

Gaerhyfryd Caravan site rules



We want people to enjoy their holidays as much as possible. Our Site Rules are there to make everyone's life a little more relaxing and encourage site users and visitors to show consideration for others. We're sure you'll agree most of these are common sense.

The Caravan Code, The Countryside Code and Club Site Rules are things you've already agreed to follow as a member. There may be others that are specific to certain sites, but you'll find out about them on our website or when you arrive. Seasonal, storage and base pitches have separate booking terms and conditions.

Throughout we refer to the term 'outfit' - a term which is generally used to refer to a towing vehicle plus any trailer (including a caravan) or a motorhome.

All of our pitches are fully serviced Hardstanding and have room for an awning. (The awning is free of charge)

1. Entering the site

- a. Arrival time on site is anytime after 12 midday and before 8pm.
- b. If you are delayed for any reason and may be arriving after 8pm on the day of your booking, please call the site to inform them on 01490 412 189.
- c. The Site Staff have the right to refuse entry to the site if they believe that your visit is unsuitable.
- d. Once you arrive on-site with your outfit, we will have allocated a pitch for you, we may be able to change depending on availability, but there is no guarantee that you can move. Pitch numbers will be sent via an email, as soon as the balance of your booking has been paid.
- e. When you arrive at the site, please ensure that the balance of your booking has already been paid via the online portal or having spoken to a member of staff. We have the right to cancel any bookings if the balance has not been paid within the allocated time frame.
- f. Site Staff are also responsible for the security of the site, CCTV is located onsite.

2. Booking your pitch in advance

- a. Bookings must be made in the name of the person who is going to be staying on-site. Please provide a mobile number and email when booking that will be available when you are on site.
- b. If you wish to cancel your booking, please email or phone us as soon as possible so that others can take advantage of the pitch. If you cancel your booking before 72 hours of your arrival, your deposit is transferable once within the season. Any balance payments made are refundable in full.**
- c. If you wish to amend your booking, please let us know via email, phone call.
- d. Payments should all be made via card. If paying by cash, this must be the correct amount to minimise the handling of cash.
- e. We may make changes to our booking terms and cancellation and amendment terms. In the event that we do so, we may request that members and non-members with existing bookings adopt the new terms. We will endeavour to provide adequate advance notification in writing and members and non-members unwilling to accept the changes will have the option of cancelling their booking at their discretion at no cost.
- f. Wet and windy weather is beyond the control of the site. Reimbursements will not be given as a result of adverse weather.

g. There will be a warden onsite to welcome you and to show you to your pitch. Pitch numbers of daily arrivals will be displayed in the notice board, and the on-site wardens will make every effort to guide you to your pitch on arrival. Should the warden not be available when you arrive, you would have been allocated a pitch number please make your way to the pitch. A site plan will be in the notice board should you need it.

h. A pitch fee includes one unit, one awning, electric hook up, 2 persons and 1 car. Additional charges apply for extras, see current price list.

i. A maximum of 6 people and two pets are permitted on one pitch.

j. Bookings can be made online or by telephone. Enquires can be made by telephone or email.

k. At least one member of the party must be over the age of 21.

l. The site and its team members are absolved from all liability for accidents to vehicles, caravans, motorhomes, trailer tents, equipment and all guests

3. Management

a. If you need help, advice or have any difficulties please ask the Site Staff. They are responsible for the smooth running and safety of the site and for making your stay as enjoyable as possible. Any additional queries, please email gaerhyfrydcaravansite@outlook.com or call **01490 412 189**.

b. So everyone can enjoy holidaying on site, please follow the Site Staff's requests and all notices and instructions. Your health and safety is important, so please take care of yourself and others on the site.

c. If anyone on site disregards these rules and disrupts the enjoyment of others, the Site Staff have the right to ask them to leave the site.

d. Facilities will be closed between 11 and 12 each day to enable the team to carry out deep cleans. Please take note of the signage.

4. Behaviour on site

a. Please make sure you, and anyone staying with you, respect the comfort and convenience of other site users. Verbal or physical abuse won't be tolerated. This will result in you being asked to leave the site and your membership may be suspended. If you are asked to leave no refund will be given.

b. If you have children with you on the site, you are responsible for their supervision at all times.

c. To ensure that property is not damaged whilst on-site, no loose ball games are allowed on or near pitches. Please ask the Site Staff if there is anywhere suitable to accommodate these games. Any damage caused will have to be paid for.

d. The owner must ensure that the unit and contents is adequately insured. Your property is left at your own risk. No responsibility will be taken by the site owners for theft, loss or damage of property or injury, accident or mishaps to persons on the site.

6. Using your pitch

a. The Site Staff will advise you where your outfit should go in relation to the marker. If you wish to pitch in any other way, please ask the Site Staff.

b. When reversing onto pitch, please be aware of the service post. Also please be gentle when connecting to the service post, damage to the posts will be charged. Please report any damage to Site Staff.

c. To show consideration for others, please leave your pitch clean and tidy on departure.

d. If you have a motorhome and you're leaving the site for a while, save your pitch by marking it as occupied.

- e. Only one vehicle may be parked on a pitch. All additional vehicles must be parked in the designated area. Please park your car etc in front of your caravan, motorhome or campervan. There is a charge for additional vehicles.
- f. Caravan repairs must only be carried out at the pitch with prior arrangement with the owners.
- g. No hose pipes or pressure washers are to be used on pitches to wash caravans.
- h. Under no circumstances are you to use the electrical point for charging your car. Rhug Farm estate has ample stations to charge.

7. Sanitation

- a. You may only empty the contents of chemical closets at the disposal points provided.
- b. Please wrap disposable nappies and similar bulky items in a bag and place them in the bin provided. Please don't put them in the toilets or chemical closet emptying points.
- c. Only grey (dirty) water can be emptied into the drains on the hard standing pitches and the designated drainage point at the facilities block. Emptying chemical toilet waste into these drains will incur a £800 emptying fee.**

8. Rubbish disposal

- a. Please recycle as much of your rubbish as you can in the appropriate areas. The bins are located behind the wooden panel to the right of the site.
- b. If you need to use medical equipment which results in clinical waste you must provide your own safe means of disposal and take these items off-site for disposal.
- c. Please dispose of all normal domestic household litter in the waste bins provided. Please note that large, bulky items i.e. pup tents, gazebos, awnings, chairs and electrical items should NOT be placed in these bins and will incur a penalty charge.

9. Fire precautions

- a. As soon as you can after you've arrived, get to know the site's fire safety precautions and locations of fire points.
- b. Strictly NO open campfires, to include firepits.
- c. For everyone's safety, please make sure your electrical equipment complies with all the current British Standards and Regulations. We're responsible for the safety of electrical points up to socket outlets, so cables, plugs and all equipment connected to them are your responsibility. Any fault with your equipment will cause the connection to trip.

10. Barbecues

- a. Barbeques are permitted on-site, please make sure you keep smoke and fumes under control so you don't annoy your neighbours and must be supervised at all times.
- b. Your barbecue must be raised off the ground enough to reduce fire risk and avoid grass damage.

11. Dogs and other pets

- a. You are responsible for your pet's behaviour. You must make sure your pet is under control at all times; dogs must be kept on a secure lead no more than 2 metres long. Please exercise your dog in the dog walk/areas, where provided.
- b. We know accidents can't always be avoided, but in the event of fouling on your pitch please clean up quickly and use the dog bins provided. Please also follow this practice elsewhere on the site and when using the dog walks/areas.
- c. Unless you have an assistance dog (guide or hearing), dogs aren't allowed in the toilet blocks, laundry rooms or dishwashing areas.
- d. If your dog's lead is connected to dog ground spike, please make sure the lead is not too long and that it won't disturb the other guests.

12. Noise

- a. Please think of others and keep musical instruments, radios, televisions and so on, at a considerate noise level. Generators should also be used with consideration for others, so please don't operate them between 9am and 6pm.
- b. No motorised generators are allowed on the site.
- c. We are sited next to a working farm, some normal farm noises must be tolerated.

13. Site roads

- a. Please drive your vehicle with consideration for pedestrians, including children and other vulnerable road users, who have priority over vehicles on our sites' roads. You must have a full current driving licence, insurance for the vehicle driven and follow the principles of road safety. Cars and motorhomes must have a valid road fund licence. Vehicle speeds should not exceed 5mph (that's 1st gear), and one-way systems should be followed at all times. Please remember that other members' pitches are strictly 'no-go' areas.
- b. Non-motorised recreational ride on equipment is allowed on sites although consideration should be shown to other visitors at all times when using this equipment. No ride on equipment is permitted on-site between the hours of dusk and dawn, as determined by the Site Staff. Please observe any no ride on signs on-site, such as around toilet blocks, and ensure that children are supervised at all times. Remember that the principles of road safety should be observed, and special care should be taken when cycling on and off roadways. **Please ask the site staff about designated cycle routes nearby.**
- c. No commercial vehicles or transit vans are permitted on the site without prior arrangements with the owner.
- d. Contactless check-in will be in place to minimise the need to use reception. Pitch numbers of daily arrivals will be displayed in the reception window, and the on-site wardens will make every effort to guide you to your pitch on arrival.
- e. Payments should all be made via card. If paying by cash, this must be the correct amount to minimise the handling of cash.
- f. A pitch fee includes one unit, one awning, electric hook up, 2 persons and 1 car. Additional charges apply for extras, see current price list.
- g. A maximum of 6 people and two pets are permitted on one pitch.
- h. A non-refundable deposit of 20% is required to secure your booking. Deposits may only be transferred once within the same season (If cancelled before 72 hours before the arrival date) and will not be transferred to a different year.
- I. Bookings can be made online or by telephone. Enquires can be made by telephone or email.

j. Pitch numbers can be requested upon booking, and we will make every effort to meet your requirements, however we cannot guarantee a pitch number/ we reserve the right to allocate pitches at our discretion.

k. One member of the party must be over the age of 21.

l. The site and its team members are absolved from all liability for accidents to vehicles, caravans, motorhomes, trailer tents, tents, equipment and all guests.

14. Leaving your pitch

a. Pitches must be vacated by 11am. if you wish to stay longer than 11am on your departure date please let us know. If you wish to stay longer, we will do our best to allocate the same pitch, but it is not always possible as the pitch might already be allocated to someone else

b. We understand that members and non-members sometimes wish to leave site earlier than originally planned. We ask you to inform the Site Staff as soon as possible. This enables us to make the pitch available to other visitors.

We look forward to welcoming you to Gaerhyfryd and wish you a pleasant stay.

Best wishes,

Rob, Helen and Gaerhyfryd Team

