



Park Policies and Rules

All persons staying at Tyddyn Isaf Camping and Caravan Park must comply with the following rules and behavioural standards. They are necessary in order to maintain high standards and to assist in proper management of the park. Entry by you on to the park shall be treated as your acceptance of these policies and rules, in combination with the terms and conditions applicable to your accommodation basis.

If we consider anyone is found to be in breach of the caravan park rules, or upsetting other families staying at Tyddyn Isaf Camping and Caravan Park by their behaviour, we will have no hesitation in asking them to leave the park.

1. Noise Policy

We appreciate that all of our guests are on holiday and want to have a good time; however, we feel that it is important that other guests are not disturbed by excessive noise. We therefore 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, or to ask guests to leave where necessary. Refunds will not be given in such circumstances. We do not expect to hear excessive noise at any time, and we do not expect to hear any noise outside of the boundary of your pitch after 10.00pm. If this policy sounds overly harsh, then unfortunately, we are possibly not the park for you.

2. Pet Policy

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 are very pet-friendly, however we do ask that dogs are kept on a short lead at all times (2 metre maximum), and that any fouling is cleared immediately. Dogs must be supervised at all times, and must not be left unattended. Our noise policy applies to pets as well as people!

3. Zero Tolerance Policy

At Tyddyn Isaf we have a zero tolerance policy with regards to any of our family, employees or contractors being treated in an abusive or violent manner. 'We' aim to always be polite and helpful, and respectfully remind our customers that we can often be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being asked to leave the park.

In order for us to maintain good relations with our customers we ask you to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at any Tyddyn Isaf family members, employees or contractors.
- Any physical violence towards any of the above persons (such as pushing or shoving).
- Verbal abuse in any form including insulting any of the above persons.
- Racial abuse or sexual harassment.
- Persistent or unrealistic demands that cause stress to any of our family, employees or contractors. Requests will be met wherever possible and explanations given when they cannot.
- Causing damage / stealing from the park, employees or other guests.



4. Behaviour and Standards

We ask you, and any of your visitors to adopt the following standards of behaviour:

- If you return to the park late in the evening please remember that other visitors could be sleeping.
- All visitors are asked to keep the toilet and shower facilities as clean as possible. Do not leave taps running or lights turned on unnecessarily.
- The washing of dishes or clothes is not permitted within the toilet and shower buildings. Likewise, the washing of children / babies is not permitted in any dishwashing sinks.
- Do not hang clothes or sleeping bags on fences, and please do not climb on fences.
- To ensure the efficient operation of our sewage treatment plant the use of formaldehyde toilet solutions in toilet cassette systems is not allowed. Please use a biological alternative.

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.

5. 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.
- Cars must be kept to the roads except when going to your accommodation. Guests are expected to always observe the speed limit, and remember that there are often children playing.
- 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.
- Bicycles, skateboards and scooters are allowed if ridden in a safe and considerate manner, and a helmet is worn – children will be stopped from using them if we feel that they are becoming a nuisance to others. Parents are responsible for their child's behaviour and actions and we urge all parents and guardians contemplating bringing bikes to the park to impress upon their children the dangers to themselves and others, and to consider other people who are also on holiday.
- The use of motorised scooters (electric or petrol) and quad bikes, segways or drones is prohibited on any part of the park.
- 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.
- Small fire pits are permitted if used in a safe manner, however they must be fully extinguished by 10 pm. If we deem a fire pit to be unsafe we will request that it is extinguished immediately.

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.

6. Children

Parents are responsible for providing all supervision of children whilst on the park – this means ensuring that they are not a nuisance or a danger to themselves or others.

Young children should be accompanied to the toilet block, and children should not be allowed to play anywhere near the toilets or laundry facilities.

All children and teenagers must return to their pitches no later than 10 pm.



7. Privacy

Please respect the privacy of others on the park and use the roads and paths to gain access to other areas of the park. Do not take shortcuts between pitches.

8. Games

Guests should use the large central areas away from tents and caravans.

Ball games and kite flying are not allowed between pitches or near to tents or caravans.

Do not climb over fences to retrieve lost balls or kites. Ask a member of staff who will retrieve them for you.

9. Rubbish / Litter

Litter must be placed in the refuse bins provided. The irresponsible discard of litter by any persons will not be tolerated.

Recyclable materials must be sorted and placed in the green recycling bins.

Please do not leave large items e.g. chairs / barbeques etc. for removal as we are unable to dispose of them. Please ask for details of our local waste management centre.

10. Smoking

Smoking (including e-cigarettes 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.

11. 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, bar and restaurant) may not be open, or may have restricted hours during mid-season. This is at the parks discretion and cannot be guaranteed prior to arrival. During low season the shop, bar and restaurant will be closed, and building work may be taking place in some areas of the park.

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