

Caerfai Farm Campsite, Yurts, Shepherds Hut and Caerfai Bay Holiday Cottages- Terms and Conditions

All members of your booking party are required to comply with the following rules. They are separately listed under the headings Caerfai Farm Campsite, Caerfai Farm Yurts & Shepherds Hut and Caerfai Bay Cottages.

Caerfai Farm Campsite

We only accept responsible campers that are considerate to fellow campers and respectful of the environment. Our guests' enjoyment and safety are paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

- When confirming your booking a **non-refundable deposit** of £25 is taken. Alternatively, payment may be made in full at time of booking. (If a booking is cancelled after a payment in full has been made, a refund minus £25 will be issued).
- Pitches are normally available from **2.00pm** on day of arrival.
- Pitches must be vacated by **11am** on day of departure.
- Most pitches accommodate a medium family tent (up to approx. 7m x 7m).
- An additional two-man tent (pup tent) may be possible on some pitches, and this must be agreed when booking.
- Please call at Shop/Office on arrival to register and pay any balance due and to receive the barrier gate code. Customers will be informed of their pitch number on arrival. The pitch is allocated according to the specified requirements made at the time of booking and the information you have given us, and is determined by the computerised booking system. Whilst every effort will be made to meet specific requirements for a particular pitch, no guarantee can be given.
- Arrivals during the **peak holiday period after 6pm**: we will endeavour to contact you via text message with your arrival details. A daily "arrivals list" will also be displayed on the shop front window and the small notice board; situated by the barrier gate at the main campsite entrance. Your barrier gate code will be emailed or texted to the contact details provided by you in your booking summary.
Your pitch on the site will carry a yellow label with your name on it.
- Arrivals during **low season**: we will endeavour to send you a barrier code via text or email 24 hours before your arrival on site. Your barrier gate code will be emailed or texted to the contact details provided by you in your booking summary. Arrivals after shop closing time must register and pay on immediate next re-opening of Shop/Office. Please pay by cash or card. If you have made a payment online; via your booking, please call at the shop to register and collect your ticket for display.
- Please note that we are NOT able to reserve specific places or fields on the site, or adjacent pitches during the school holidays. Allocation of pitches is entirely the decision of the site operator. This is a condition of booking.
- One car per pitch, please contact site owner to arrange parking for additional vehicle. To avoid disturbance to other campers, pitching is not permitted after 10pm. (The site is unlit.)
- All tents/motorhomes must be 6 metres apart unless part of a family group (when they can be a minimum of 3 metres apart).
- If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others, you will be asked to move.
- Gazebos/event shelters are not permitted during school holidays.
- Cars should be parked across the slope and a maximum speed of 5mph kept at all times.

- A valid ticket (collected upon registration) must be clearly displayed on your unit at all times. Extended bookings (where possible) must be paid for in reception by 10am, and ticket amended.
- Please note – We operate our campsite in an area of outstanding natural beauty and due to the site’s locality within the Pembrokeshire Coast National Park; directly adjoining the coastal path, the area can be subject to strong winds. Please note, ***no refund will be given for curtailment of your stay due to weather conditions***. It is the customer’s responsibility to ensure their tent is robust and correctly erected. We suggest regularly checking the local weather forecasts, or ask in the shop/office.
- Please inform us if you are unable to take up your pitch on the dates you have booked. We are unable to give refunds for early departure or late arrival.
- Between 10pm and 8am the Camp Site operates a minimum noise policy. No stereos/radios/open air plugged in or electronic music. No bongos or drums.
- Barbecues, social gatherings and children’s games and gatherings in are therefore requested to finish by 10pm.
- No hen/stag parties or groups.
- The use of drones is strictly prohibited on site.
- The use of ‘Chinese lanterns’ is strictly prohibited on site.
- Drunk/disorderly or abusive behaviour will not be tolerated. We reserve the right to ask you to leave should this occur.
- Do not leave stones on your pitch, they cause hazard to ground staff when grass cutting. It is illegal to remove stones and pebbles from UK beaches, local council fines of up to £1000 can be issued to anyone found to have removed ‘natural material’ from the beach, don’t break the law.
- All litter to be placed in bags or wrapped before placing in skip bins. **Never** leave food or bags of litter outside the tent or motorhome.
- Barbecues and fire pits on stands are allowed (they are not to be placed on picnic tables. Open fires directly on the field surface are strictly not allowed.
- No unaccompanied children are allowed in the facility block or to be left unattended. All children must be closely supervised by an adult. The campsite adjoins a working farm and the Pembrokeshire Coastal Path.
- Dogs must be kept on leads at all times, never left unattended and exercised off the park. You are responsible for any mess, which should be cleared up and disposed of immediately. This remains your responsibility at all times.
- Dogs are limited to a maximum of two per party and will incur an additional charge (made at time of booking).
- Strictly no dogs allowed in facilities block.
- No dog breeds named under the Dangerous Animal Act will be allowed on site.
- The management reserves the right to decline acceptance, or expel without notice to any visitor for conduct detrimental to the park or comfort of visitors and in accordance with the above terms and conditions.
- All toilets, showers and washing facilities are available. Regular daily cleaning will take place. Please respect cleaning staff whilst they clean. Please do not use the toilets and showers in specific areas temporarily marked out with “cleaning in progress” signs; you will be directed to available toilets and showers.

- Parents are to be responsible for their children at all times whilst on site. An adult should accompany children under 7 years to the toilet and under 11 years accompanied to the showers. In order to respect each pitch area, please make sure your children do not disturb neighbouring pitches. Visitors are asked to respect the integrity of the boundary hedges and not to climb over them or remove stones. As quiet time is from 10pm, you are responsible for reminding your accompanying children of this and you must ensure they return to your accommodation at this time.
- As our Campsite is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by wildlife, plants or trees.
- We do not accept responsibility for anything that adversely affects your holiday that is outside of our control.
- We advise that adequate insurance cover is taken out before your holiday.

Caerfai Farm Campsite YURTS + SHEPHERD'S HUT

- A non-refundable 25% deposit is required at the time of booking.
- Balance due six weeks prior to arrival. (If arrival is within six weeks of booking then full payment will be required in advance.
- In the event of you needing to cancel your holiday we will do our best to resell it, if successful we will refund you the amount the holiday resold for, less your deposit payment, and a £20 administration charge. However, you will not be reimbursed if the holiday is not resold.
- We advise that adequate insurance cover is taken out before your holiday.
- In the unlikely event of the Yurts/Shepherd's Hut not being available due to fire, flood or other unforeseen circumstances, we cannot accept liability or responsibility for any loss, including consequential loss, but the full cost of the holiday will be refunded.
- Your Yurt/Shepherd's Hut will be ready from 2pm on arrival day, unless otherwise agreed in advance.
- Please check in at the Caerfai Farm Campsite Reception & Shop before you arrive at your Yurt/Shepherd's Hut.
- Please vacate your Yurt/Shepherd's Hut by 10:30am on the day of departure unless otherwise agreed.
- Caerfai Farm Campsite Terms and Conditions also apply to all Yurt/Shepherd's Hut Customers. Please read these thoroughly. By clicking the terms and conditions box you are legally bound by these conditions.
- We are happy for you to rearrange any of the furniture as you wish, but request that you leave your Yurt/Shepherd's Hut exactly as you found it at the end of your holiday.
- Outdoor shoes must not be worn inside the Yurt/Shepherd's Hut, for this reason we advise you bring slippers or indoor footwear.
- Please report any damage to us. Additional fees for careless damage and excessive cleaning will be charged for if necessary.
- Please note: Our Yurts are suitable for occupancy of a maximum of 4 person, 2 in the Shepherd's Hut. Parents and or Guardians are expected to supervise their children at all times. Our Shepherd's Hut is not suitable for children under 5. Strictly no dogs allowed in the Yurts/Shepherd's Hut.

Caerfai Bay Cottages

- Bookings are confirmed by a deposit of 25% of the total hire price.
- Bookings must be accompanied by a completed booking form which can be completed online.
- The balance is to be paid six weeks before the start of the holiday.
- If the holiday date is less than six weeks from the booking date, then the full amount becomes due.
- If a booking is cancelled in writing more than six weeks before the holiday date, all efforts will be made to re-let and if successful, the deposit less £25 administration charge will be refunded. If unsuccessful, the deposit is forfeited, and the balance becomes payable.
- The hirer undertakes to take all reasonable and proper care of the property and leave it in a clean and tidy condition otherwise an excess cleaning charge may be incurred. Please note that smoking is not permitted in the cottages.
- Please note that pets are not permitted in the cottages at any time.
- Any breakages or damages caused must be replaced or paid for before departure. We (the owners) live opposite the cottages and are readily available to help and advise.
- Under no account can the prescribed number of persons per property be exceeded.
- The maximum number of persons allowed at the property is clearly stated. The property including all facilities may not be shared except with the persons nominated when booking.
- VAT is included in the rental. Our VAT registration number is 123 1233 29. Any alterations in VAT rates may cause a variation in prices.
- Properties must be vacated by 10:30am on the morning of departure and are not available before 5pm on the day of arrival.

Cottages, Yurts, Shepherd's Hut and Camping

- Should you experience any problems or have any queries during your stay, our staff will be pleased to be of assistance.
- The person who makes the booking is responsible for ensuring compliance with the rules and booking conditions by all members of his or her party, including any visitors, pets or children. Please familiarise all of your party with the site rules and regulations.
- Bookings for Holiday Cottages, Camping, Yurts and the Shepherd Hut ***can only be accepted from persons over 18 years of age.***
- The booking of accommodation or camping pitches solely for persons under 18 years of age is not accepted unless with adult family members or qualified leaders of a recognised organisation who will be responsible for their conduct.
- If there are any omissions to the Holiday Cottages', yurts' or Shepherd Hut's inventory, or any problems with equipment in our accommodation or with campsite facilities, please report them to the shop/reception.

Covid 19: As you will be aware, throughout Wales and the UK, Covid 19 restrictions have been lifted. The Welsh Government continue to advise that if you have symptoms of Covid 19, stay at home and avoid contact with other people. Mask wearing in enclosed areas remains a personal preference. For full, up to date Welsh Government guidance; please use the following link <https://gov.wales/coronavirus>

Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Caerfai Farm. 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 site.