



Terms & Conditions

THE TERMS AND CONDITIONS SET OUT BELOW APPLY TO ALL MEMBERS OF THE PARTY ON WHOSE BEHALF THE BOOKING IS MADE AND GOVERN YOUR CONTRACT WITH RHUALT COUNTRY PARK.

1. Park Rules

Rhualt Country Park aims to provide a relaxed holiday environment and we make as few rules as possible. Those that exist are for the benefit of all our guests and therefore, we ask you to abide by them. Rhualt Country Park reserves the right to refuse acceptance or to terminate the visit of any persons whose conduct is detrimental to the holiday park or the comfort of other visitors. No refunds shall be made.

We want our park to be enjoyable for all of our guests so regret that in some circumstances, we may turn down bookings. If you or any of your group come to the park and are antisocial or badly behaved, we will have to ask you to leave the park immediately with no refunds.

Physical and verbal abuse of staff will not be tolerated and will lead to immediate eviction from the site.

a. Children

We are an Adults only site. However, as part of the Fifth Wheel Company Group there may be the rare occasion where a customer will be collecting a new caravan and they will have children with them. In these circumstances the Fifth Wheel customer will be informed that they children must use the facilities within their caravan and that they must be kept under control at all times.

b. Pets

Our park is dog-friendly, however, please be aware that other guests may not be 'dog lovers'. Please keep your dog on a lead and make sure a responsible adult is looking after it, including cleaning any mess made by the dog. We allow a maximum of 2 dogs per pitch.

c. Vehicles

In nearly all circumstances, you will have your own parking space next to your holiday home or pitch. If you're planning to bring something that's not a car with you (a lorry, van,

motorbike, jet skis or boat, for example), please check with the park before you book. Any customers with vehicles that are sign written will be asked to park them in the main carpark.

The campsite speed limit of 5mph must be strictly observed.

The washing of motor vehicles and caravans on site is strictly prohibited.

d. Pitches

Our pitches come in all different shapes and sizes; therefore, we need to know the size of your accommodation at the time of booking to ensure your allocated pitch is suitable. Please inform us of the measurements of your tourer, motorhome, campervan, and awning. A 25-metre cable is required for electric pitches.

You can only bring one tourer, motorhome, tent or trailer tent onto each pitch. If yours is on the large side, we do have larger pitches, especially for large RVs. Please let us know when you book.

The washing of pots, pans, dishes and clothes is strictly prohibited under camp water points. We have a laundrette for clothes and dishwashing facilities on-site. Washing lines are not permitted on the site.

e. Smoking

There's no smoking in any of our public buildings but what you do in your caravan, motorhome or holiday home is up to you. We do our best to make sure all guests respect other guest's property by not smoking in or by their accommodation and that they dispose of their cigarette butts safely and tidily.

f. Noise

Please keep noise to a minimum, the volume of radios and televisions etc must be kept low at all time and especially after 11.00pm. Anyone found causing a disturbance on the site will be evicted without a refund.

g. Foul Water

As our park is in the countryside, we do not have mains drainage and we rely on a septic tank system. Consequently, our toilet chemical disposal discharges into this tank. For the tank to work effectively **only biological fluid must be used**. Any cleaning fluids used must not **contain Formaldehyde** or any other chemical that would kill the septic tanks essential bacteria. If you have any doubt about the suitability of your fluid, do not put it in your cassette until you have checked with us. We have suitable liquid available at the park.

h. Health and Safety

We will do everything we can to keep you and your party safe. That could mean offering different facilities or even, in the worst-case scenario, closing our facilities or park at short notice.

Our policy is to maintain this Park in a natural state without undue interference with nature. Visitors are requested to take all sensible precautions and are responsible for their own safety when enjoying our facilities. We would also recommend you use a torch whilst moving around the Park after dark.

Park maintenance such as grass cutting, strimming and hedge trimming will be conducted when required, please be patient and aware of your surroundings as we try to complete the work.

Please report any issues regarding safety or person acting unsafely/ behaving suspiciously to the warden or by calling 01745 530099 or 07923 426690

i. Fire

Upon arrival on your pitch, please note where your nearest fire point is situated.

Open fires are not permitted, however on-site barbecues are, provided they are proper free-standing sets. Any damage to the grass will be charged for.

j. Special Requests

Please let us know if you have any special requirements when making your booking and we will do our best to accommodate your needs.

Please let us know when you book if you'll be celebrating something special while you're with us, and especially if you're planning to have a party. We want to make sure your plans will fit in with the environment of your park, so we need to approve this before taking your booking.

Every effort will be made to allocate touring pitches as requested and we'll always do our best to give you exactly what you've booked and try and cater for your needs, however, this cannot be guaranteed.

2. Arrival

Touring and camping pitches are available from 12:30 pm on the day of arrival (Early arrival can be arranged for a small supplement fee). All pitches must be vacated by 11:30 am on the day of departure, (Late departure can be arranged for a small supplement fee).

If you're planning to arrive after 6 pm or are running late, please let the park know so we can make arrangements for your arrival. We'll assume you're not coming and will cancel your booking without a refund if you haven't arrived by 10 am the following day – unless you tell us beforehand.

3. Departure

Departure time is 11:30am. Please remember to always leave your pitch looking the same as when you found it. Refuse bins and recycle bins are provided please use them

Anyone wishing to book additional nights, must do so by 9.00am.

4. Booking

A booking is accepted when you receive a confirmation from Rhualt Country Park. If the details are incorrect or if you do not receive confirmation within 7 days please contact us. A booking does not exist until you receive the Confirmation. So please check all details are correct as soon as you receive this, and please let us know if any of the details of your booking change after you've booked so we can update your details. **Bookings are not transferable.**

5. Payment

Up-to-date prices are on our website, although we can only confirm the exact price when you book. Once you've booked and have paid your deposit, we won't change the price unless the VAT rate changes, or unless you alter your booking. The prices are in pounds sterling and include VAT at 20% at the time of printing.

Online transactions are entered into a secured SSL web page with all payment details handled by the Secured PCI compliant Stripe Service.

If we find out we've undercharged you significantly because of a mistake on our part, we'll get in touch to put things right. We'll give you the choice of cancelling your holiday for a full refund or paying the correct price. And if we've overcharged you by mistake, we'll give you back the difference in price if we are notified within 7 days of your departure.

6. Making Changes to Your Booking

We understand that you may want to make changes to your booking – and we want to give you the best experience we can. So, if you decide to change your booking, we'll try our best to meet your needs. Please note, what you want may cost more and will be subject to availability.

Changing Your Booking Dates

Over 48 Hours (calculated from 12 noon on your arrival date)

If you would like to change the dates of your booking more than 48 hours before your arrival time, we can amend these dates to any date within the next 12 months of your original arrival date. If you don't have a date in mind, we can put your deposit on hold, this must be redeemed within 12 months of your original arrival date at any of our Touring Park. This may only be done once. Failure to redeem your deposit in this time frame will result in this amount being forfeited.

Less Than 48 Hours (calculated from 12 noon on your arrival date)

Changing the date of your booking within 48 hours of your due arrival will count as a cancellation.

7. Cancellation

What should I do if I need to cancel?

We really hope you don't end up cancelling your pitch. But if you do, we will require a notice of cancellation via email or telephone call (not including voicemail) to the Park.

Rhuallt Country Park's contact telephone number is 01745 530099

Over 48 Hours (calculated from 12 noon on your arrival date)

If you make a cancellation more than 48 hours before your arrival time, your deposit will be put on hold by our Park Managers, this must be redeemed within 12 months of your original arrival date at any of our Touring Park. This may only be done once. Failure to redeem your deposit in this time frame will result in this amount being forfeited.

Less Than 48 Hours (calculated from 12 noon on your arrival date)

Cancellations made less than 48 hours prior to arrival date will result in the forfeit of your deposit and are non-refundable.

8. Exceptional or Unavoidable Circumstances

Refunds

We may be able to give you a refund if you have to cancel because of an exceptional circumstance that's out of your control and means that you would not be able to visit the park on a future date. Below is a list of circumstances covered.

What to do next

Please contact the park directly. They will send you a Refund Request Form to complete, which may include submitting additional documentation and waiting for our team to review your case. Claims must be submitted up to 10 days after your original arrival date. Please note: an admin charge may apply.

Deposit/Credit on Hold

If you have to cancel with less than 48 hours' notice or leave early because of an unavoidable circumstance that's out of your control. We may be able to put your deposit/ credit on hold for 12 months from your original arrival date. Before you cancel/ leave early, check that your circumstance is included in the list below and that you can provide the required documentation.

Serious illness of a guest, or any member of the travelling party.

Government-mandated obligations including jury duty, travel restrictions, court appearances, and military deployment.

Severe damage to your vehicle or accommodation that prevents you from travelling or it accommodates you for your stay.

Road closures that make it impossible to travel to your destination. This includes closures caused by natural disasters like earthquakes or severe storms.

Extreme weather that makes it dangerous to drive/ tow a vehicle or stay on-site including severe wind, snow and flooding.

What to do next

If you've confirmed your circumstance meets the requirements above, please contact the park directly. They will walk you through the next steps, which may include submitting any required documentation and waiting for our team to review your case.

Refund Policy Continued

Using Discount Codes or Vouchers

If you've used coupons or vouchers to pay for your stay. Unfortunately, we can't refund Discount Codes or Vouchers.

9. Leaving the Park Early

We hope you will be enjoying your time away at our park and don't want to leave but we understand that customers sometimes wish to leave the site earlier than originally planned. However, we do ask that notice is provided to the Wardens of your intention to leave site early as soon as possible.

No refunds are given where customers decide to leave the Park before the end of their booking.

10. If You Leave Something Behind

Let us know as soon as you realise you've left something behind. We'll do all we can to find it, although we're not liable if this isn't possible or if it's damaged. When we find it we'll return it to you, but you will have to cover the postage and admin costs.

11. Damages

We hope this doesn't happen but if any facilities are damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs. If there's an emergency, we can come into your accommodation without warning.

12. If You Need to Complain

We hope that you have enjoyed your stay and that we will see you again soon! However, if you have not enjoyed your visit, please let us know and we will do our very best to rectify matters. We are always open to constructive advice on how to better our service to you and to fellow visitors. Even though we'll do all we can, things do sometimes go wrong.

Here's what to do if you need to complain:

1. If there's something wrong with your pitch, please tell the park warden straight away so we can try to put things right.

2. If the problem is with your pitch or the facilities and you're still unhappy after we've tried to put things right, you can leave on the first day of your holiday and we'll give you a full refund.
3. If you would like to complain after leaving the park, please email info@rhualltcountrypark.co.uk within seven days of exiting the park. The letter or email must be from you (the lead booker) as you're the person we made this agreement with. Please make sure you write your invoice reference number on your letter or email and include your daytime/evening phone number and postal address.
4. A member of our team at Rhuallt Country Park will contact the Warden to find out what happened. We'll try to write back to you within 14 days of getting your letter or email.

13. Promotions / Offers / Competitions

All promotions/ offer and competitions will be subject to their own terms and conditions.

The Small Print

The holiday agreement

When you make a booking request, you're agreeing to follow our terms and conditions. We do have the right to turn down your booking request – if, for example, we don't have space or we think you'd spoil things for our other guests.

The agreement between you and Rhuallt Country Park starts when:

1. We accept your booking and deposit – and send you a booking confirmation
or
2. We confirm your booking online or by phone

Our contract is with you, as the lead booker.

You're making an agreement with us on behalf of everyone coming to our park with you. It's up to you to make sure that they all know about these terms and conditions and accept them.

This agreement doesn't allow either us or you to transfer or subcontract any of the things in it without getting permission in writing.

If a court or a similar organisation questioned any of these terms, the rest of the agreement would still be valid. It would also still be valid if we allowed you to do something that we wouldn't normally allow under the agreement.

When you make your booking, we'll ask you for details of your permanent home address. We have the right to check this information against the electoral register – both to prevent fraud and to make sure we can contact you by post before or after your stay if we need to. If you're not on the electoral register because of a recent move, we may ask you to give us a utility bill showing your new address so we can confirm your details.

When things are our fault

We'll do our best to make sure you enjoy your stay, and we accept responsibility for things that go wrong that we should have foreseen or prevented when you booked. We'll deal reasonably with any claims for loss or damage that's our fault, and we'll never try to avoid responsibility for things that the law says we can't (like death or injury caused by our negligence).

If you or someone you bring with you gets hurt in some way, or any of your belongings are lost or damaged, it will only be our fault if we really ought to have done something to stop it happening but didn't. We do not accept liability for any personal injury, loss or damage suffered by you or a member of your party unless there is a wilful default and negligence by our employees or us.

Things beyond our control

Unfortunately, we can't take responsibility or pay compensation for things beyond our control that destroy or damage your holiday homes or facilities for example fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity, and epidemics.

English law

We are bound by English law – which means we both agree that English law would apply to this agreement. And if things went wrong, we both agree to allow the English courts to make the decisions.

Using your personal information

When you book with us, you'll be giving us some personal information about you and the other people coming with you. We may use it to:

- Handle your booking
- Help put together internal statistics, market research, and records at Rhualt Country Park
- Contact you about other services offered by Rhualt Country Park. If you don't want this information, please unsubscribe to our newsletters.
- Your personal information is processed in accordance with local law. It will not be sold on to third parties.
- If booking with us through a third-party organisation, make sure you look at their data protection policy to find out how they'll use your information.

The accuracy of our brochure and website

We do our best to make sure that our website and brochures are accurate when we publish them and give an accurate representation. However, photos and artists' impressions and so on are there to give an impression of what it's like at our park.

TV filming and photography

While you're with us, you may spot a camera or photographer. They could be shooting photos or video for us. They could be shooting anywhere on the park but we'll try to make sure the filming doesn't affect your stay and that you always know what's going on.

With this agreement, you give us the rights (free of charge) to anything containing your image (or the image of the other people with you) that are made while you're with us. (This doesn't affect your own photos or videos of course!) So if you don't want to be in the shot, please try to stay away from the filming area.

Fifth Wheel Co t/a Rhualt Country Park

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