

Connemara Camping Park Terms and Conditions

We look forward to welcoming you to Connemara Camping Park and we hope you enjoy your stay with us. Connemara Caravan and Camping Park is a family run park and we endeavour to make your stay as enjoyable as possible. Please read the following Terms and Conditions which form your booking agreement when you make a booking with us. When you make a booking with us the following terms and conditions apply and you agree to be bound by them.

Bookings:

1. All bookings are made and received on-line on our website www.connemaracamping.com by completing the reservation page with your specific dates. You will receive an email confirming your booking.
2. An email enquiry via our contact page, by filling out the enquiry form on our website, does not constitute a booking.
3. To make a booking you will need to provide your full contact details including a mobile contact number which you can be reached on regarding any queries related to your booking. Full payment is required at the time of booking by credit or debit card. Your data is processed for payment purposes by a third party.
4. Your pitch will be allocated according to your pitch number at the time of booking.

Cancellations:

1. You will need to contact us directly in writing if you wish to cancel your booking. You can do this by emailing us at info@connemaracamping.com. You can cancel your booking up to 7 days prior to your arrival date. You will need to provide us with your account name, IBAN and BIC to allow us to return your payment to you. There is a minimum €15 administration fee to process your refund.
2. Cancellations within 7 days of your arrival date are not refundable and customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for early departures notified to us on arrival or during your stay.

Arrival and Departure times:

1. Check-in is from 2pm to 8pm. You will need to check-in at reception before you enter the site and provide your check-in details including your car/van registration number. Reception is open until 8pm. Entry to the park is not permitted until you check in.
2. If you are going to be arriving later than this time please text us on 00 353 87 1 253 254 to let us know as we will need to make an arrangement for you. Arriving after 8pm causes a disturbance to other guests and necessitates staff staying beyond their scheduled working hours. A late arrival fee of €20 applies after 8pm. No arrivals are accepted after 9.30pm.
3. All pitches must be vacated by 12 noon of the day of departure. If you are on-site after 12pm please don't be offended when you are asked to leave as we are preparing for the arrival of guests that day. No refunds are given for early departure. If you don't arrive on the scheduled date of arrival on your booking or by midday of the

following day and no written notification has been received, we reserve the right to re-let the pitch and your payment will be forfeited.

Extending your stay

1. If you wish to extend your stay, please advise us at reception as soon as possible. We will try to accommodate you and if we can you may have to locate to another pitch.

Vehicles

2. Only one vehicle is allowed per pitch. You are required to register your vehicle registration number on arrival at the site at our reception and before you enter the park.
3. An extra vehicle charge of €10 per night applies. An extra vehicle will be asked to park in a designated space which will not be near your pitch.

Pets:

1. We do allow dogs on our site with the following conditions: Dogs must be on a lead at all times and cleaned up after at all places in the park. We reserve the right to ask you to leave without refund if your dog is off their lead or if you are not cleaning up after them.
2. Any breed of dog currently listed in the Control of Dogs Regulations 1998 is not allowed on the park. For clarity these dogs are the American Pit Bull Terrier, English Bull Terrier, Staffordshire Bull Terrier, Bull Mastiff, Doberman Pinscher, German Shepard and every dog of the type commonly known as Ban Dog.

Campfires and BBQs

1. Camp Fires and BBQs are not allowed – only BBQs which are high up off the ground are permitted. A €100 fine is incurred for anyone who doesn't adhere to this regulation as campfires and ground BBQs burn the ground to an irreparable state and landscaping repair is necessary.

Quiet-time

1. Quiet time is from 10pm and absolute quiet time is from 11pm onwards. If you are not prepared to adhere to this you will be asked to leave the park without refund.

General Code of Conduct:

1. Management reserves the right to refuse entry and has the right to decline any visitor to the park for any reason. Please act in a courteous and considerate manner towards us our staff and our guests.
2. Anyone causing a disturbance to or behaving in a manner unacceptable to the management will have to leave the park. This includes using threatening abusive or insulting words or gestures towards members of staff or towards any residents of the park.

3. Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times.
4. Children are to be supervised at all times and parents are required to be present and supervising children who are using our games room facility. The Park does not provide supervision for children. Children who are causing a disturbance and/or damaging Park property will be asked to leave the Park.
5. Refuse and waste disposal facilities are available. You are required to dispose of your waste in the appropriate manner provided.

Liability

1. The Park and all its facilities are used entirely at your own risk. All vehicles and their contents and accessories are left on the Park at your own risk. Connemara Camping Park shall not be liable for the loss, theft or damage of any property whilst they remain on the Park nor for any injury accident or mishap to any person in the Park. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.
2. Any guest that causes damage or defacing of any property, building and/or equipment of Connemara Camping Park faces immediate eviction and/or prosecution.

The above rules and regulations are necessary for the safety and comfort of our guests and for the running of the Park in a manner that respects the environment, guests, staff and Park property and facilities. By making a booking you agree and consent to all of the above terms and conditions.

Signed

Connemara Caravan Park Management