

Ael y Garnedd Policies

Arrival and Departure Times

Camping and Touring

Arrive: 1500 — 2000 Hours

Depart: 1100 Hours

Reception may be unmanned. Please call the site using the contact details provided in the booking confirmation email. The on-site team will provide you with an email 2 days prior to commencement of holiday, this email will include directions to the site, your allocated pitch number, and a map of the site.

Payment

- A 15% non-refundable deposit is required at time of booking.
- Full payment is due 1 week before arrival.
- If the arrival date is sooner than 1 week at the time of booking, then the full balance is due.

Payment methods accepted:

1. Bank transfer
2. Cash
3. Debit Cards
4. MasterCard
5. Visa
6. Apple Pay
7. Google Pay
8. PayPal

Cancellation Policy

- Please note that your deposit is non-refundable.
- No refunds within 1 week of arrival date.
- Modifications are subject to a £25.00 fee.
- Bookings cannot be amended within 7 day(s) of arrival.
- No refunds/discounts for inclement weather, late arrivals, or early departures.
- If you need to cancel or amend your booking, please give as much notice as possible so that someone else has the chance to book. You may wish to buy holiday insurance for cancellations and for your property/injury whilst away.

Ael y Garnedd Terms and Conditions

Please read the campsites Terms and Conditions:

Pitches

- You must follow the management directives when pitching your caravan/motorhome and related equipment.
- Please note, pup tents are to be used for storage purposes only. Guests may not use them for sleeping.

Admission

- At least one of the party members must be aged 18 or over.
- Under 18s must be accompanied by their parents or legal guardians.

Arrivals and departures

- Late arrivals must notify the park as soon as possible. Your booking will be held for 24 hours. After this period the management reserves the right to relet your unit.
- No refunds/discounts for inclement weather, late arrivals or early departures.
- The site will send you further check-in information 2 day(s) before your arrival.

Changes to your holiday

- Bookings cannot be amended within 7 day(s) of arrival.
- Modifications are subject to a £25.00 fee.

Safety

- Barbecues are permitted, must be raised off the ground and always attended by an adult.
- Open fires are prohibited.

Dogs

- Dogs are prohibited from main facilities and amenities.
- Dogs must be kept on leads and supervised at all times.
- Dogs must not be left unattended at any time during your stay.
- The site does not accept breeds/crossbreeds listed in the Dangerous Dogs Act.
- You are expected to always clean up after your dog.
- Dogs are not allowed near the children's play area.
- A maximum of two dogs is allowed per pitch unless agreed with the management prior to arrival.

Vehicles

- Commercial vehicles (vehicles used for work related purposes, carrying goods or fare-paying passengers), sign-written, and twin axle vehicles are not permitted on site.
- There is a maximum speed limit of 5 mph across the site.
- Please be aware that we operate a one-way system for entry and exit to the park.
- No vehicle movement between 10.30pm and 7.30am.
- We do not allow loud music to be played using in car entertainment systems.
- Only one car to be parked by the pitch. Extra vehicles must be parked in the designate area.
- Additional cars are charged at £5 per night and you may be requested to park in the campsite parking facilities.

General

- In the event of a complaint, please speak to reception immediately. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have left the site.
- Public areas are non-smoking.
- Quiet hours must be respected between 10:30 p.m. and 8 a.m..
- Radio, music and TV players must be kept at a low volume. Car doors and boots must be closed quietly.
- The management reserves the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be offered.

Occupancy

- No hen/stag parties permitted on site.

Visitors

- Must register at reception prior to going onto the site.
- Visitors must leave the premises by 9.30pm.