

## **TOURING TERMS & CONDITIONS – Tents/Caravans/Campervans and Motorhomes**

**Pre-booking** is essential and in particular for bank holidays and the months of July and August. When you are making a booking please ensure all details are correct as the pitch allocation will be based solely on the information given. All bookings are separate and we cannot guarantee adjoining pitches will be allocated to accommodate group bookings. **Please indicate name of other family that is also booked in.** Full payment is required at the time of your booking and you will receive a receipt confirming your payment once the booking has been completed.

Persons aged under 18 years of age are not accepted unless with adult family members who will be responsible for their conduct.

We cannot accommodate caravans for use as residential or employment purposes due to the fact we are a holiday park.

**Booking changes** Any changes you wish to make to a booking must be done on the online booking system using your unique password.

**Booking deferral or cancellations** Please contact us directly if you require to defer or cancel your booking. You can defer or cancel your booking up to seven days prior to your arrival. You will have to advise us of your revised dates for the following season or provide your Account Name, IBAN and BIC to allow for your payment to be returned, which will be subject to a €15 administration charge. Customers are advised to have insurance cover in the event of cancellation of your booking either on short notice or during your stay.

We will always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options

- a) Accept the alternative arrangements as notified to you.
- b) Choose another available break from us at the advertised price.
- c) Cancel your holiday with a full refund.

**Arrival** You can arrive to the Park from 1.00pm onwards and up to 9pm that evening. Upon arrival you can park in an allocated parking area and check in at reception.

Your details under your specific booking will be confirmed.

Some information about the Park and Achill will be given to you coupled with the Park Rules and Regulations.

Only the persons declared on the booking form will be accommodated unless prior approval was received.

You will either be shown to your **allocated pitch** or given directions to it by the staff member. Whilst every effort will be made to meet your specific requirements for a particular pitch e.g. beside toilets, no guarantee can be given. All guests must set up in the allocated pitch as indicated by staff. We cannot guarantee requests for units to be located beside each other, it all depends on the allocation based on your specific requirements. It is therefore not advantageous to arrive early as the pitch allocated is fixed.

**No Arrival** Failure to arrive without written cancellation being received at least seven days prior to your scheduled arrival date will result in a forfeit of the pitch. If no notification is given and the pitch

is not occupied by midday on the day following the day of expected arrival, we reserve the right to re-let the pitch with payment forfeited.

**Extend your stay.** If you wish to extend your stay please advise reception of your requirements as soon as possible so every effort will be taken, subject to availability and possible relocation, to accommodate you. There is no guarantee that pitches can be extended beyond the date booked and in particular on Bank Holidays and the months of July and August.

**Vehicles** Only one car is permitted per pitch. In order to access the site we must have your vehicle registration details. Vehicles are not permitted to drive around the Caravan and Camping sites after 10pm. No commercial or transit vehicles are permitted on site.

**Departure** All pitches must be vacated by 12 noon of the day of departure. No refunds can be given for departing nights early. Please do not ask as a refusal may offend.

**Park Safety** The person that makes the booking is responsible for the conduct of their party and will be the point of contact for the party. Customers on the Park must comply with the Park Rules and Regulations for their own and others safety. Failure to do so may result in eviction from the park with no refund.

Seal Caves Caravan & Camping Park reserves the right to refuse access to any customers who have breached Park Rules or Regulations, have been asked to vacate the Park or who have previously been refused access to the Park.

Wifi is provided on the Park for free. No unauthorized or improper use of the Wi-Fi is permitted and its use is monitored by the service provider. Please refer to WiFi protocols in Reception and the Campers Kitchen. Streaming is not permitted as that will limit the WiFi use for other patrons of the Park.

**Liability** Any guest that causes damage or defacing any equipment, property or building of Achill Seal Caves Caravan Park faces immediate eviction from the Park and/or prosecution. We have an extensive CCTV system on the park. All vehicles and their contents and accessories are left on the Park at your own risk. Achill Seal Caves Caravan & 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, unless the same be caused or contributed to by any negligence or default on the part of Achill Seal Caves Caravan & Camping Park or its staff. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

**Data Protection** All information taken at the time of booking is collected for the purpose of processing your booking at Seal Caves Caravan & Camping Park. As part of our ongoing monitoring and promotion of the Park we may email you of late availability, future events or developments on the Park. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our Park. If you do not wish to receive any communication from Achill Seal Caves Caravan & Camping Park please email us on [info@achillsealcaves.com](mailto:info@achillsealcaves.com). By booking a pitch you agree to abide by the above terms and conditions.

**We look forward to welcoming you to Seal Caves Caravan & Camping Park and hope you enjoy your stay with us.**