

## Terms & conditions

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The following terms and conditions (the 'terms') set out the entire agreement between you and Glen of Aherlow Caravan & Camping Park, to use their camping, touring and self-catering services.

### 1. Understand the terms before you book

Understand these terms and conditions before you commit yourself to the contract. You may only request a booking if you agree to these terms. By making a booking you're accepting these terms. This does not affect your [legal rights as a customer](#). (external link opens in a new window / tab)

If you're booking online:

- check that your online 'booking summary' is filled in and is accurate
- make sure that you've read and understood these terms before you send in your booking summary
- by submitting a booking summary you're accepting these terms

#### A. Booking conditions

Glen of Aherlow Caravan & Camping Park reserves the right to change these terms at any time. Any such changes will take effect immediately when posted on this website or brought to your attention in another way.

It is your responsibility to read the terms each time you make booking request. Any such request shall signify that you have accepted to be bound by the latest set of terms. For a copy of the terms either print this page or request a copy by [contacting us](#).

#### B. Confirmation

When you've successfully completed a booking enquiry online, you'll automatically receive by email an acknowledgement letter with a contact number and details of the stay requested. Once your booking has been accepted you will receive by email a confirmation letter with a contact number and details of your stay.

If you've booked by email, in person or by telephone you'll receive confirmation of your booking by email - if you've provided an email address - or through the means you've booked.

## **2. Pricing and payment**

### **A. Pricing**

Camping and touring prices can be found at:

- [Camping and touring rates](#)

Self-catering rates are provided at the time of booking.

### **B. Payment**

Full payment is due before or on arrival. Payments made on arrival can be made by cash or most major debit/credit cards.

A deposit or preauthorisation of a credit card may be required to confirm your booking. If a deposit is paid the remaining balance becomes due on arrival. If a preauthorisation has been placed on a credit card, full payment is due on arrival by your chosen method of cash or card.

It is recommended that you have your booking confirmation with you when you arrive at the site.

A non-refundable booking deposit of 30% of the total booking price or a minimum of €150 is required for self-catering bookings.

### **C. Cancellations, changes, and no shows**

Cancellations of motorhome, caravan, and tent bookings must be made no later than noon two days before your arrival date if you wish to receive a refund.

Cancellations of self-catering bookings must be made no later than noon two days before your arrival date if you wish to receive a refund. Booking deposits are non-refundable. Refunds issued will be less any portion of the pre-payment which is considered a booking deposit.

For motorhome, caravan, and tent bookings, a change of dates may be asked for by no later than noon on the day before your arrival date. We will do our best to accommodate the new dates requested but this will depend on availability at the time you contact Glen of Aherlow Caravan & Camping Park.

Customers who fail to arrive on the first day of their booked dates and who do not contact Glen of Aherlow Caravan & Camping Park before noon the following day, will have their entire booking cancelled - and no deposit refund or change of dates will be offered. If a preauthorisation has been placed on a credit card, the card will be charged for the first night of your stay.

Date changes or refunds cannot be processed online. You must phone Glen of Aherlow Caravan & Camping Park on +353 62 56555 or email [rdrew@tipperarycamping.com](mailto:rdrew@tipperarycamping.com) and quote your booking details.

Refunds or a change of dates will not be given to customers who depart early from the site except at the sole discretion of the management.

Refunds or a change of dates will not be given to customers who are required to depart early as a result of breaching site rules or these terms.

#### **D. Security deposits**

A refundable security deposit of €200 may be required to be paid on arrival. The security deposit will be refunded within 7 days of departure once we are satisfied that the terms and conditions have been complied with. Failure to leave the site or self-catering accommodation in a clean, tidy, and undamaged condition may result in the loss of all or part of the security deposit.

### **3. Pitch position**

Pitches cannot be chosen at the time of booking. No guarantee can be given that touring vehicles/tents booked at the same time will be beside each other on the site. If you have specific accessibility needs, you should make this known to the team on booking or as far in advance as possible.

#### **A. Hard standing pitches**

Tents with exception of trailer tents\* and roof tents cannot be booked on hard standing pitches.

\*A trailer tent is a manufactured large tent that packs into a trailer. The trailer's base becomes the sleeping or living area when the tent is erected. A tent transported in a trailer does not mean it's a trailer tent for the purposes of these terms.

#### **B. Grass pitches**

Large motorhomes and caravans cannot be booked on grass pitches. Grass pitches are only suitable for tents. Small motorhomes/campervans, small caravans, trailer tents, and roof tents may only be booked onto grass pitches in weather conditions where the ground is dry.

## **4. Arrival and departure**

### **A. Arrival**

All guests must meet a member of the team to check in.

Arrival times for motorhome, caravan, and tent bookings on site are between 12.00 noon and 9.00 pm.

Arrival times for self-catering are between 4.00pm and 9.00pm.

If you wish to arrive outside of these times, contact Glen of Aherlow Caravan & Camping Park ahead of your arrival and the team will do their best to accommodate you, but this cannot be guaranteed. In the event that a member of the team cannot meet you at your desired arrival time, for camping and touring guests, you should pitch in the late-night arrivals area beside reception.

Self-catering guests must always meet a member of the team on arrival.

### **B. Departure**

Check out for motorhome, caravan, and tent bookings on day of departure from the site must be no later than 12.00 noon unless pre-agreed with management.

Check out for self-catering bookings on day of departure from the accommodation must be no later than 10.00am unless pre-agreed with management.

## **5. On Site**

### **A. Vehicles**

A maximum speed of 5 miles / 8 km per hour must be strictly observed at all times on the site.

In weather conditions causing the ground to be wet, vehicles may not park or drive on the grass and will need to park in the onsite car park or designated area. Damages arising from driving into wet grassed areas may attract an additional fee to cover the costs of repair works.

A maximum of one car is allowed per pitch. All other vehicles must be parked in designated parking areas as advised by the management.

Electric vehicles are not permitted to be charged by connecting to a residential/camping outlet.

Commercial vehicles are not allowed on site.

Anyone wishing to use caravans or motorhomes for residential or employment purposes cannot be accommodated.

Trading from the site or other business activities are not allowed and anyone found to be doing so may be asked to leave immediately.

### **B. Sanitation and waste water**

The contents of chemical wash closets may only be emptied at the central disposal points provided.

Waste water must be collected in a suitable container and emptied at the central disposal point provided. It should not be allowed to overflow.

### **C. Recycling and rubbish disposal**

Recycling and general waste should be correctly sorted and responsibly disposed of in the central bins provided. You must provide your own means of disposing of larger items of waste.

If you need to use medical equipment which results in clinical waste, you must provide your own safe means of disposal.

### **D. Fire Safety**

As soon as you can after you've arrived, you must familiarise yourself with the site's fire safety precautions and locations of fire points. You must not light fires on the site with the sole exception of BBQ's, following the rules in section [8.C.](#) of these Terms & Conditions.

## **6. Complaints**

Should you have cause for complaint during your stay, contact the management as soon as possible to allow Glen of Aherlow Caravan & Camping Park the opportunity to resolve your complaint.

## **7. Visitor responsibility**

Anyone camping, touring or staying at Glen of Aherlow Caravan & Camping Park or accommodations managed by Glen of Aherlow Caravan & Camping Park under this contract:

- do so at their own risk - Glen of Aherlow Caravan & Camping Park accepts no responsibility for any damage, loss or injury other than injury resulting from the negligence of Glen of Aherlow Caravan & Camping Park or its servants or agents
- must make good any loss or damage caused to Glen of Aherlow Caravan & Camping Park through their presence on site or at any accommodation provided
- must pay back Glen of Aherlow Caravan & Camping Park for all actions, claims and demands brought against it as a result of their presence on site or at any accommodation provided
- must follow any byelaws in force
- must only use those roads approved by the management for traffic
- must follow any directions or instructions from Glen of Aherlow Caravan & Camping Park about the use and enjoyment of the facilities
- must follow any public health regulations and guidance in place and practise social distancing if required at the time of stay.

## **8. Site rules**

By booking a pitch, you agree to the above terms and conditions and the following site rules:

### **A. General**

- All children must be supervised at all times by their parents/guardians
- All caravans/motorhomes/campervans/motorised vehicles must be insured while on site
- Use of bicycles, skateboards, scooters, roller-skates or rollerblades is not permitted on site

### **B. Dogs and other pets**

- All dogs must be kept on a short lead and supervised by an adult at all times
- Any dog/pets mess must be cleaned up immediately
- Only guide or assistance dogs are permitted access to any indoor facilities on site

**C. BBQ's and campfires**

- BBQ's must be raised up off the ground enough to reduce fire risk and not cause any damage to the grass. BBQ's may be prohibited during unusually dry spells of weather.
- BBQ's must be supervised by an adult at all times and must be extinguished by 10.00pm
- All BBQ's must be cooled and disposed of responsibly in the designated steel BBQ disposal bin provided
- The lighting of campfires is prohibited

**D. Noise**

- Speakers/radios/televisions/instruments must be used in such a way as to avoid disturbing others
- Please respect the comfort of other guests and keep noise to a minimum between the hours of 10.00pm and 9.00am with absolute quiet between 11.00pm and 8.00am
- Anyone causing disturbances on site will be required to leave immediately without a refund