custody of Goods/ Mail/ Messages

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

Motorised Toys

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

Prices/Payment

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 Causeway Coast & Glens Caravan 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 CampManager inviting you to review your stay at the Park and provide you with the opportunity to make appropriate suggestions for future visits.