

TERMS AND CONDITIONS FOR TOURING CAMP SITE AT GRAIG WEN

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 only 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 and can be accessed from the tent camping fields page of our web site www.graigwen.co.uk.

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. 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 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 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 the price of your holiday must be paid on arrival at the camp site.

No refunds can be given if guests choose to depart prior to the end of their booked holiday, unless they so do 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:

- 90 days or more before the holiday is due to start - refund of deposit less £10 handling fee
- less than 90 days before holiday due to start – no deposit refunded

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

We do not accept new arrivals for the top site after 9pm. 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. 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 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 direct 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.

If you wish to extend your stay beyond the booked dates we will do our best to accommodate you but there is no guarantee that the same pitch will be available

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. The top touring site is fenced but beyond this 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.

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. 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.

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. No individual camp fires are allowed on the top touring site although there is a communal camp fire area which can be used by arrangement. 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.**
- 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 straight away so we can do our best to set things right and you can continue to enjoy your holiday.