



# Terms and Conditions

## 2026 Season

### Carra Caravan Park

Carra Caravan & Camping Park is a family park catering for touring caravans, motor caravans and Tents. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

#### **Advance Bookings**

Pre-bookings only, you cannot arrive and check in (except in September/October). At the time of booking full contact details are required and payment must be received in full by credit/debit card. All persons staying as part of the booking must be named. By booking you give permission for your contact details to be retained on our computer system.

#### **Party Size/Age Restrictions**

Bookings can be made online. We cannot guarantee that caravans booked in together will be beside each other, but we will do our best to facilitate this, if guests arrive together.

You must be over 18 to make a booking with us. If there are minors the unit must have an adult, it is not permitted to have minors sleeping in a Unit without an adult.

As we are a holiday touring caravan park we cannot accommodate those using caravans for residential or employment purposes. Maximum number of units per group is four, unless pre-agreed.

#### **Cancellations/Amendments**

A minimum of 7 days written notice (email), in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 7 days notice is given, the

booking may be re-arranged to another available date within the season or alternatively a refund can be given minus €10.00 administration charge. Cancellations within 7 days of customer's arrival date will not be transferable or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation e.g. a medical note must be forwarded in order to process this refund, minus a €10.00 administration charge.) Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay.

## **No Shows**

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

## **Maximum/Minimum/Extended Stays**

The maximum number of nights permitted per season is ten, unless pre-agreed.

The minimum stay on a Friday/Saturday of a Bank Holiday weekend is two nights.

Extensions can be arranged, subject to availability, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay, please ask or check online as soon as possible.

## **Arrival/Late Arrivals**

Your arrival is welcome from 12.00pm (noon) onwards. On arrival, proceed to a pitch of your choosing, please be respectful of guests already pitched. Only persons declared on the booking form can be accommodated. Except by prior arrangement, we will not have space if you arrive early. No late check in is permitted after 9pm.

## **Pitch Allocation**

On arrival guests choose their own pitch. Whilst every effort will be made to meet specific requirements for a particular pitch e.g. for disabled customers, no guarantee can be given. We cannot guarantee requests for units to be located beside each other, it will all depend on availability at the time of arrival. It is therefore advantageous to arrive as early as possible and with other parties, if you wish to be located together.

## **Services**

Caravan/motorhome pitches are both hard standing and grass with 10 amp electricity. Tent pitches are on a grass field and limited electricity points are available. You cannot occupy an electric pitch if you have not paid or require electricity. If you have paid for electric, please check that it is working before you settle in.

## **Awnings**

Most pitches can accommodate awnings, but this must be specified at the time of booking. An awning is a custom designed structure that attaches to a caravan/motorhome or camper van. A tent placed beside a caravan, campervan or motorhome is not permitted, this is a separate booking.

## **Vehicles**

Only one car is permitted per pitch. Vehicles are not permitted to drive around the Caravan and Camping sites after 10pm. No commercial or transit vehicles are permitted on site.

## **Speed Limit**

A strict 8kph speed limit is enforced on all areas of the site.

## **Pets**

Well-behaved dogs are welcome on the park. They must be kept on a lead at all times. The owner is responsible for picking up after their dog. If this is not done, you will be requested to leave. Dogs are not welcome in our buildings.

## **Fires/BBQ's**

Open camp fires are not permitted on the park. Free standing BBQ's are allowed. BBQ trays are not allowed if placed directly on the grass, they must be raised.

## **Gazebos.**

We cannot accommodate Gazebos on site.

## **Departure**

All pitches must be vacated by 11.00 am of the day of departure. No refunds can be given for departing nights early.

Please do not ask as a refusal may offend.

## **Park Information**

A copy of the Park Information is emailed at the time of booking. The person making the booking is responsible for the conduct of their party. Customers on the Park must comply with the Park Information for their own and others safety. Failure to do so may result in eviction from the park with no refund. Carra Caravan & Camping Park reserves the right to refuse access to customers who have breached Park rules, have been asked to vacate the Park or who have previously been refused access to the Park.

If a patron causes any disturbance, you may be evicted from the park and lose any fee you have paid. We reserve the right, to refuse entry or to remove from our Park or the vicinity any person who:

Has been convicted of a criminal offence, which, in its opinion, is likely to affect the safety or enjoyment of other visitors. Has behaved in a manner or is likely to affect the safety or enjoyment of other visitors. Has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace. Is thought to be under the influence of alcohol or other substances.

Quiet hours are from 10.00 pm.

## **Liability**

Anyone found defacing or causing damage to any building, equipment or property of the Park faces immediate eviction and/or prosecution. The pitch hirer will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any Park facilities or to other customers' property. Your vehicles and their contents and accessories are left at your own risk. Carra Caravan & Camping Park or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the Park nor for any injury, accident or mishap to any person in the Park, unless the same be caused or contributed to by any negligence or default on the part of Carra Caravan & Camping Park or its staff. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

## **Data Protection**

All information taken at the time of booking is collected for the purpose of processing your booking at Carra Caravan & Camping Park. As part of our ongoing monitoring and promotion of the Park we may email you of late availability, future events or developments on the Park. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park. If you do not wish to receive any communication from Carra Caravan & Camping Park please email us on [info@carracaravanpark.com](mailto:info@carracaravanpark.com) . By booking a pitch you agree to abide by the above terms and conditions and the Park information.

We look forward to welcoming you to Carra Caravan & Camping Park and hope you enjoy your stay with us.