

## **Terms and Conditions**

This contract is between Cwmtydu Caravan Site (CCS) and the relevant individual making the booking on behalf of their Group referred to as “you” or “your”. You shall ensure that all members of your Group comply with these Terms and Conditions. All bookings made are subject to these Terms and Conditions. Your booking will be confirmed once the deposit or any payment required under these Terms and Conditions has been received by CCS in cleared funds. Any booking constitutes acceptance of our Terms and Conditions. You must be 18 years of age or over at the time of making the booking.

## **Payment**

Payment of a deposit of 50% of the total booking charge is required on booking, if booking is more than 7 days prior to arrival. A payment of 100% can be made on booking if you wish. Payment of the full balance of the total cost of your stay is due 7 days before the date of arrival. For bookings made less than 7 days before arrival, the full amount will be requested immediately to secure the booking. If full payment is not received within 7 days of the date of notification, CCS reserves the right to cancel the booking and in order to pay for administrative costs and to compensate CCS retain all deposits paid. All accommodation booked by you in these circumstances will immediately be publicly advertised as being available for re-hire.

## **Cancellation by you**

It may be necessary to cancel your stay due to illness, accident or change of circumstances. CCS advises visitors to consider taking out holiday insurance to cover cancellations, public liability and loss. As soon as you know you need to cancel, please email us on [cwmtyducaravansite@gmail.com](mailto:cwmtyducaravansite@gmail.com) Cancellation charges are calculated in accordance with the below:

If you cancel more than 7days before arrival - Full refund of 50% deposit

If you cancel less than 7 days before arrival - Forfeit of 50% deposit

You agree that if you have not arrived by 8am on the morning after your stay was due to commence, or contacted CCS to confirm your arrival, your stay with us will be deemed to be cancelled and the 50% deposit will be forfeited to CCS. All refunds are subject to the Terms and Conditions of the payout schedule of our payment provider, STRIPE, 510 Townsend Street, San Francisco, CA 94103

## **Cancellation by us**

In the event of CCS having to cancel a booking for any reason whatsoever, its liability will be limited to all monies paid by you to CCS in respect of that booking up to and including the date of cancellation. These monies shall be returned to you, as soon as possible, upon any such cancellation occurring. For clarity, in no event shall CCS be liable for any special, indirect or consequential, costs, damages, charges or expenses incurred or suffered by you as a result of any such cancellation or for any of the following losses whether incurred directly or indirectly: pure economic loss, loss of business, goodwill, reputation or profits.

### **Cancellation Due to Exceptional Circumstances**

CCS will not be responsible for any cancellation due to exceptional circumstances such as acts of God, flood, pandemic, loss of power or any other circumstances outside the control of CCS. A full refund will be given under these circumstances.

### **Travel Insurance**

We recommend that guests have their own travel insurance.

### **Termination of stay**

You are expected to maintain reasonable and appropriate standards of behaviour at all times whilst at Cwmttydu Caravan Site. CCS have the right at their sole discretion to terminate your stay if you or members of your group are reasonably believed to be causing a nuisance to the other guests or are not treating the property with respect. CCS may require all or any such persons to leave the accommodation, without refund and in such an event, CCS will not be liable for making any payment to you and in order to compensate CCS for the nuisance caused will retain all monies paid by you.

### **Refusal of Entry**

CCS reserves the right to refuse entry to any or all guests within the party if these Terms and Conditions are not observed. Any function, celebration, party or ceremony must have the permission of CCS.

### **Care of the property**

During your stay you will take care of the property provided to you by CCS. Waste recycling should be disposed in the correct bins.

### **Limitation of liability**

CCS accepts responsibility for those arrangements that are within its control but cannot accept liability for any injury, illness, loss or damage suffered by you or any other member of your party unless one of the following applies:

- there was fraud or wilful default by us or our employees, or
- death or personal injury was caused by the negligence of CCS or our employees.

Please notify any shortcomings, complaints or dangerous items and potential hazards to us immediately so that they can be remedied. Claims may be reduced or rejected if we have not been given the opportunity to put matters right or investigate them.

### **Arrival and Departure Times**

Check in is between 1pm and 7pm. Any significant delay in arrival should be notified to CCS in order that arrangements can be made.

You must depart by midday - Any significant delay in departure may incur a charge. Departures may be extended with the agreement of CCS if occupancy allows.

## **Maximum Number of people**

The maximum number of people on a pitch is six persons.

## **Pets**

No pets are allowed at Cwmytydu Caravan Site. The property has a number of working dogs which may wander into the site.

## **Children**

Children must be kept under supervision of their parents or guardians at all times.

## **Electrical hookups**

For customers requiring an electrical connection, you will need a hookup cable. Electrical hookups are provided for use with camping accessories only, charging of electric vehicles is not permitted. Portable heaters must not be used in awnings or tents at any time.

## **Hazards**

There are a number of hazards at Cwmytydu Caravan Site which may include, but not limited to, a ditch with banks, rabbit holes, tree roots, farm animals. You will make sure all your party is aware of these hazards and take appropriate care of the site. The site is very dark at night, a torch should be carried at all times.

## **Noise**

Noise from radios/TVs/engines etc. should be kept low with consideration for others. Quiet should be observed between 10pm and 7am.

## **Lights**

Lights from caravans and motorhomes should be used with consideration for others.

## **Fires**

Open fires are not permitted on the ground. Wood and any form of fire logs are permitted to be burnt in a fire pit or similar raised off the ground. BBQs may be used but must be raised off the ground. A £50 fee will be charged for burnt grass and guests burning wood on the ground will be asked to leave. In times of very dry weather, when fire risk is high, the use of BBQs may be restricted.

## **Waste Water**

Waste water must be emptied into the disposal points provided. All toilet waste must be disposed of in the chemical waste disposal point provided, using water from that source. To avoid possible damage to sewerage systems CCS supports the use of bio-degradable chemical fluids that do not affect the natural bacterial balance within the system.

## **Refuse Disposal**

Refuse must be placed in the correct recycling receptacles provided using the bags given at checkin. CCS dispose of waste every week but this does not include awnings, BBQs, chairs, tents,

gazebo, carpets, mattresses and other large items – please take such items home with you. Any large items left on site will be subject to an additional disposal charge of £20 per item.

#### **WIFI**

Wifi is available. CCS is not responsible for the connectivity or clarity of signal of the wifi.

Any cause for complaint must, in the first instance, be addressed with the owners to be resolved.

**Cwmtydu Caravan Site, Blaenllan, Nanternis, New Quay, Ceredigion, SA45 9RS**