

Terms & Conditions

Introduction

Talywerydd Touring Park caters for touring caravans, trailer tents, tents and motor caravans. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following terms and conditions before making your booking. We reserve the right to ask 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 visitors and staff, to leave the Park immediately. In these circumstances, the holiday ceases and we shall not be liable for any extra costs incurred by you.

The persons who signs the booking form is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated on the booking form.

This Contract

This contract is with Talywerydd Touring Park. A contract exists as soon as we have issued our confirmation receipt (usually by email) and you should check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 24 hours. The terms in this contract do not affect your statutory rights. Once you have made your booking and paid a deposit of 15% the price of your holiday will not be subject to any change. The balance of your holiday is payable on arrival, unless during school holidays, when balance payment must be paid in full 4 weeks prior to arrival, or at time of booking if made less than 4 weeks prior.

Payments

We accept payments by bank transfer/bill payment using online banking. Please complete 'Booking Request Form' and if we have availability you will be sent bank details and an enquiry reference number to allocate payment.

If you wish to pay by credit/debit card, we can only do this online through Paypal. Please contact us so that we can send you a Paypal invoice. *You do not require a Paypal account to do this, only a valid email address.*

Cancellation:

Bookings are non-transferable.

Your 15% deposit is non-refundable.

Balance payments are due on arrival, except for bookings during school holidays when balance payments are due 4 weeks prior to arrival. Balance payments are non-refundable.

We do not refund due to late arrival, early departure or poor weather.

Holiday Behaviour Standards and Termination

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

To act in a courteous and considerate manner towards us and other guests.

You further agree that you will not:

- commit any criminal offences 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
- create any undue noise or disturbance (including the use of offensive language)
- carry on any trade or business while on the Park

Quiet hours are from 10pm – 7am. Please respect your fellow guests and keep noise to an absolute minimum

Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the Park is 5 mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code Act apply to the roads on the Park.
- Guests are not allowed to bring lorries, vans or any commercial vehicles onto the Park. This includes towing vehicles.
- No mechanical or repair work is to be undertaken on the Park.
- Only one vehicle may be parked next to the pitch. Parking for extra vehicles is by arrangement only and may be off your pitch.

Dogs and other pets

- Well-behaved dogs are welcome at Talywerydd, but their owners must ensure that their pet does not cause annoyance to other guests.
- Any fouling must be cleared immediately and deposited in the dog waste bin provided.
- Max 2 dogs per unit. NO DANGEROUS BREEDS.
- Dogs must be on a short lead at all times (1 metre), except when in the Dog Exercise area.
- Do not leave your dog unattended at any time.

General

-**Open fires and ground level barbeques are not permitted.** Other barbeques must be used at a safe distance from your unit (including awning and vehicles) and neighbouring units.

-Only aertex type ground sheets are permitted on grassed areas.

-Awnings are put up at owner's risk. The use of rock pegs is recommended.

-The use of generators is not permitted

-Cutting or damaging trees or other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes or driving nails into trees or fencing and removing stones from walls.

-Water on site is metered and must not be used for washing caravans or vehicles. 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.

It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

Pitches

The size of your unit, including any awning or tents must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

All pitches must be vacated by 11.30am on the day of your departure otherwise an additional nights fee will be charged. You are requested not to arrive before 1pm. Latest arrival time is 8pm. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

Your pitch number and directions to it will be confirmed on your arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch will be required to move. Units must be correctly positioned on the pitch.

Complaints

If you have a complaint about anything during your holiday please raise it with us immediately. We want your holiday at Talywerydd to be memorable for the right reasons! If we are not told about it we cannot endeavour to rectify it!

Access statement and Policy

We seek to provide the very best service to all our guests and have a specially prepared access statement available, which describes the facilities we have to offer on the Park. This includes a copy of our Terms and Conditions and a Booking Form both in large print. If you would like a copy, or wish to discuss any other special needs, please contact us.

Contact Information

For more information, or to check availability, please contact Martin & Kerry Thomas at:

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