

# TERMS & CONDITIONS FOR TENT CAMPING FIELDS at Graig Wen

## Open Saturday 24<sup>th</sup> July to Saturday 21<sup>st</sup> August 2010



Graig Wen is a small, friendly camp site owned and run by Sarah and John. The ten pitch touring site at the top is suitable for touring camper vans, motorhomes, caravans, smaller tents and trailer tents. In peak season we advertise dates when there is limited space for more “wild” style tent camping in our lower fields – please note that our booking terms and conditions for the lower camping fields differ to those for the top touring site and the relevant booking form should be used.

**We want all our guests to have an enjoyable and safe stay with us in a friendly atmosphere so we ask you to read our Terms and Conditions before booking.** By booking with us you are choosing to accept our terms and conditions. Graig Wen is a quiet camp site with a lot of character – if you have any questions about whether it’s the right camp site for you please call Sarah or John on 01341 250482.

We reserve the right to ask guests who do not respect the terms and conditions of staying here or who in any way behave in a manner likely to cause upset to our other guests, neighbours and staff, to leave Graig Wen immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

### **Access statement and policy**

We have an Access Statement available on [www.graigwen.co.uk](http://www.graigwen.co.uk) describing our facilities and services. We can provide a copy of our Terms and Conditions and Booking Form in large print – please contact us if you would like us to send this to you.

### **Booking conditions**

Bookings can be made by:

- completing and returning our booking form by email and paying 25% deposit (or £7 minimum) by credit card over the phone (tel: 01341 250482)
- or
- completing and returning our booking form by post with a cheque for the deposit made payable to Graig Wen

The person 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 unless agreed with Graig Wen. We reserve the right to refuse any bookings. Group bookings are at our discretion.

### **Booking contract**

Your booking is provisional until we have received your completed booking form and payment. Your booking contract is with Graig Wen camp site, Arthog, Near Dolgellau, Gwynedd LL39 1BQ. A contract exists once we have issued you with confirmation of your booking as per the details you have provided on your booking form. Please let us know of any discrepancy as soon as possible and within 5 days of receiving confirmation. The terms contained in this contract do not affect your statutory rights.

### **The cost of your holiday**

Once you have made your booking and paid a 25% deposit, the price of the holiday will not be subject to any change. **The balance of your payment must be paid by Sunday 4 July 2010. If the balance is not paid by Sunday 4 July then your reservation will be cancelled and you will lose your deposit.**

No refunds can be given if guests choose to depart prior to the end of their booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday. Prices listed include VAT.

### **Cancellation by you**

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us in writing. Cancellation charges are payable as follows. If you cancel:

- before Sunday 4 July we will refund your deposit less £10 handling fee
- after 4 July but more than 14 days before your holiday is due to start we will refund your holiday payments less £10 handling fee
- less than 14 days before your holiday is due to start no refunds will be given

### **Change or cancellation of the holiday by us**

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid, except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control such as natural or nuclear disaster, fire or terrorist activity. Crikey, let's hope not.

### **Pitches**

You should let us know at the time of booking the size of unit / tent you will bring, including any awnings, gazebos or mess tents, to ensure your allocated pitch is large enough. Should you subsequently change your requirements we will do our best to accommodate you but cannot guarantee to provide an appropriately sized pitch.

### **Arrivals and Departures**

Pitches will not be available until 12 noon on the day of your booking and you are requested not to arrive before this time unless you have made special arrangements as our parking space is very limited. We do not accept new arrivals for the lower camping fields after dark or after 8pm, whichever is earlier. If you do not arrive by these times on the first day of your booking and you have not advised us otherwise then we reserve the right to re-let your pitch.

All pitches must be vacated by 12 noon on the day of your departure unless you have made arrangements for a late check out.

We will make every effort 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.

We will take you to your pitch on arrival. If you are on any doubt if you are on the correct pitch please check with staff. Any guest on the wrong pitch may be required to move.

### **The ground rules...**

By booking with us, you have entered into a contract in which you undertake, on behalf of yourself and the people in your party (including children), to:

- respect your fellow guests, neighbours and people/ animals who live/work at Graig Wen
- supervise children appropriately so they are not a nuisance or danger to themselves and other people or animals. Graig Wen's landscape and lower camping fields includes some steep slopes, trees and shallow water and parents/guardians are responsible for ensuring their children explore safely.

Guests agree they will not:

- commit any criminal offence or acts of vandalism at Graig Wen
- create any undue noise or disturbance. Quiet hours are from 11pm to 7.30am. Please respect your neighbours and keep noise to a minimum between these hours. We encourage guests to enjoy the birdsong and sounds of the night rather than amplified music.

## **Health and Safety**

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

The vehicle speed limit on site is 5mph. With children and animals roaming around site it is very important to respect this. Please keep vehicle movements to a minimum on site and do not drive around the lower camping fields or to the showers and loos.

Vehicle access to the lower camping fields is at your own risk. We will direct you to your parking place which may vary depending on weather conditions. If your vehicle requires a tow out because you have driven somewhere we asked you not to, there will be a £25 tow off fee which we donate to the Wales Air Ambulance Charity. There is no vehicle access to or from the lower camping fields between 10.30pm and 7.30am except for cases of emergency. There is very limited parking outside the entrance to the lower camping fields so drivers of vehicles should check with staff if spaces are available BEFORE parking.

All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The Highway Code applies to driving on site and driving under the influence of alcohol is forbidden. No recreational vehicles can be used at the site such as mini scooters.

Graig Wen is a great place to bring your bikes and you can get here easily by public transport. We can arrange collection or drop off at the local train station for a £5 fee.

## **Dogs and other pets**

You are welcome to bring your dog with you but there will be no exceptions to the following rules:

- The dog must be on a lead at all times on the site
- Clean up after your dog
- Do not leave your dog unattended at any time

We reserve the right to ask owners to remove their dog or any other pet from Graig Wen if it is a nuisance or danger to others.

## **Other stuff**

- **Camp fires/BBQs**
- BBQs must be raised from the ground and clear of trees. On the lower tent camping fields camp fires are permitted in established fire pits only. The fire pits must not be moved or extended as the grass pitches will be damaged. **TENTS CAN BURN IN SECONDS SO FIRES MUST BE MANAGED RESPONSIBLY AND SALFEY PUT OUT.** No camp fires are allowed on the top touring site.
- Please make yourself aware of the nearest fire point on site
- Logs for firewood can be purchased from the house so there is no need to damage trees or disturb habitat by collecting wood from the ground. Cutting or damaging of trees and other vegetation is strictly prohibited and the natural conditions should not be disturbed.
- Generators are not permitted

## **Complaints**

We want everyone to have a good time, so if you have a complaint about anything during your holiday please let us know straightaway so we can do our best to set things right and you can continue to enjoy your holiday.

**Thanks for agreeing to these terms if you choose to book with us.**

**You might like to print and bring your booking form and conditions with you as we try and avoid having lots of signs around the site.**