



## Glenpark Estate Bookings Terms & Conditions

Open all year except Christmas Day & Boxing Day

Call: 028 8299 0004

[www.glenparkestate.com](http://www.glenparkestate.com)

Online bookings for rooms, caravans, lodges, statics, and campsite are available at:

[www.glenparkestate.com](http://www.glenparkestate.com)

Advance booking is essential particularly for weekends, Bank Holidays and during July and August.

Check-in & check-out times are as follows:

Caravan Park & Campsite: check-in 2pm – check-out 12pm.

Hotel Rooms: check-in 3pm – check-out 11am.

Lodges: check-in 3pm – check-out 11am.

Static Caravans: check- in 3pm- check out 11am.

Advance booking is essential particularly for weekends, Bank Holidays and during July and August. When booking, full contact details are required and payment must be received in full by credit/debit card. By booking you give permission for your contact details to be retained on our computer system. Customers are required to review their booking summary, as errors must be corrected within 48 hours of receipt, or standard charges/policies apply.

### Deposits

Full payment is required on booking online for the caravan park/camping, lodges, statics, and rooms

**Cancellation/Refunds** A minimum of 2-weeks written notice (by email), in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 2-weeks is given, the booking may be re-arranged to another available date within the season (although additional payment will be required for movement from a lower rate to higher rate) or alternatively a refund can be given minus a 20% administration charge. Cancellations within 2-weeks of the customer's arrival date will not be transferable or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation must be forwarded in order to process this refund, minus a 20% administration charge.) Customers are advised to have insurance cover in the event of cancellation.

**The below booking terms & conditions apply to all Estate bookings (rooms, lodges, statics, caravans & campsite).**

When booking, full contact details are required, and payment must be received as detailed above by credit/debit card. By booking you give permission for your contact details to be retained on our computer system. Customers are required to review their booking summary, as errors must be corrected within 48 hours of receipt, or standard charges/policies apply. All campsite & caravan park booking summaries will contain a unique barrier code for access to the site, this code is not transferable and must be brought with you for the duration of your stay. The code expires at 12noon on the day of your departure.

**Duration of Stay** Caravanners/campers are permitted to stay for a maximum of 27 nights.

**Party Size / Age Restrictions** A maximum block booking of 3 serviced hard stands is permitted with a maximum of 6 persons staying per pitch. Persons under 18 years of age are not accepted unless with family members or qualified leaders of a recognised club or organisation, who will be responsible for their conduct. As we are a touring caravan park, we cannot accommodate those using caravans for residential or employment purposes.

**Camping** Maximum tent size is an 8-man tent with prices confirmed at time of booking based on number of campers. Due to limited space available in camping area and variety of tent sizes, please **discuss** your requirements at time of booking.

**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 2pm on the day following the day of expected arrival, we reserve the right to re-let with payment forfeited.

**Extended Stays** Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay, please contact our Reception on 028 8299 0004.

**Site Selection/Allocation** Sites are randomly allocated in accordance with your booking requirement of an awning or non-awning pitch. Unfortunately, once a pitch has been booked there can be no relocation (unless another site is unoccupied), since all customers will have their pitch allocation specified on their booking receipt. Customers who have a special requirement to be close to the amenity block should speak to staff directly (our Reception can be reached on 02882 990004).

If there is no availability showing for the length of stay that you require, please DO NOT make multiple bookings, unless you are prepared to move pitches during your stay, as each booking will have a different pitch allocation.

**Caravan/Camping Arrival/Late Arrivals** Your arrival is welcome from 2pm onwards. On arrival you will enter the park via barrier using the code generated exclusively for you at time of booking. Please note these codes are all unique and must not be transferred or swapped. Only persons and pets declared will be accommodated. Except by prior arrangement, we will not have space if you arrive early.

All caravans must set up in positions, as indicated on your booking summary. Before pitching up please ensure that you have the correct pitch to avoid being asked to move.

**Awnings** 8 of our pitches can accommodate awnings, and these are highlighted at the time of booking on our website. Please ensure you book the pitch relevant to your requirements.

Only breathable groundsheets are permitted and must not have rugs/mats placed on top of them. No electric fan heaters are permitted in awnings. For occupations of more than 7 days, awning ground sheets must be removed for a period sufficient to allow the grass to recover.

**Vehicles** All vehicles must register on the online booking form. One car is permitted per pitch. All other vehicles must park in designated parking areas. No commercial vehicles are permitted in the site.

**Services** Hard stand pitches have electricity, water, and access to a communal bathroom block (toilets and showers). There is a games/common room open daily until 11pm. Coin operated washing machines are also available.

**Pets** Well-behaved dogs on leads are permitted access to Estate grounds. excluding the following breeds: Pit Bull Terrier; Japanese Tosa; Dogo Argentino; Fila Braziliera. A max. of 3 dogs is permitted per booking. (caravan park and pet friendly statics only) and all dog owners must adhere to Park rules. Only guide dogs are permitted in main hotel area.

**Fires/BBQ's** No open camp fires are permitted. Free standing BBQ's are allowed provided they have a protective lid and a perimeter surround to prevent ash blowing and do not cause an annoyance to others. There is one large communal BBQ facility on site, if using this you must clean and clear all associated waste after use. This BBQ is available on a first come, first served basis.

### **Departure**

Check-in & check-out times are as follows:

Caravan Park & Campsite: check-in 2pm – check-out 12pm.

Hotel Rooms: check-in 3pm – check-out 11am.

Lodges: check-in 3pm – check-out 11am.

Statics: check-in 3pm- check-out 11am

**Club Rallies/Tour Operators/Formally Constituted Groups** Advanced group bookings by Caravan Clubs or tour operators may receive a 10% discount per night in March & October or Monday-Thursday at all other times excluding Easter, 12th July Fortnight and Bank Holiday periods. Full price bookings may be accepted at other times, but subject to the discretion of Park Management, in accordance with site occupancy and operational requirements. Groups subject to the criteria outlined in the party size/age restrictions section.

**Prices & Payment**, All published prices include VAT and are subject to change without prior notification.

**Noise and Behaviour** All park guests are expected to behave in a courteous manner. In particular, we draw your attention to acceptable noise levels, clearing up rubbish and treating all other guests and shared facilities with respect. Any serious breaches in noise and behaviour will result in your stay being terminated and no refund given.

**Estate Rules** The person making the booking (party leader) is responsible for the conduct of their party. Customers on site must comply with the Park's rules. Failure to do so may result in a verbal warning; formal written notice to leave the site within 2 hours without refund; refusal of future bookings and a formal report made to the PSNI. Action taken will reflect the nature and severity of an incident and may not be carried out in the order above.

**Security** Customers must ensure their property is secure and fully insured for any unforeseen eventuality.

**Data Protection** All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.

### Rooms at Glenpark Estate

Please note that check in time is from 3:00pm and checkout time is 11:00 am.

Should you believe that you may arrive later than 6:00pm, please phone and advise us of your expected arrival time.

Full payment must be made at the time of booking. Once your payment is made you will receive your confirmation email detailing your stay and arrival information.

Our cancellation policy is 48 hours prior to arrival, after which one night's accommodation will be chargeable. There will be an admin charge of 20% of the booking total when cancelling at any time.

If you have a voucher, please advise the hotel while making your reservation and please hand it to the receptionist on check-in.

### Static Caravan Accommodation

Please note that check in time is from 3:00pm and checkout time is 11:00 am.

Full payment must be made at the time of booking. Once your payment is made you will receive your confirmation email detailing your stay and arrival information.

Our cancellation policy is 48 hours prior to arrival, after which one night's accommodation will be chargeable. There will be an admin charge of 20% of the booking total when cancelling at any time.