Dunmore East Holiday Park, Motorhomes & Campervans 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 Parks Terms and Conditions.

Please retain these Terms and Conditions for your own records.

Dunmore East Holiday Park 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, 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 there 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 caravans/motorhomes must be booked over the phone and group bookings will require to pay a 'noise tolerance' deposit of €50 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 3 nights can be booked online. Bookings for one night only can be made by telephoning the above number.

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 full payment you will receive a receipt confirming your payment. Payment 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.

Pitch allocation.

When booking a pitch the size of your unit, e.g. single axel/double axel, 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 particular pitch. We cannot guarantee that caravans 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.

Payment on arrival.

Payment is to be made in **cash** on arrival. Credit/debit card may be accepted at the discretion of management. However, please note that a 50c/2% charge will apply for payments by card. Cheques cannot be accepted.

Cancellation Policy/Refund Policy.

Changing your dates.

The management at Dunmore East Holiday Park would appreciate if you could inform us if for any reason you are unable to arrive for your holiday on your booked date of arrival. If you are changing dates more than 5 nights in advance of your arrival date, we will endeavour to do our best to book you other dates if requested.

Cancellation of the holiday by you.

We regret that in the event of cancellation, no refunds will be made except under the terms of the cancellation plan. We cannot accept cancellations due to adverse weather conditions or any other personal reason. No refunds are available for late arrivals or early departures for any reason. Neither the company nor its servants or agents accept liability for any personal injury, loss or damage which may be sustained by the applicants or their property during the period they or any of them are at the park except where it arises from the negligence of the company, its servants or agents.

Change or cancellation of the holiday by us.

If, due to circumstances beyond our control, or in the event of serious breakdown of our services, other emergencies or we are forced to change or alter in any way the services, accommodation or pitch you may have booked, we reserve the right to offer an alternative where possible, or to cancel the reservation with a full refund of deposit. No form of compensation will accompany this refund.

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.

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 10pm 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 places 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.

Health and Safety and in keeping with our family friendly park.

For the safety and enjoyment of our guests, we ask that you take note of the following RULES:

The speed limit on the park is 10kph.

- Alcohol may only be consumed inside the caravan/motor home or tent. Drinking outside these is strictly forbidden and offence will result in being asked to leave immediately. Alcohol is not to be consumed on the park before 6pm.
- Open fires are NOT allowed anywhere on site.
- BBQ's are only permitted if raised off the ground and no open flame is allowed.
- Children must be supervised at all times and rules posted in the playgrounds must be adhered to.
- No lorries, track or commercial vehicles are allowed on the park.
- No recreational vehicles can be used on the park. This includes motorised skateboards/scooters, except for disabled use.
- Only 1 vehicle can be parked next to the pitch. No mechanical or repair work on vehicles is permitted.
- Please make yourself aware of the nearest fire point.
- A Chemical disposal point has been provided. The toilets must not be used for waste disposal.
- The use of generators is not permitted.
- Ensure that your pitch is kept tidy and free of rubbish.
- No ball sports are to be played amongst the pitches. There is a designated green area for ball playing.
- Noise must be minimised by 10pm.
- A strict silence policy is in place from 11pm. All children must be inside the caravan/motorhome/tent by 11pm. No electronic devices expelling sound are permitted to be in use in tents after 11pm.
- Clothes lines are not permitted on the park. Drying facilities are available.
- Any behaviour deemed to be a nuisance or anti-social by the management will not be tolerated and management reserve the right to admission and eviction.

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.

Dogs and other pets.

Well behaved dogs are welcome. A maximum of 2 dogs per family is permitted. They must be kept on a lead at all times. Please make sure that you clean up after your dog. An exercise area is permitted. As a family friendly park we reserve the right to refuse certain breeds of dogs we consider inappropriate.

We reserve the right to require that the owner removes their dog or any other pet, from the park if it is a nuisance or danger to other guests. No refund will be given in these circumstances.

Recycling.

Dunmore East Holiday Park is a green park and we always strive to recycle as much as possible. Therefore, we must enforce that children are not allowed to bring rubbish to the bin area. **Recycling is compulsory** at Dunmore East Holiday Park and recycling bags can be requested from reception.

Lost Property.

Any personal items/property left behind on departure will be returned to you on receipt of a stamped, self addressed envelope or prearranged courier pick up. Items will not be held after 14 days.

Data Protection.

All information supplied on the booking form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party.

Day Visitors.

Your visitors are welcome but must first register and pay at reception to obtain a visitors card. If visitors are staying after 6pm in the evening, there is a charge of €2. As we are unable to give out information with regard to who is present on site at any particular time, please arrange to meet your guests at the gate when they arrive.

Complaints.

The enjoyment of your holiday is important to us and in the unlikely event of any shortcomings, you are asked to notify management immediately so that they can be remedied for you. No claim can be considered on shortcomings not so notified.