

Holiday Bookers terms and conditions

1. Who your agreement is with

We are North Wales Resorts (Snowdonia) Ltd (“we”, “our”, “us”) of Irish Square, Upper Denbigh road, St Asaph, LL23 0RN, United Kingdom. Our company registration number is 09449197 and our VAT registration number is GB 205944706. We operate under the trading name Ogwen Bank Caravan & Lodge Park. References to ‘the Company’, ‘we’, ‘us’ and ‘our’ in these terms and conditions are to this company. References to ‘you’ in these terms and conditions are to you, as the person making this booking and, where applicable, to every member of your party.

2. These terms and conditions

These terms and conditions will be incorporated into your booking when we have received full or part payment from you. We are unable to accept bookings from anyone under the age of 18, you must be authorised to make the booking by all adult party members; and ensure that they are aware of, and agree to comply with, these booking conditions.

By booking with us, you confirm that you accept these booking conditions and any other written information we bring to your attention before or after confirming your booking.

If you book through a third-party travel agent, your confirmation and payment instruction will be provided by them. It is your responsibility to read and agree to our terms and conditions prior to booking via a third party.

Our terms and conditions apply to all third-party reservations.

As soon as you receive your confirmation, please check the details carefully and let us know immediately if anything is incorrect. We are not responsible for any errors in any documentation, except where the error is made by us.

Even if we have sent you a written confirmation, we and the holiday home owner, have the right to cancel a booking where there are reasonable grounds to believe that 1. The booking is not legitimate; 2. You are likely to breach these booking conditions or any restrictions or requirements stated on the accommodation advertisement; 2. you have provided incorrect information; 4. You have behaved in a vexatious, abusive or unlawful manner to the park, facilities, private owner, their representative or our staff. If we cancel your booking in these circumstances, we will tell you in writing and neither we nor the private owner will have any legal or financial responsibility to you.

The named person on the booking must be staying on site for the full stay. If you are purchasing the holiday for someone else to use, we must have their full details and they must agree to the same terms and conditions. Children or young people under the age of 18 must not be left unattended either in the accommodation or on the site at any point during your stay.

3. Alterations to your booking

Your booking shall be in accordance with the details confirmed at the time of booking. Your booking shall be non-transferable and non-alterable within 42 days (6 weeks) of your holiday start date. You may make alterations to your booking up to 42 days (6 weeks) before your holiday start date. You may change your accommodation or park (within our group) within the same calendar year subject to availability and payment of a non-refundable £25 administration fee and any outstanding difference in price. If you wish us to make an alteration to your booking, we will use reasonable endeavours to accommodate your request but no guarantee can be given.

4. Our service to you

We do all that we can to ensure you enjoy your holiday. However, occasionally problems occur and if they do or you have any concerns or complaints about your holiday when staying with us, please contact the Park Reception team immediately who will respond to you as soon as possible. If, once you have returned from your holiday you still have any concerns or complaints, you can contact our team via email at info@ogwenbank.co.uk or by writing to us at North Wales Resorts (Snowdonia) Ltd, Ogwen Bank Caravan & Lodge Park, Bethesda, Bangor, Gwynedd LL57 3LQ. All complaints should be from the lead name on the booking and contain your booking reference number. Due to data protection, we cannot accept complaints from anyone other than the named person on the booking. Our team will ensure your complaint is fully investigated and ask the park to respond to you directly as soon as possible. All complaints should be registered within 7 days from the end of your holiday as otherwise we will not be able to consider the matter further.

5. Cancellation by you

Should you need to cancel a booking made directly through North Wales Resorts (Snowdonia) Ltd you should advise us immediately in writing by post or by emailing info@ogwenbank.co.uk quoting your booking reference number and reason for cancellation (we do not accept cancellations via telephone). Your cancellation will only be effective as at the date we receive your written confirmation. We can only accept cancellation notification from the lead booker (As named on the booking confirmation). We do not accept cancellations or reschedule of the reservation if your planned activities have been cancelled by another site, attraction or venue, for example activities at Zip World or any other local business.

Cancellation Charges



Period before arrival date: Cancellation charges as a % total cost

More than 42 days	Loss of deposit
41 - 22 days	50%
21 - 15 days	75%
14 days or under	100%

If you need to cut short your holiday after it has commenced, we regret that we are unable to refund any monies paid.

We recommend all guests take out appropriate travel insurance prior to booking. We are happy to provide all documentation to a travel insurance provider upon request.

6. Cancellation or changes by us

In exceptional circumstances, we may have to cancel or change some aspects of your booking. If we do so, we will tell you as soon as reasonably possible prior to your holiday date and you may choose to either:

- 1. Accept the changes offered by us
- 2. Receive a full refund
- 3. Accept an alternative holiday with us at the same price.

We do not pay compensation in circumstances where we have to cancel your booking including those arising from Force Majeure. Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government. If you need to cut short your holiday after it has commenced, we regret that we are unable to refund any monies paid.

7. Paying for your holiday

A payment of not less than £100 is required as a non-refundable deposit at the time of booking. Some holiday homes may expect a minimum deposit of 50% of the booking balance. Any balance due shall be paid not less than 28 days before your holiday start date. If payment is not made by this date, we will assume that your holiday has been cancelled and we may re-sell the holiday to another guest. Any monies paid up to this

point will not be refunded. We do not accept cheques or cash as payment for a holiday under any circumstances. You are responsible for making all payments to us – Payments are not automatically taken, and you must ensure that the balance is paid in full prior to the due date as indicated on the website and booking confirmation.

8. Prices

The prices charged are constantly under review. Prices of unsold accommodations may increase or decrease at any time, and we may also correct mistakes in the pricing of unsold accommodation at any time. The confirmed price will be provided by us upon booking. As changes and mistakes can happen, it is your responsibility to verify the price and details of your accommodation at the time of booking. All quoted prices include any taxes and charges which may apply at the time of booking. Any changes in tax rates or government charges may result in additional amounts becoming payable post-booking.

Prices are for the entire accommodation and are not per person, except when an extra person charge applies. We may charge a booking fee and (where relevant) administration and cancellation charges for our services in administering your booking. We may charge a handling fee (the amount of which we will notify you in advance). Administration fees will be charged as standard for any changes to your booking, made email or via the telephone, a flat fee of £25 per alteration will apply. This will be notified to you during the booking process and will be shown as a separate charge on your confirmation. For bookings made through an alternative brand's / third-party platform or travel agents, the price may include an additional administration fee charged by us for administering the bookings

9. Special offers and discounts

Discounts and special offers may be made in conjunction with our published prices. Special offers cannot be combined with any other discount or promotion and will only be honoured if mentioned at the time of booking. The price confirmed at the time of booking is the price you will pay, discounts cannot be applied retrospectively. Only one offer per booking.

10. Arrival and departure times

Check-in and key collection will be open from 4pm. If you arrive after 6pm on your date of arrival it is likely that your welcome pack and keys will be left in the park's entertainment venue or bar. If you believe you are likely to arrive after 7pm on the day of your arrival then you must inform us, we will then offer a self-check in service subject to availability. If you do not inform us and do not arrive before the Bar & Grill closes, we will treat your booking as cancelled and may re-let the holiday home to another guest and no refund will be given. All bookings must be paid for in full before

keys are collected. No refund will be paid in such instance. You are required to depart your holiday home by 10am on your departure date.

11. Standard of behaviour on our parks

Our parks are used primarily by families, and we would ask that the behaviour of you and your party reflects this fact. Noisy, offensive or inappropriate behaviour or actions likely to cause harm to any other guest, members of our staff or anyone's property at the holiday park will not be tolerated and we reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of the management of the park, does not comply with these standards of behaviour. No refunds will be issued in these circumstances. If, in the reasonable opinion of the management of the park, we believe that you or a member of your party may not comply with the above, on entry to the park, we reserve the right to refuse entry or not to hand over accommodation to any person or groups of persons at our discretion. In such cases no refund will be issued.

All children must be properly supervised by parents or guardians throughout your holiday, including all park organised activities. We do not accept events where under 18 year olds are supervised by friends that are over the age of 18. We reserve the right to deny access to our facilities if, in the reasonable opinion of the management of the park, we believe that any child or adult will be unduly disruptive. North Wales Resorts (Snowdonia) Ltd will not tolerate physical or verbal abuse towards its staff. We have a zero-tolerance policy and you will be asked to leave the park and/or accommodation immediately. In these cases, no refund will be offered.

12. Number of your party

The total number in your party (including children and babies) must not exceed the maximum capacity of the accommodation as advertised. In the event that these numbers are exceeded, we reserve the right to exclude or refuse entry to any or all members of your party from the holiday park. Where half or more of the party is aged between 17 and 25, you must tell us when you book. We have the right to refuse your booking or cancel bookings even after you have been checked and/or we reserve the right to refuse entry or not to hand over accommodation to any person or groups of persons at our discretion.

13. VISOR

We do not accept bookings from or allow anyone to stay on any of our holiday parks who is listed on the Violent and Sex Offenders Register (or any register which supersedes this). By making a booking, you are confirming that no one in your party is on this Register.

14. Travelling alone or in a group

Our holidays are designed with families and couples in mind. We don't allow hen or stag parties, birthday parties or graduation parties. Neither do we permit seasonal parties such as Halloween or New year. We may also refuse your booking or turn you away on arrival if you are travelling alone, or in a group where in the reasonable opinion of the management you or your party may be unduly disruptive.

15. Your holiday

As our parks are holiday parks, we do not accept bookings if you want to stay for work or use the park to travel to work or for residential use. All adults booked must appear on the electoral roll at the address given when booking or provide evidence of their permanent address such as a utility bill if requested. Commercial vehicles, motorhomes and tourers will not be permitted to enter our holiday parks. You must bring ID with you as you may be asked for this on arrival or during your stay.

You must ensure that all information you provide to us is true, accurate, current and complete. You must update us promptly if your details change. You are responsible for satisfying yourself that the accommodation and location meet your party's needs before booking.

16. Groups

Family and friends who live at the same address, know each other, or travel together will be considered as making a group booking even if they have made separate bookings. Group bookings (whether made by one person or a number of people) of three or more holiday homes or pitches must be made through our Allocations Team by emailing info@ogwenbank.co.uk. If this is not done, we reserve the right to cancel any bookings that are part of a group booking. In this instance, a full refund will be given. The lead booker for a group is responsible for the conduct of the other members of the group and for ensuring they comply with these terms and conditions. We may require the lead booker to provide a deposit as security in the event of any damage caused by any member of the group.

Group bookings are subject to the following additional terms:

- • Deposits for group bookings are mandatory. £200 per booking must be paid prior to arrival by card, this balance will be refunded following satisfactory inspection of the property by a senior housekeeping team member, office staff or maintenance supervisor.
- • The balance for group bookings is due 40 prior to the arrival date, rather than the standard 28.

- • A 5% group booking discount is available for park owned properties but excludes peak dates and bookings below the minimum price.
- • Group bookings in the Quarry Bar & Grill require a minimum £200 deposit at the time of booking.
- • We reserve the right to decline bookings at our discretion, particularly if we believe the booking will have an adverse impact on other guests or staff, or if the booking does not comply with our terms and conditions.

17. Guests with specific needs

Some of our holiday homes offer parking next to the holiday home suitable for holidaymakers who may have mobility difficulties. However certain accommodation and locations may not be suitable. If your party includes someone with specific requirements, please let us know at the time of booking. Compensation is not provided in the event that you book a property that is unsuitable without contacting us first by email/writing.

18. Allergies

If any member of your party has an allergy to pets, we would strongly recommend that you do not book accommodation which accepts pets. We cannot guarantee that pets have never occupied any of our accommodation.

19. Smoking policy

Smoking, e-cigarettes and vaping is not permitted in any of our holiday accommodations, if you smoke or vape in any of our accommodations you will be charged £100 for it to be specially cleaned. It is illegal to smoke or vape inside enclosed public buildings and you and other members of your party are requested to smoke only outside and to keep cigarette ash and butts in the ashtrays provided outside the property. If cigarette butts are found to have been discarded irresponsibly (around the property or on the decking) we will charge a £100 fee. North Wales Resorts (Snowdonia) Ltd does not allow the use of e-cigarettes or vaping inside any buildings.

20. Pets

Most dogs are welcome at our parks and in specific accommodations with a maximum of two dogs per booking. Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed. Please provide us with the details of the breed of your dog when you book with us if you have any concerns. Other pets may be permitted at the discretion of the Park Reception or Operations Managers, please check when booking. There is a charge of £30 per week and £15 per short break per pet. Pets must be kept on a lead at all times, and you must clean up after your pet (£100 fee will apply if dog foul is not picked up either on the decking or surrounding the accommodation). Pets (other

than assistance dogs) are only allowed in designated pet-friendly facilities, which will be clearly stated. They are not permitted in any other facilities. Pets should not be left unattended in holiday homes or elsewhere on the park (including vehicles) and must not be allowed on bedding or seating (additional cleaning charges will apply). If we reasonably believe your pet is causing a nuisance on the holiday park or causing damage to the holiday home, you will be required to remove it from the park and/or we reserve the right to refuse entry. If you bring a pet to stay in an accommodation that has not been graded as pet friendly, you will be charged £100 for it to be specially cleaned.

21. Special requests

We will do our best to meet any special requests; however, we are unable to guarantee the fulfilment of these requests. Special requests do not form part of the booking contract and are not a condition of booking. Compensation is not provided if we are unable to meet special requests. Neither we, nor private owners, can guarantee that special requests will be met (confirmation that we have passed the request on to the Owner, or it showing on any documentation from us, is not confirmation that the request will be met). If either we or the private owner cannot accommodate your needs or meet any special requests, we or the owner may cancel your booking.

22. Use of your holiday home

The accommodation that we advertise can only be used for holiday letting for the period of your booking, and you have no further rights. No booking is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977, or any similar applicable legislation. Our booking services with you are available for your personal, non-commercial use only. You may not offer for resale any booking services.

You are required to take good care of your holiday accommodation whilst you occupy it. At the end of your holiday you must leave your holiday accommodation undamaged, thoroughly cleaned and tidy and free of all rubbish which must have been placed inside the bins on the parks (not next to or on top of). By booking with us you agree that we have reserved the right to recover from you any costs or fees incurred by us for damage to any of our property caused by you or any member of your party. We may either, at our sole discretion, request the immediate payment of our reasonable costs during your stay, or charge send an invoice to the lead booker following departure, or instruct a 3rd party to contact you after your stay to recover our reasonable costs. The reasonable costs we may incur if you damage our holiday accommodation are likely to include additional cleaning costs, costs for repair or replacement of anything damaged by you or any member of your party and may include a daily charge for any period the holiday accommodation is unusable due to damage. Should we be unable to process a payment to cover these costs we will take legal action to recover the cost of damage sustained during your occupation. If you request, we will send a breakdown of these

costs to the address used for the booking. We reserve the right to enter your accommodation, at any reasonable time during your stay, in order to inspect the condition of the accommodation or without notice in the event of emergency.

Candles, fire pits, fires and barbeques are not permitted on the premises.

23. Your personal possessions

The Company does not accept any responsibility for the theft or loss of your personal possessions whilst on our parks or whilst you are in your holiday home, and you should take appropriate security measures to ensure against theft and or loss.

24. Availability of facilities

For health and safety reasons some of our facilities and activities have age restrictions. Please check these with us when you book. Whilst using our hot tubs, children under the age of 18 must be supervised by a parent/guardian at all times. All children under the age of 13 and all non-swimmers must be accompanied in the water by a competent adult and kept within arm's length at all times. Children under the age of 5 are not permitted in hot tubs. The ratio of children to responsible adults for children between the ages of 5-18 is 2 children to 1 adult. During chemical checks, access to the hot tubs will be restricted for health and safety reasons. Occasionally we need to close or withdraw certain facilities (e.g. for safety, maintenance or other reasons beyond our control), in this case no refund or compensation will be offered.

25. Quarry Bar & Grill

The company will endeavour to provide access to the Quarry Bar & Grill as advertised on our website and in your welcome brochure; however, during certain periods of the year, access may be limited to weekends only. We reserve the right to alter or withdraw any facilities without prior notice. Children must be accompanied by a parent/guardian in our Quarry Bar & Grill. Neither any children nor adults should act in an antisocial manner whilst using the facilities. Staff have the right to refuse service to anyone at any time. Whilst making a table booking is not required, it is always recommended through weekends and peak holiday times. No compensation will be offered if we are unable to seat you without a table booking. Table bookings are subject to a maximum stay of 2 hours. Please ensure staff are made aware of any intolerances or allergies at the point of booking, and upon ordering your meals. Physical photo ID must be provided upon request; we do not accept photographs or copies of ID. Alcohol will not be served to any persons believed to be under the age of 18 with or without the purchase of a meal. All glasses, cutlery, kitchenware, and crockery belonging to the Quarry Bar & Grill must remain at the Quarry Bar & Grill and must not be taken back to your property. If any property is taken from the Bar & Grill (under any circumstances), you will be charged the cost to replace.

26. Your car

You should comply with speed limits, parking and other traffic regulations on our parks. All vehicles are brought onto the holiday park at their owners risk and the Company does not accept responsibility for loss or damage to these. Where an EV charging point is available, this should be the only means used to charge your electric vehicle. Where an EV charging point is not available please do not use your accommodations electricity supply to charge your vehicle as they are not designed to supply the electricity required to support vehicle charging. In addition to the additional load on the accommodation's supply, there is an increased risk of electric shock and a trip hazard from any charging cables that would be in use. Although we are fully committed to doing our bit for the environment and welcome hybrid cars, we therefore have to insist that guests do not use the accommodation's electricity supply to charge their vehicle.

27. Marketing accuracy

Whilst every care is taken to ensure that the details on our website are correct at the time of being published, the images shown are for illustration purposes only and the details may be subject to alteration from one park to another. The photography on our website is to be used as a guide, and some might not be of the park itself. Please kindly note our properties do not come with any food or drinks displayed within the marketing photographs. Soft furnishings may differ from that which are depicted on the website. The 'Explore' section contain options for off-park entertainment. Please check with the operators for relevant opening times.

28. TV filming and photography

Due to the increasing popularity of North Wales Resorts, we receive requests from TV and other companies to film or photograph on our parks. We also undertake our own promotional filming & photography. Every effort is made to ensure filming does not intrude into or affect any holiday activity and that it is clear to guests that filming/photography is taking place. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs and we are unable to make any financial award or payment of any kind.

29. Data Protection

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act 2018. By providing us with this information you are deemed to accept this and to have the consent of all members of your party to this. We keep this information to help us improve our service to you and to provide you with information about our holidays and services by telephone, e-mail, post and SMS and to keep you informed of our latest news and offers. If you would prefer not to receive this information from the

North Wales Resorts group then please contact us via email info@ogwenbank.co.uk. Further details relating to our privacy policy can be found on our website.

30. Park Environment

Some of our holiday parks have open water sources such as ponds, rivers, lakes or access to the sea. Please ensure you familiarise yourself with the park layout and supervise children and vulnerable adults appropriately. As is the nature of being near the water, and in woodland areas there is a possibility of midges and other flying insects. Guests should ensure they bring suitable personal bug spray or bug deterrents to minimise the risk of bugs especially whilst outside enjoying the hot tub. During dawn, dusk and nighttime it is possible for flying insects to enter the properties especially when windows and doors are left open and lights inside the property are left on. North Wales Resorts offers no compensation in these circumstances where bugs enter the holiday home through guests leaving windows and doors open. Any faults with the holiday home must be reported immediately on check in. Our holiday parks are often located in rural areas, which may restrict lighting levels. Please take care to avoid accidents and consider using a torch if you are in any way uncertain about the lighting conditions in place. Please also take extra care on uneven ground and paths. As we are a family holiday park, none of our hot tubs are private. No compensation will be issued with regards to the privacy of a hot tub or decking area.

31. Hot Tubs

If you have booked accommodation that included a hot tub it will have been cleaned and refilled on the day of your arrival in order for us to maintain the required hygiene standards. Given the quantity of water involved, it may not be at the regular running temperature of between 37°C and 40°C until the evening of your arrival. For your health and safety reasons, we test your hot tub's chemical and water quality every day and have to insist when you and your party use the hot tub you follow the below rules:

- Supervise all children in and around the spa.
- No child under 5 years should use the Tub.
- No one who is unable to keep their head above water is permitted in the hot tub.
- Do not submerge your face under the water.
- Do not exceed the maximum number of bathers (one per seat).
- Always use the toilet and shower before and after using hot tub.
- Senior adults or people with pre-existing medical conditions (to include but not limited to, heart disease, diabetes, high or low blood pressure or any serious

illness or are immunosuppressed) must consult a doctor before using the hot tub.

- Bathing suits must worn at all times whilst using the hot tub.
- Do not use the hot tub after a heavy meal or if you have been drinking, or are under any medication including tranquilisers, prescribed or illegal drugs.
- Enter and exit the hot tub slowly, ensuring 3 points of contact at all times.
- Glassware is not permitted in the hot tub.
- Long hair must be tied up, or swimming cap should be worn.
- Do not use soaps or lotions in the hot tub (including self or false tan).
- No jumping or diving into or out of the hot tub.
- Do not use the hot tub if you are pregnant or breast feeding.
- Do not use the hot tub if you have any skin sensitivity or sensitivity to chlorine.
- Do not use the hot tub if you have any cuts, open wounds, bites, sunburn or skin irritations.
- Do not use the hot tub if the temperature of the water is above 40 degrees
- Limit your bathing time to 15 minute sessions and allow plenty of time to cool down in between use (minimum of 30 minutes).
- Replace the hot tub cover and storm straps when not in use.
- Please use cover lifters where provided.
- Do not lie down or sit on the spa cover.
- You must inform us of any damages whether minor or otherwise to reception as soon as possible.
- Misuse and damages are subject to additional charges.
- Should a hot tub need to be drained and refilled during your stay you accept an automatic charge of £75 + VAT to cover this service.
- We may at any time refuse access to a hot tub in the event that management believe the hot tub will be misused or if the use of a hot tub could result in accident or injury to the user or other guests/staff.
- Speakers are not permitted
- Do not stand on any outdoor seating or tables.

- Please ensure that you respect the quiet hours in place if using the hot tub after 8pm.
- Do ensure doors to the property are closed whilst using the hot tub to prevent bugs entering the holiday home.

Failure to follow the above, could result in a fee up to the maximum value of full replacement value of the hot tub and disposal of the damaged hot tub.

North Wales Resorts (Snowdonia) T/A Ogwen Bank Caravan & Lodge Park accepts no responsibility for injury or loss as a result of hot tub use. Users do so at their own risk.

Whilst hot tubs are an amenity of the property, faults or issues with the hot tub do not constitute a full refund. The value of the holiday covers the holiday home, gas, electricity and cleaning of the holiday home. In the event a hot tub is unavailable to use, a flat refund of £30 per night applies.

32. Replenishments

During your stay, you will be provided with basic welcome inventory, to include 1 toilet roll per bathroom, tea, coffee, sugar sachets and UHT milk, 1 bin bag per bin, 1 bath mat per shower/bath and 1 towel per person (up to the maximum occupancy of the property). Replenishment/replacements of any of these items are not included in the price of the stay. The properties are fully self-catering, guests should ensure they have everything necessary during your stay. Toiletries including sanitary products, toothbrush, toothpaste, shampoo's, conditioner, bodywash/shower gel is not provided.

33. Privately owned holiday homes

For some properties, we act as agent of the accommodation owner ("Owner") by arranging bookings and processing payments. Our responsibilities to you are limited to making the booking, cleaning the property and hot tub (if applicable), collection and return of keys, collection of damage payment, and any amendments or cancellations, in accordance with these booking conditions and your instructions.

For privately rented accommodations, when you book an accommodation with us, you enter into a legally binding contract with the Owner who is responsible to you for the provision, presentation and safety of their accommodation; we are not a party to that contract and accept no legal responsibility for acts or omissions of the Owner or their representatives.

34. Wifi

Wi-Fi availability is provided for pleasure, not for business use. Wi-Fi is subject to network conditions and is not guaranteed. We will not offer refund or compensation for poor or no Wi-Fi access.

35. Drug and Alcohol use

Ogwen Bank is a family friendly holiday park. As such the use of drugs on the site is strictly prohibited. Any persons found to be using any kind of illegal substance will be asked to leave the holiday park immediately and will incur a lifetime ban. There will be no compensation if a holiday is cut short as a result of alcohol or drug abuse. The relevant authorities may be contacted.

Whilst our bar and grill is licenced to serve alcohol both on and off the premises, staff do reserve the right to refuse service at any time. Any persons found to be intoxicated or acting in an aggressive, antisocial or disturbing manner will be asked to leave the park immediately. There will be no compensation if a holiday is cut short as a result of intoxication through alcohol or any other substance.

36. Lost property

We take no responsibility for items forgotten or lost during your stay. It is the guest's responsibility to ensure that all personal items are collected. Any items found by housekeeping during a clean will be kept in lost property for a maximum of 7 days, after which time the property will be disposed of. We will not post any found personal belongings. These must either be collected by the guest or by a courier on behalf of the guest. We accept no responsibility for loss or damage to these belongings either in transit, packaging or whilst in our possession.

How to contact us

If you need to contact us about your holiday or in connection with these terms and conditions, please contact our team on: 01248 600486 (standard rate call), email us at info@ogwenbank.co.uk or write to: North Wales Resorts (Snowdonia) Ltd, Ogwen Bank Caravan & Lodge Park, Bethesda, Bangor, Gwynedd LL57 3LQ

Delivering Good Customer Outcomes

North Wales Resorts (Snowdonia) Ltd is fully committed to treating our customers fairly and ensuring that the products and services we provide are suitable for their needs. We have regard to price and value of the financial products and services we

offer and aim to provide good consumer understanding and ongoing support to ensure we are and delivering good outcomes and ensuring that all our customer interactions are clear, fair and transparent and always having our customers best interests at the core of our business.

Which service will we provide you with?

The service we provide is on a non-advised basis, meaning we cannot give you advice or a recommendation. We will however, provide you with enough product information for you to make a decision on an informed choice basis. You will then need to make your own choice about how to proceed.

Suitability and Affordability

It is important that you only enter into an agreement if you can comfortably afford the payments. You should assess the payments you are required to make throughout the term of the agreement and ensure you can meet these and other current obligations without suffering undue hardship. If you are aware of any changes in your life or your household circumstances, that may affect your ability to maintain your payments, please make us aware.

What to do if you have a complaint

The first step is for us to understand your complaint; you can contact us by:

- In writing: North Wales Resorts (Snowdonia) Ltd, Ogwen Bank Caravan & Lodge Park, Bethesda, Bangor, Gwynedd, LL57 3LQ
- By email: info@ogwenbank.co.uk

We will promptly acknowledge your complaint, investigate your complaint and endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update.