

Dunmore East Holiday Park Caravan and Motor home Terms and Conditions

We recommend that you read these terms and conditions carefully.

By booking a pitch you agree to abide by Dunmore East Holiday and Golf Resort's Terms and Conditions.

Please retain these Terms and Conditions for your own records.

Dunmore East Holiday and Golf Resort is a family holiday park run to the highest standards in order to deliver on its high reputation as a quiet, safe and peaceful park. Dunmore East Holiday Park welcomes seasonal caravans, touring motor homes and campervans. Please read the following terms and conditions before making your booking.

The person making this booking will be present and responsible for all damages, liabilities, and eventualities of this booking.

Conditions of Booking.

All bookings are accepted on the basis that you, the customer, agree to these terms and conditions. If you or your children are unable to accept these standards of behaviour or are looking for a different social atmosphere than we aim to provide, then we respectfully ask you to make your booking elsewhere.

We also reserve the right to refuse any booking or to ask any guest who contravenes these terms and conditions to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

The person who completes the booking form or who makes the booking over the phone will be present and responsible for the booking and warrants that they are over 18 years of age. By making this booking they accept all responsibility for all damages, liabilities, and eventualities of this booking.

As we are a family holiday park, we regret that bookings cannot be accepted from all male or female parties. If the complete party were to be under the age of 18, it must be accompanied by an adult. Furthermore, bookings for more than one tent or two motorhomes must be booked over the phone and group bookings will require to pay a 'noise tolerance' deposit of €100 on arrival which will be refunded on departure if the party has adhered fully to our noise tolerance policy

Advance Bookings.

Advance booking is essential, particularly for weekends, bank holidays and during July and August. Bookings may be made online on www.dunmoreholiday.ie or by telephoning reception on +353 (0)87 7022566. A minimum of 2 nights for camping pitches can be booked online. Bookings for one night only can be made for motorhome stays by telephoning the above number or online. The following minimum stays always apply: 3 nights for bank holidays and Easter and 2 nights for the Bluegrass festival – (UK August bank holiday weekend)

Waiting Lists.

For fully booked dates customers can be added to a waiting list and any vacancies will be notified by telephone, with pitches allocated to the first paying respondent.

Booking Confirmation.

Following your booking and confirmed deposit payment you will receive a receipt confirming your payment. The deposit (larger of 25% of your holiday cost for motorhome pitches and 50% for tent pitches or one night's stay) constitutes the reservation of a suitable pitch for your described unit at the time of booking. The submission of a completed booking form or telephone agreement shall NOT constitute a contract between the client and management at the park. A contract shall only exist once a letter of confirmation is issued at arrival to the person who has made the booking (in the presence of the full named party as per the booking form) and only once payment for the full stay has been accepted by management.

Management reserve the right to refuse entry to any party for reasons which are beyond the control of management and furthermore without having to give a reason for the denied access. In these rare circumstances, a full refund of the deposit shall be issued. No form of compensation will accompany this refund.

We reserve the right to decline or terminate the booking of any guest whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Dunmore East Holiday Park and its facilities are intended for family holidays. We are therefore sorry that we cannot accept any parties of single people.

Please bring your booking receipt when checking in at reception.

Opening Dates

Touring Motorhome pitches are open Easter Thursday through to September.

The apartments and the Suite are available to book all year round. Two night minimum stays apply for Suite and Apartments from September to June with a minimum of 4/5/7 night stay for the Suite and 7 night stay in the apartments in high summer season.

Booking Arrangements

Bookings can now be made online. Advanced booking is recommended. At time of booking we require a 1/2 deposit for 2-night stays, 1/3 deposit for 3-night stays and a 25% deposit for 4 or more nights. Balances are payable on arrival at the resort. Please see our Terms and Conditions for our cancellations, deposits, and refunds policy.

Touring and Camping

At Dunmore East Holiday and Golf Resort, our grass pitches are fully serviced with electricity, grey waste, and water. We have modern facilities and an onsite 'Hilltop Café and bar' serving light food throughout the high season

Luxury family apartments with panoramic views.

These luxury family apartments consist of open living space with kitchen, a Double room, a triple room, and a family bathroom with shower. These apartments are located on the second floor with a small window box balcony and panoramic views of the Atlantic Ocean. Downstairs is 'Sapphire Bar and Bistro' with its sun terrace serving food from noon daily. (Subject to season opening hours)

Further Information

If you have any questions or require any further information, please do not hesitate to email us at info@dunmoreholiday.ie or call us on 00353877022566.

Privacy Policy

The information taken at time of booking is required to be collected for the purposes of processing your reservation at the Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. 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 be contacted for these purposes, please email: info@dunmoreholiday.ie.

Park Rules

In order to maintain our high standards in sustaining a safe family friendly environment we would like to bring the following rules to your attention before booking:

Group Bookings: Bookings of more than 2 campervans/motorhomes must be booked by calling +353 (0)87 7022566. Please note that a 'noise tolerance' deposit of €100 will be required on arrival of groups. This will be refundable on departure once there have been no noise issues with the group.

Noise Curfew: Quiet time is at 10pm. Strictly no noise is permitted after 11pm. Children must be inside their tents/caravans/motorhomes by this time and no electronic devices expelling sound is permitted to be on inside of tents after this time.

Alcohol: When consuming alcohol beside the motorhome/campervans, we insist that this is done with discretion in order to maintain our family friendly environment here at the park.

Recycling: Recycling is compulsory at this park. Children are not allowed to bring rubbish to the bin area.

Children: Children must always be supervised and rules signposted in the playground must be adhered to at all times.

Pets: Pets are allowed restricted to 2 pets per family. Pets must be on leads and cleaned up after. Pets causing a nuisance must be removed from the park immediately. No pets allowed in Apartments or Suite.

Arrivals and departures

Apartments and Suite: Check in is 3pm - Checkout 10am

Campsite: Check in is 12am - Checkout 11am

Pitch allocation.

When booking a pitch, the size of your unit must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch. Every endeavour will be made 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 pitch. We cannot guarantee that motorhomes booked in together will be beside each other on site.

Your pitch number and directions will be allocated on arrival. If you are in any doubt whether you are on the right pitch, please check with reception. Any guest on the wrong pitch will be required to move.

PITCHES

Pitches will not be available before 12 noon on the day of arrival. All pitches/accommodation must be vacated no later than 11am on the day of departure. €2 is payable per each hour your unit remains on site after 11am and this is only allowed by prior approval by management.

All arrivals must call in at reception, before proceeding onto the site. We will then confirm your pitch number and directions to it.

The maximum size of unit permitted on one pitch is 7.5m x 4.5m wide, inclusive of guy ropes.

Please advise if you are likely to arrive after 6:30pm. NO arrivals will be accepted after 9pm on the day of arrival. If you have not arrived on the day your holiday was due to commence before 6:30pm or have not advised management of your late arrival, your booking will be considered to be cancelled and we reserve the right to re-let your pitch. We regret to say that no refunds are available for late arrivals or early departures.

Should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.

If you are in any doubt as to how to pitch your unit, please see reception, as if pitched incorrectly you will be asked to re-pitch.

Gazebos and awnings are permitted provided they are appropriately placed and not obstructing free passage or invading other pitches.

Groundsheets kill grass and disfigure pitches; therefore, we enforce that only breathable ground sheets are used on the floor of gazebos and awnings alike.

Liability.

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for the damage/loss caused by themselves or their visitors to the pitch or any park facility or other residents' property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Dunmore East Holiday Park or its staff will not be liable for the loss, theft, or damage of any property nor any injury, accident, or mishap to any person in the park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

