



Tyddyn Isaf

Camping & Caravan Park - Est. 1946

Booking Terms and Conditions

Tyddyn Isaf Camping and Caravan Park is a family park catering for tents, touring caravans, campervans and motorhomes. Our aim is to provide all of our guests with a safe, peaceful and enjoyable camping and touring holiday. We therefore ask that you read the following terms and conditions carefully prior to booking to ensure that your stay with us will meet your needs and expectations.

Any persons in breach of these 'Terms and Conditions', or who behave in such a manner to cause offence to other guests and/or staff members, may be asked to vacate the Park, together with all members of their party, with no refund of fees paid. In these circumstances, the holiday ceases and we will not be liable for any extra costs incurred by you. The Park owners reserve the right to change or modify these terms at any time without giving prior notice.

1. Bookings

Bookings can be made in the following ways:

- By telephone: 01248 410203
- Online: <https://tyddynisaf.campmanager.com/>

We cater for families and couples only and do not accept mixed / same sex groups without prior discussion.

Duke of Edinburgh and other such school groups may be accepted in low and mid-season with prior arrangement.

We reserve the right to refuse any booking – our decision is final.

All extras, including joining party members, must be agreed and paid for before arrival.

Extras of any description are considered part of the booking and therefore we regret that no refunds will be given.

The person who makes the booking undertakes responsibility for all members of the booking. This is also an acceptance and acknowledgement that the information supplied in relation to the persons attending the holiday, and the unit booked e.g. size, are correct.

We reserve the right to cancel or terminate a booked holiday where its guests have failed to disclose all material fact as required on booking.

The person making the booking must be a staying member on the pitch for the duration of the holiday and must be over 18 years of age at the time of booking.

Bookings are not transferrable to any third parties.

You can book to arrive on any day, however minimum stays may apply over some dates.

Details of your booking can be checked at any time via your online account (if you have supplied a valid email address) or by using the booking number and associated surname.

A non-refundable booking administration fee of £3.00 will be applied to all bookings at the time of making the reservation.



2. This contract

This contract is with Beverly and Arthur Mount, Tyddyn Isaf Camping and Caravan Park, Lligwy Bay, Dulas, Isle of Anglesey, LL70 9PQ.

A contract exists as soon as we have issued our confirmation form. It is your responsibility to check this carefully and inform us immediately of any discrepancy.

Once you have made a booking, you have entered into a contract, which is non-transferable.

The terms contained in this contract do not affect your statutory rights.

The personal information that you supply to us will be stored for administrative purposes only and will only be used in accordance with our privacy policy (www.tyddynisaf.co.uk/privacy).

3. The price of the holiday

The prices listed include VAT.

The cost of your holiday will not be subject to any change (unless the rate of VAT increases) once you have made your booking and paid the required booking administration fee and appropriate deposit.

For any bookings of two nights or less in duration - the balance of payment is required to be paid in full at the time of booking. This is not refundable under any circumstance.

For any booking longer than two nights duration - a deposit of 40% is required at the time of booking.

The booking administration fee and deposit is not refundable under any circumstances and will become a cancellation charge in the event of a cancellation or no-show.

The remaining balance must be paid at least 28 days before the start of the holiday. You can choose to pay your balance via your online account or by calling our reception.

If the balance of the price of your holiday is not paid in full at least 28 days before the start of your holiday we are entitled to cancel your holiday and retain your deposit and booking administration fee as a cancellation charge.

Guests have the option of subscribing to our Enhanced Cancellation Protection Scheme at the time of booking.

Only one discount or special offer can be applied per booking. Once you have made a booking, any offers that may subsequently become available cannot be applied to an existing booking. You may be required to prove eligibility for some discounts at the time of check-in.

It is regretted that no refunds are given under any circumstances if you choose to depart prior to the end of your booked stay. We strongly recommend that you insure against any financial loss you might incur in this circumstance.

4. Key fobs

On arrival we will issue you with a key fob. There is a charge of £10 for each fob that you require (to be paid in cash), which will be refunded on return of the fob at the end of your holiday. This key fob will provide free hot water for the showers, and will allow entry through the secure accesses into the park.



5. Amendments

Amendments to confirmed bookings are subject to a £10 administration fee and may only be made via telephone or email.

A maximum of two amendments may be made to a booking, and these may only be made up until 21 days prior to arrival. No amendments may be made within 21 days of your arrival date.

There is no guarantee that pitches can be extended beyond the dates originally booked.

Any amendment which results in your holiday being shortened will be treated as a cancellation and as such the standard cancellation terms and conditions will apply to the cancelled nights.

Any amendments will result in a new balance being calculated and the relevant charges will be due at the appropriate time.

6. Cancellation of the Holiday by You

You may cancel your holiday at any time. It will be effective on the date that it is received by us in writing, via email, or actioned via the online booking system. However, please note:

- The booking administration fee is non-refundable in all circumstances and will form part of the cancellation charges.
- The deposit paid at the time of booking is non-refundable in all circumstances and will form part of the cancellation charges.
- The full cost of your stay becomes non-refundable 28 days (four weeks) prior to the start of your holiday and will become a cancellation charge.

In the unfortunate event of you having to cancel your holiday due to serious illness, jury service, or the death of any of the customers listed as travelling then we would issue a refund of the balance less the deposit paid at the time of booking and the booking administration fee on presentation of the relevant supporting documentation.

Relevant supporting documentation would be a doctor's note, a court notification or a death certificate, and this documentation must be presented within 14 days of the cancellation being made.

We strongly recommend that you insure against any financial loss you would incur if you needed to cancel your holiday.

All guests have the option to subscribe to our **Enhanced Cancellation Protection Scheme** at the time of making a booking. If you have subscribed to this scheme, please refer to the separate cancellation terms which supersede this section.

7. Cancellation of the Holiday by Us

In the unlikely event that we are unable to provide you with your booked holiday and need to cancel your booking before the holiday is due to start, you are entitled to a full refund of the cost of your holiday, less the cost of the booking fee and a £10 administration charge.

The Park are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your Booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.



8. Pitch Requests

Requests for specific pitches can only be made for guests staying five or more nights (subject to availability).

This is a free, additional extra, and we will do what we can to honour pitch requests. However, as unforeseen circumstances can arise from time to time, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch and cannot be guaranteed.

Guests staying for four nights or less are welcome to make a note regarding a pitch preference, however, it must be clearly understood that we are under no obligation to fulfil this request.

9. Multiple Pitch Requests

We fully understand that some couples and families like to come camping together, and we do not wish to cause our guests disappointment or distress, therefore it must be fully understood that we can only guarantee multiple pitch requests for bookings of five or more nights (subject to availability).

If you book less than five nights (especially during high season) it is unlikely that we will be able to accommodate bookings on adjoining or neighbouring pitches.

10. Pitches

It is your responsibility to ensure that the correct type and size of unit (caravan / tent / trailer tent / folding camper / campervan / motorhome) has been stipulated at the time of booking. Only one unit per pitch is permitted. Should you subsequently alter your requirements we cannot guarantee to provide you with an appropriately sized pitch.

Pup tents / toilet tents (maximum size 2m x 2m) and gazebos (maximum size 3m x 3m) are permitted at our discretion, but will depend on the size of your allocated pitch and main unit – if we deem that there is insufficient room on the pitch, or you are causing an obstruction / hazard, or you are encroaching onto a neighbouring pitch, then we will require the item to be moved or removed.

All 'extras' (i.e. pup tents, toilet tents, gazebos, additional cars, additional persons, boats etc.) must be agreed by us and paid for.

Only one electrical feed per pitch can be plugged into the electrical supply. Additional feeds / adaptors will not be permitted.

The use of generators is strictly prohibited.

A maximum of two cars (or one car and one boat, or one car and one gazebo) are permitted per pitch. If you have additional vehicles then these are still chargeable, but must be parked in the designated parking area.

All day visitors must park their vehicles in the designated parking area.

11. Arrival and Departure times

Guests are welcome to arrive between the hours of 12 noon and 9.30pm on the day of arrival. If you arrive later than 9.30pm you may be placed on a temporary pitch until the following day.

Pitches must be vacated no later than 11am on the day of your departure. Late departures will result in an additional charge of a minimum of £10.

If we have not heard from you within 24 hours of your expected arrival date, we reserve the right to re-let your pitch.



There will be no refunds of any unused nights if you leave the park prior to your booked departure date.

Please ensure that you have adequate holiday insurance to cover you in the event of cancellation or early departure due to ill health or inclement weather conditions.

12. Holiday Behaviour and Standards

By making a booking with us you have entered into a contract in which you undertake, on behalf of yourself, the people in your party (including children), and any visitors to adopt the following standards of behaviour:

- Not to create any undue noise or disturbance to fellow guests at any time and radios and TVs must always be kept on a low volume. We operate a zero tolerance policy for individuals whose behaviour or noise causes disturbance to other guests. The park management reserve the right to refuse admission and ask guests to leave where necessary. Refunds will not be given in such circumstances. We do not expect to hear any noise outside of the boundary of your pitch after 10.00pm, and all must be quiet between 11pm and 7am.
- To act in a courteous and considerate manner towards us, our staff and guests.
- To supervise children properly so that they are not a nuisance or a danger to themselves or others (all children and teenagers must return to their pitches no later than 10pm)

You further agree that you will not:

- Commit any criminal offence at the Park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the Park
- Use any unlawful drugs
- Carry on any trade or business while on the Park.

You agree that you are also in acceptance of the park rules, and that all members of your booking party will abide by the park rules.

Where you, a member of your party, or one of your visitors, are in breach of any of the behaviour standards or park rules, we may ask you to leave the park. In these circumstances, the holiday ceases and we shall not be liable for any extra costs incurred by you. You will not be eligible for any refund of monies paid.

13. Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following

The speed limit on the park is strictly 10 mph (16km/h). This applies to cars, bicycles and skateboards.

All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance.

The provisions of the highway code apply on the Park

Vehicles must keep to the roads except when going to your accommodation – remember that there are often children playing.

'Home' deliveries must be met at reception, and are only permitted between the hours of 9 am and 7 pm.

Bicycles, skateboards and scooters are allowed if ridden safely and a helmet is worn – children will be stopped from using them if we feel that they are becoming a nuisance to others. Children should be reminded that the constant noise of skateboard wheels can upset other guests. Skateboarding is only permitted between 11 am and 7 pm.



Segways, e-scooters etc are not permitted to be used on the park unless full authorisation is given by the park owners.

All barbeques (charcoal or gas only) must be raised off the grass and must be extinguished after cooking.

The lighting of fires, woodburners, Chinese lanterns etc is strictly prohibited.

Fire pits are strictly prohibited.

Persons using Tyddyn Isaf Camping and Caravan Park and its facilities do so entirely at their own risk and we do not accept liability for the loss or damage to persons and / or property beyond our control.

14. Smoking

Smoking (including e-cigarette for vaping) is strictly prohibited in all buildings. We also ask guests to refrain from smoking in doorways or outside windows which may cause distress to other guests or our staff.

15. Dogs

We firmly believe that four-legged friends should be treated as part of the family, and that means they should not miss out on the fun of a family holiday!

We do however ask that that you:

- Keep your dog on a short lead (maximum 2 metres) at all times.
- Clean up any fouling immediately.
- Do not leave your dog unattended.

We reserve the right to refuse any dog and / or require that the owner removes their dog from the Park if it is a nuisance or danger to other guests, or if in our opinion, it is inappropriate for a family site.

For health and safety reasons, dogs that are listed under the Dangerous Dogs Act 1991 are not welcome on the park.

16. Chemical Toilet Emptying

All chemical toilets must be emptied at the designated points only.

In keeping with our Environmental Policy, only 'green' environmentally friendly biodegradable liquids are permitted.

17. Day Visitors

Day visitors are welcome on the park, however, reception must be informed prior to their arrival.

Day visitors are asked not to arrive before 9 am, and must vacate the park by 9 pm at the latest.

All day visitors must park their vehicles in the designated parking area.

Customers must refrain from giving the code for the access barrier to day visitors or third parties. Customer who are known to have disclosed the code to their visitors will be in breach of these booking terms and may be asked to leave the park.

You are wholly responsible for your day visitors and they are expected to adhere to the park rules and behaviour standards at all times.



18. Website Accuracy

We have taken care to ensure the accuracy at the time of publication of our website, however we are always looking for ways to make improvements to the park and subsequently there may be small changes. Whilst every care is taken to ensure that the details shown on the website are correct we cannot accept responsibility for errors contained therein or the results thereof.

Pricing errors can occasionally be made, if you happen to spot an error we are under no obligation to honour this price.

No party shall be allowed to reproduce any of the contents of this website (including photographs) without written permission of Tyddyn Isaf Camping and Caravan Park or any other copyright owner.

Tyddyn Isaf Camping and Caravan Park do not enter into any contract based on the content of our website.

19. Other

Tyddyn Isaf cannot accept responsibility for loss or damage to any vehicle, tent or caravan or its contents whilst on the park.

Cutting or damaging trees and shrubs and other vegetation is strictly prohibited, and the natural conditions are not to be disturbed. This includes tying ropes/guy lines/washing lines to, or driving nails into, trees and shrubs

No mechanical or repair work is to be undertaken on the Park. Please notify reception if you have requested the assistance of a breakdown vehicle (no breakdown vehicles on site after 9pm).

Please ensure the safety and security of your belongings during adverse weather conditions as the Park cannot be held responsible for any damages

We cannot accept liability for facilities/amenities becoming unavailable due to circumstances beyond our control. Our guests' comfort and safety are paramount and we will always endeavour to have facilities available for use again as soon as possible.

Some facilities (e.g. the shop and takeaway etc) may not be open, or may have restricted hours during mid-season or during pandemics. This is at the parks discretion and cannot be guaranteed prior to arrival. During low season the shop and take-away will be closed. Building work may be taking place in some areas of the park during mid and low season.

20. Access Statement and Policy

We seek to provide the very best service to all of our guests and have prepared an accessibility statement which described the facilities that we have to offer on the park. This can be downloaded via our website.

21. Complaints

If you have a complaint during your holiday, please raise it with a member of staff immediately and we will endeavour to find a resolution.



Enhanced Cancellation Protection Scheme

We recognise that many of our guests are eager to get their holidays booked for 2021, but are also apprehensive with regards to making a financial commitment in this new world of uncertainty.

With this in mind, we are offering our guests the opportunity to subscribe to our **Enhanced Cancellation Protection Scheme** at the time of booking.

What are the benefits?

For just £3.00 a night you can relax in the knowledge that:

We will give you a **100% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is 10 days or longer before the commencement of your stay.

We will give you a **50% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is between 10 days and 24 hours before the commencement of your stay.

No refund would be due for any cancellation made less than 24 hours before arrival.

What is covered?

EVERYTHING...and when we say everything, we mean EVERYTHING!

No matter what your reason for cancelling we are offering you the assurance that you will be eligible for a refund as per the terms detailed below.

How do I claim?

Making a claim is very simple. To cancel your holiday, you must notify us immediately by email. We will then acknowledge your cancellation. We will process your claim and make payment within 30 days, subject to the claim qualifying under the terms and conditions of the Enhanced Cancellation Protection Scheme.

Enhanced Cancellation Protection Scheme Terms & Conditions:

The Enhanced Cancellation Protection Scheme can only be subscribed to at the time of making your initial booking.

The cost of the Enhanced Cancellation Protection Scheme is £3 per night of your booking. It is not refundable under any circumstances and will be deducted in full from any refund issued.

This Scheme is to allow you the total freedom to cancel your booked stay at any time for any reason and does not affect your statutory rights. Should we, as Tyddyn Isaf Caravan Park, have cause to cancel your booked stay for any reason, the cost of the Enhanced Cancellation Protection Scheme is not refundable.

The Enhanced Cancellation Protection Scheme does not cover your booking fee, which is not refundable in any circumstances.

Any amendments to bookings will be processed as per Section 5. Amendments in our standard terms and conditions. If this scheme is not subscribed to at the time of booking our standard cancellation terms as detailed in the Booking Terms and Conditions will apply.

If you have subscribed to the Enhanced Cancellation Protection Scheme, we will give you a **100% refund** less the booking fee and Protection Scheme cost if the cancellation of your holiday is 10 days or longer before the commencement of your stay.

If you have subscribed to the Enhanced Cancellation Protection Scheme, we will give you a **50% refund** less the booking fee and Enhanced Cancellation Protection Scheme cost if the cancellation of your holiday is between 10 days and 24 hours before the commencement of your stay.

If you have subscribed to the Enhanced Cancellation Protection Scheme **no refund** would be due for any cancellation made **less than 24 hours** before arrival i.e. after 12.00 noon the day before your scheduled date of arrival.