



Sandy Cove Holiday Park

Touring Park Terms & Conditions, Park Rules

Sandy Cove Holiday Park (Touring Area), 191 Whitechurch Road,
Ballywalter, Co. Down, BT22 1JZ
Park Warden Telephone: 078 0122 8814

Head office: Sandy Cove Holiday Homes Ltd., 211 Whitechurch Road,
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Book online – www.sandycove.co.uk

GENERAL

Sandy Cove Touring Park is a family park catering for Touring Caravans and Motor Homes. Tents and trailer tents are not accepted. We reserve the right to refuse any booking.

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms & Conditions before making your booking. We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors or staff, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you or refund of fees.

- Visitors to the Park with Touring Caravans / Motor Homes will only be admitted by prior approval through the Booking system. Full payment and registration must be made before the pitch can be occupied. Pitches must be vacated by 12 noon on day of departure. Arrivals no later than 8pm unless by special arrangement.
- The person registered to occupy the pitch is responsible for the behaviour of all occupants of the caravan while on the Park and may only have use of the Park and facilities for the period of time for which they have paid to occupy a pitch.
- We cater for families and couples and do not accept bookings from all male or all female parties of three or more persons.
- Parents must ensure that their children are supervised at all times, so as not to be a danger to themselves or nuisance to others. They are not permitted to roam on the Park or Beach after dark or Trespass on other parks, neighbouring land or property at any time.
- For safety and security reasons, when requested by a staff member, any persons on the Park must identify themselves both accurately and truthfully by their full name, associated Park and Pitch Number. Anyone who fails to do so upon request will be immediately excluded from the park and therefore, must leave the Park.
- Loitering and Anti-social behaviour is Strictly Forbidden. Persons, who deface or damage Park property, must pay for reinstatement and will be required to leave the Park immediately.
- Consumption of alcohol in public areas on the Park is not permitted.
- Use of unlawful drugs is a criminal offence and will lead to investigation by Police.
- Fireworks, Firearms and dangerous menacing 'toys' are strictly forbidden and should not be in your possession while on the Park.

- We are entitled to eject anyone from the Park who is guilty of a criminal offence or persistently acts in a manner likely to upset or annoy other users of the Park. The area around the caravan should be kept clean and tidy. Personal property should not encroach neighbouring pitches.
- Rubbish should be placed in appropriate recycling Bins provided at designated areas.
- Aerials must be securely attached to the caravan so as not to cause damage or injury.

AWNING & GAZEBOS - Due to regulation distance constraints, only one or other may be used. They must not be used for overnight accommodation. Ground sheets in Awnings are not permitted. BBQ's or Electric Fans are not allowed inside Awnings or Gazebos. Gazebos and Windbreaks must be removed when not in use due to risks under 'Health & Safety' & Damage.

- Tents and trailer tents are not permitted.
- Fires are not to be lit on the Park or Beach other than Barbecues which must be in a contained receptacle.
- Flags or Emblems must not be displayed.
- Sewage disposal is on a Septic Tank system, only cleaning products suitable for this system may be used.
- Disposable Nappies, and Sanitaryware may not be flushed down the toilets or Waste Disposal as these will cause damage to the system.
- Please respect the privacy of fellow caravanners by not driving, walking or cycling between caravans.
- Quiet hours are 11pm - 7am keep noise to a minimum.
- Please keep away from any vacant pitches.

CARAVANS - Only Touring caravans maintained to a good standard and presentation will be admitted to the park. Only privately owned touring caravans will be permitted on the park. Owners have a duty of care and responsibility to maintain their caravan to gas safety requirements. A copy of the current gas and electricity inspection certificates for the caravan must be available for inspection upon request. The caravan must have a working Smoke Alarm, serviced Fire Extinguisher and a Fire Blanket. The registered guest and party should familiarize themselves with the location of Park Fire Extinguishers and Fire Action Plan, see Park Noticeboard and reverse side of this document. Caravans may not be occupied by anyone other than the registered visitor and those accompanying. No touring caravan shall be used for sleeping more than the number of persons for which it was designed. Persons under the age of eighteen years may not occupy a caravan at any time unless accompanied by a responsible adult.

INSURANCE - All touring caravans must be adequately insured with a Third Party Liability of £2m. A copy of the Policy Document and evidence of Payment of Premium must be available for inspection. Sandycove Holiday Homes Ltd. does not accept responsibility for personal injury, or loss or damage to the property of the caravan owner or visitor. Please make adequate provision for such an eventuality with Personal Insurance Cover.

PETS - Pets are welcome on the Park but must remain under strict control and not cause a nuisance. They must never be left unattended. Owners must clean up after their pet whether on the Park or Beach. Dogs must be kept on a short lead at all times on the Park and on the Beach.

ELECTRIC - The level of power supply is 10amp. Persistent overload will lead to the withdrawal of the service. Generators or such similar equipment are not permitted. Any overload to electric after 10pm will not be restored until 9am the following morning. We advise you to carry a torch in your caravan for Emergencies.

LAUNDRY & GAS - You may arrange purchase of Laundry Tokens & Gas by contacting the Park Warden. The Warden will make a refund for unused Laundry Tokens, which must be returned before departure. Clothes lines are not permitted. No Hot water to be carried from the Laundry Room. Liquid Detergent only in Washing Machines. Children are not permitted in the Laundry Room unless accompanied by a responsible adult.

DRIVING & VEHICLES - The provisions of the Highway Code apply to the roads of the Park. The speed limit is 10 mph. Access roads must be used where possible. When the ground is soft or wet, please avoid driving on the grass. Driving on the Beach is only permitted when launching or retrieving water sport equipment.

Driving instruction on the Park and Beach is prohibited. Off-road Vehicles, Quads and Motorized Scooters are not permitted on the Park or Beach. Only two vehicles permitted per pitch. No vehicle except a private car or private roadbike is permitted onto the Park. Buses, lorries, vans, commercial vehicles (e.g. category N) of any sort are not permitted. No mechanical or repair work is to be undertaken on the Park.

GAMES - Games likely to cause damage to property may not be played in the vicinity of caravans. Ball and other games are only permitted in the areas set aside for recreation.

COLLECTIONS – Door-to-door selling of ballots, requests for subscriptions, signatures, collections or soliciting of any kind is strictly forbidden.

TRADING - The introduction of outside trading interests is strictly forbidden. Traders, Salesmen or Couriers may not have access to the Park except by prior consent.

CANCELLATIONS / AMENDMENTS - A minimum of 14 days written notice (letter/email), in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 14 days' notice is given, the booking may be rearranged to another available date within the season or alternatively a refund can be given less a £5 Admin Charge. Cancellations within 14 days of arrival date will not be transferable unless in exceptional circumstances such as illness or family bereavement. Appropriate documentation must be given to support this. Refunds cannot be made for amendments made to the booking on arrival or during stay.

FAILURE TO ARRIVE - Failure to arrive without satisfactory or written cancellation being received will receive no transfer or refund. If no notification is given and the pitch is not occupied by 1pm on the day following the arrival date, we reserve the right to re-let the pitch with payment forfeited.

PRICES & PAYMENT - All published prices include VAT and are subject to change without prior notification. Payment can be made by Cash, Cheque and Credit/Debit Card. Cheques will only be accepted 10 working days in advance of arrival date. Cheques should be made payable to 'Sandycove Holiday Homes Ltd'. By making a booking, you agree to conform to the Terms & Conditions and Rules of the Park.

ALLOCATION OF PITCH - Following a booking you will receive a receipt confirming payment and allocation of Pitch Number, please bring receipt with you when arriving at the park. Changing Pitch on Arrival cannot be facilitated due to the Online Booking System.

HOW WE USE YOUR INFORMATION - The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may also disclose your data to CampStead Ltd who may contact you, for the purposes of conducting a questionnaire and review regarding your stay at our park. Any information provided will be for the exclusive use of Sandycove Holiday Homes Ltd. in order to improve services. We may wish to contact you regarding any feedback you provide, such as to seek your consent to publish.

ARRIVAL & DEPARTURE PROCEDURE FOR TOURING CUSTOMERS

1. On arrival at Park proceed to your allocated Pitch. All pitches are numbered.
2. When you have your caravan set up Check in with Warden at the office or call him on his mobile to advise him of your arrival.
3. Receive Key Code for Toilet Block.
4. Receive Tourist Information and Waste Management Information.
5. On Departure, return Laundry Tokens (cost refunded)
6. Departure before 12 Noon

Touring Park Layout

