



## **Terms and Conditions – May 2025**

### **Admission**

Admission is only permitted after registering at reception (and upon payment of the full pitch fee). Our site staff have the right to refuse entry to the site if they believe a breach of health and safety and/or site rules may occur. This includes any abuse or hostility directed at staff.

Guests under the age of 16 are not allowed on site.

No hen/stag parties are permitted.

### **Arrivals and departures**

The earliest arrival time is 1 p.m., the latest is 5 p.m. Planned arrivals outside of this time must be agreed with management prior to booking.

If reception is closed on arrival: please contact the number provided on your booking confirmation.

Members of the Motor Caravanner's Club must show their proof of membership on arrival (as current membership will need to be confirmed to site staff during check in). Should a member not have proof of their membership with them, non-member rates will apply. Note that Member rates apply to the member's pitch only (and that booking on behalf of Non-members attracts the Non-member rate).

Late arrivals must notify us as soon as possible (before reception closes at 5 p.m.). We may not be able to accommodate a guest's stay if arrival is after 5 p.m. where site staff are not notified – such circumstances will be treated as a 'no show'.

### **Changes to your stay**

Bookings cannot be amended (or cancelled) within 14 day(s) of arrival. There is no refund for 'no shows'.

No refunds/discounts for inclement weather, late arrivals or early departures.

## **Dogs**

Dogs must be kept under control, be on leads and are supervised at all times. A maximum of 2 dogs are permitted per pitch.

The site does not accept breeds/crossbreeds listed in the Dangerous Dogs Act (i.e. XL Bully, Pit Bull Terrier, Japanese Tosa, Dogo Argentino, and Fila Brasileiro).

Your dog must be tattooed or microchipped. Please clear up after your dog as appropriate.

## **General**

Bookings are non-transferable.

Bookings must not be for more than 28 consecutive nights.

In the event of a complaint, please speak to reception immediately. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have left the site.

Please note that the toilet facilities are unisex and are self-contained. This site has no on-site shower facilities.

Public areas are non-smoking.

Quiet hours must be respected between **10 p.m.** and **8 a.m.** – during this time, the movement of vehicles is not permitted.

Radio, music and TV players must be kept at a low volume. Vehicle doors and boots etc. must be closed quietly.

The management reserves the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable (this includes the behaviour of dogs). No refunds will be offered.

The site is not liable for any refund in the event of force majeure.

The site is not liable for any loss of or damage to property.

Supermarket and parcel deliveries can be accepted by guests, however site staff are unable to accept any deliveries on behalf of guests or make guests aware that their delivery has arrived. Deliveries to a pitch are not permitted.

Please think of others and keep musical instruments, radios, televisions and so on at a considerate noise level. Generators should also be used with consideration for others; please don't operate them between 6pm and 9am.

There may be some grass cutting and grounds maintenance during a stay. These are carried out to keep our sites up to the standard guests would expect. We will aim to do this when least likely to cause disturbance, but some noise may be unavoidable.

Please be aware that the site is located in an agricultural area in open countryside – therefore there may be occasional activity in the immediate surrounding area which is beyond our control.

## **Pitches**

Tents are not accepted at this location. Awnings are permitted, but must not be used for overnight sleeping.

All pitches have optional 16A EHU, this is payable in addition to the standard pitch fee. Guests are required to provide their own connection from the EHU to their unit. This must be min 10 metres in length. Electric vehicles must not be re-charged at the EHU point.

If guests have a motorhome/campervan etc and are leaving the site during their stay, e.g. for a day out, the pitch will still be treated as occupied.

Guests are not permitted to carry out a full scale washdown of their unit on site. However, we do permit day to day mirror/screen/lights/windows cleaning with a bucket, sponge and very light detergent i.e. to make the outfit road safe, providing the water from the bucket does not get thrown over the outfit onto the pitch.

Rubbish, grey water and chemical waste must be disposed of at the appropriate disposal points. Waste must not be disposed of on a pitch or elsewhere due to the proximity to a water course leading to the nearby river.

## **Safety**

Barbecues are permitted but must be raised off the ground and attended by an adult at all times. Barbecues may not be permitted in dry, windy and/or hot weather conditions.

Open fires are prohibited.

Firearms are not permitted.

Ball games are not permitted.

Guests are advised to bring a good quality torch with them as parts of the site are unlit.

Please respect the comfort, privacy and convenience of other site guests and don't behave in a way that discredits the site or the Club, or would constitute illegal

behaviour. Verbal or physical abuse towards staff or guests will not be tolerated and will result in guests being asked to leave the site.

## **Vehicles**

Additional vehicles must not be parked on the pitch – a separate, on site car park is available at a day charge, payable at the time of booking. Exceptions to this are the vehicle towing the booked caravan unit and also motorcycles, mopeds etc.

If you wish to bring a car along with your motorhome/campervan please inform us of the extra vehicle when making a booking.

Units longer than 7.5 metres are generally not allowed without contact with us before making a booking. It may however be possible to accommodate a longer unit in our Premium pitch – this must be agreed directly with Afon Braint CL Site prior to making any booking.

## **Visitors**

Visitors vehicles must be parked in the designated Pay and Display area.

Visitors must leave the premises by **9:30 p.m.** and are not permitted to stay overnight. Visitors may not arrive before 10 a.m. during the stay or at any time the guest is not on site.

Management reserves the right to ask any visitor to leave the site at any time.