



## Gateway Caravan Park Ltd Terms and Conditions

### **1. Who your agreement is with**

Gateway Caravan Park Ltd t/a Gateway Holiday Park is the operating company of Gateway Holiday Park and The Gate Inn. 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. Alterations to your booking**

Your booking shall be in accordance with the details confirmed at the time of booking. You may make alterations to your booking up to 7 days before your holiday start date. Any alterations to booking dates with less than 7 days notice will incur a £10 administration fee.

### **3. Our service to you**

We do all that we can to ensure you enjoy your stay with us. However, occasionally, problems occur and if they do or you have any concerns about your stay with us please tell the Park Reception immediately and we will respond to you as soon as possible. We will not be responsible for any matter which you knew about during your stay but did not tell us about during your stay. If any matter is not resolved during your stay you must notify us in writing of this as soon as possible (and in any event within 21 days of the end of your stay) as otherwise we will not be able to consider the matter further.

### **4. Cancellation by you**

If you cancel your stay with us and cannot move it to an alternative date, you will lose your deposit as all deposits are non-refundable. Only in exceptional circumstances will the management consider a refund.

### **5. 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 possible prior to your arrival date and you may choose to either:

- a) Accept the changes offered by us
- b) Cancel your stay

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.

### **6. Paying for your holiday**

On booking your holiday with us, you will pay a 50% deposit/reservation fee for your pitch, this deposit is non-refundable. The balance of your booking will be due on your arrival at reception. You can however alter your stay with us as set out in point 2 above.

If you wish to pay in full for your holiday you may do so however this must be paid either by cash/chq or bank transfer on the day of booking. This will also be classed as a deposit and non-refundable, you can however alter your stay with us as set out in point 2 above.

### **7. Prices**

All prices are current at the time of your booking. All prices shown are inclusive of VAT at the prevailing rate at the time of payment.

## **8. Special offers and discounts**

Details of Special offers can be found on our website at [www.gatewayholidaypark.co.uk](http://www.gatewayholidaypark.co.uk). All discounts and special offers are subject to availability and may be withdrawn without prior notice. 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.

## **9. Arrival and departure times**

Our reception opening hours are from 9am to 6pm off peak and 9am to 9pm peak season. If you arrive outside these hours then the latest check in time will be 10pm at the main bar.

## **10. Standard of behaviour on our park**

Our park is 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. All children must be properly supervised by parents or guardians throughout your stay, including all park organised activities. We reserve the right to deny access to our facilities and/or any children's activities if, in the reasonable opinion of the management of the park, we believe that any child or children will be unduly disruptive. You are responsible for any guests on site with you and any anti-social behaviour they cause.

## **11. Pets**

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. Other pets may be permitted at the discretion of the Park management, please check when booking. Pets must be kept on a lead at all times and you must clean up after your pet. Pets (other than assistance dogs) are not allowed in any of our park facilities or play areas. Maximum of 2 dogs per pitch. £50 on the spot fine for any dog fouling.

## **12. Availability of facilities**

For health and safety reasons some of our facilities have age and/or height restrictions. Please check these with us when you book. In our swimming pool, children under the age of 13 must be accompanied by an adult. At busy times access to facilities may be restricted for health and safety reasons. We may operate session swims in our pool during periods of high demand. Occasionally we need to close or withdraw certain facilities (e.g. for safety, maintenance or other reasons beyond our control).

## **13. Entertainment**

The Company will endeavour to provide the entertainment as advertised in the brochure and on the website. We reserve the right to alter or withdraw any facilities or programmed entertainment without prior notice.

## **14. Your car**

You should comply with speed limits, parking and other traffic regulations on our park. 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 except where it is caused by our negligence or fault.

15.

Whilst every care is taken to ensure that the details in the brochure and on our website are correct at the time of being published, the photographic images shown are for illustration purposes only and the details may be subject to alteration.

## 16. Caravan and camping

Pitch sizes vary from field to field. If you consider your Caravan, Camper or RV to be large, please indicate on booking or call our reception so that we can accommodate your requirements. If for any reason you leave your caravan or tent on site for longer than your booked stay, Gateway will charge you the full cost of the pitch for every subsequent day it is left. If Gateway needs to remove your caravan or tent from the pitch there will be a £100 removal fee and storage of your property will be at £10 per day thereafter.

## 17. Roadways and vehicles

Any commercial vehicles or heavy goods vehicles i.e. Lorries, trucks, vans, and trailers are not permitted on site. All roadways within the park are governed by the Highway Code rules, speeding and drink driving are reportable offences.

## 18. Entrance key

A deposit of £10 is required for each key for the automatic barrier and toilet and shower block which is refundable when returned in good working order. If lost or broken, replacement keys will be charged at £10 per key.

## 19. Your property

Your property is your responsibility. Gateway Holiday Park or its employees cannot be held responsible for any damage or loss suffered whilst on the site. You are responsible for insuring your own caravan and its contents at all times, Gateway Caravan Park Ltd takes no responsibility for any loss or damage caused at any time.

## 20. Park rules

Any rules breached will lead to expulsion from the site.

### How to contact us

Reception is open from 9am to 6pm 7 days a week on 01554 771202.

Email; [info@gatewayholidaypark.co.uk](mailto:info@gatewayholidaypark.co.uk)

Address; Gateway Holiday Park

Millennium Coast, Bynea, Llanelli, Carmarthen, SA149SN

These terms and conditions and our privacy policy (see website) are presumed to be accepted by yourself and all members of your party at the time of booking your stay with Gateway Holiday Park.