

Penrallt Goch Camping and Glamping Booking Terms and Conditions

Penrallt Goch Camping and Glamping

Newchapel

Boncath

Pembrokeshire

SA37 0HH

Penrallt Goch Camping and Glamping Booking Terms and Conditions

We look forward to welcoming you onto our site should you choose to book your stay with us. When booking, you are entering into an agreement with us, in the same way that we are committing to provide for you. These Booking Terms and Conditions aim to be fair and as clear as possible.

Check-In and Check-Out

Your accommodation or pitch will be available for check-in from 15:00 on your arrival day. Please vacate your accommodation or pitch by 10:00 on your final day.

Prices

Our prices will periodically be reviewed and amended. We will endeavour to provide a clear pricing structure, and aim to keep amendments to a minimum and between one season and the next. The booking price however will be final only at the time booking, which will be clearly shown either on our website or on our booking system. Once the booking has been made and paid for, there will be no changes.

Included in your booking price:

Your glamping accommodation (including bedding and towels) or camping pitch for the booked dates considering the above check-in and check-out times

Shared use of site amenities blocks (toilets, showers and washing up areas)

One basket of fire wood (additional baskets are available for purchase)

Cancellations

Full payment is taken at the time of booking. Should you wish to cancel your booking, the sliding scale below shows what refund will be given based on the time of cancellation:

Cancel after booking but with at least 3 months notice: 80% of monies paid are refunded. Remaining 20% retained to cover handling fees and booking fees which we do not get back.

Cancel with less than 3 months notice but at least one months notice: 50% of monies refunded.

Cancel with less than one months notice: No money refunded.

Damages and Breakages

Please let us know during your stay if you break anything. Guests are responsible for leaving their accommodation in the condition they were in upon arriving. The named lead group member is responsible and liable for any breakages or damages caused by themselves or their party. We would not normally charge for any minor, accidental breakages; However if there is significant damage or breakages that are clearly beyond reasonable wear and tear, possibly through misuse or lack of care, then we may send you an invoice to replace or repair the damage, adding reasonable costs such as labour and delivery charges.

Noise Levels

We would like all our guests to enjoy themselves, and would expect a certain amount of noise from children running round, playing games, chatting etc. All we ask for the enjoyment of all our guests is that noise levels are kept down from 11pm. You should also understand that some sounds of the countryside, such as animals and nearby farming, are outside our ability to control.

Car Parking

Free car parking is provided for guests – please park where indicated, as some access routes need to be kept clear. The camping field is a car-free zone. If the weather is suitable enough, on changeover day only, cars may be permitted to load and unload outside the tents. At other times, either assistance will be available and/or a trolley or wheelbarrow provided to help you carry your things.

Pets

Dogs are allowed in some of our accommodation. Dogs need to be kept under control during their stay, should not be allowed to hassle other guests, and should be cleaned up after.

Horse accommodation must be pre-booked at the time of booking your own accommodation; grazing only, or grazing and stabling are the options, this needs to be added as an extra during the booking process; prices are clearly displayed on the website and booking system extras.