

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 Martin and Kerry Thomas of 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 7 days. The terms in this contract do not affect your statutory rights. Once you have made your booking and paid a deposit of 50% the price of your holiday will not be subject to any change. The balance of your holiday is payable on arrival. Cheques should be made payable to Talywerydd Caravan Park.

We are unable to accept credit/debit cards.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us, however, please note that your deposit paid at time of booking is non-refundable nor transferable to another booking.

It is regretted that no refunds can be given you decide to 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. Nor can refunds be issued due to inclement weather.

Change or cancellation of the Holiday by us

If we are unable to provide the holiday as booked on the booking form or have to cancel before the holiday is due to start, you are entitled to a full refund of your deposit. This is with the exception of where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control. Unforeseeable or unusual occurrences beyond our control include, but are not limited to, war, threat of war, riot, terrorist activity, natural or nuclear disaster and fire.

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.
- Please make yourself aware of the nearest Fire Point.

Dogs and other pets

-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.

Groups & Rallies

We **do not** accept bookings from groups unless booked through a recognised organisation or association. We are strictly a family & adult couples only site. We **do not** allow young or single sex groups. Where possible family groups will be assigned pitches adjacent to one another, if not as near as available.

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.

-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 should not be used for washing caravans or vehicles.

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.

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, but we will of course do our best for you.

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:

Mail: Talywerydd Touring Park,

Penbryn Sands,

Sarnau, Llandysul, Ceredigion.SA44 6QY

Phone:01239 810322

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