

# Bargoed Farm Caravan, Camping & Glamping Park terms and conditions

- **Noise levels** - Our guests choose Bargoed Farm to enjoy the peace and tranquillity of the countryside and so we ask that music, TVs and all noise be kept at a reasonable level at all times and to an absolute minimum between 10.00pm and 8am. If you love to party, Bargoed Farm is not the place for you!
- **All units, awnings and tents on hard standings** - All units, awnings and tents must be erected only on the hardstanding gravelled area.
- **Group bookings** - Group or block bookings are accepted solely at the discretion of the owners. Whilst we may accept a block booking, we do not book shared pitches (ie 2 units on one pitch). Group bookings cannot be taken online, please call or email to book two or more pitches.
- **Hot tub pitches** - Hot tubs may only be used by the people who are booked onto the pitch (a maximum of 5 people). The hot tub bond is taken at the time of checking in and must be redeemed on the day of departure. Very rarely, if a hot tub needs to be cleaned out of schedule, it may not be at full temperature upon your arrival. We do our best to ensure this never happens, but if it does and the hot tub is unable to be used, you will be refunded the price difference between a hot tub and a standard pitch for that one night.
- **Payment** – A 50% deposit of the total amount for touring pitches, or the value of the first nights stay for glamping, is required to secure the booking. All payments are non-refundable.
- **Arrival and departure times** - Pitches are reserved from 12pm on day of arrival until 11am on day of departure. The pitch must be vacated by this time and new arrivals must not be before 12pm. Latest check in time is 7pm on a Friday and Saturday, and 5pm Sunday – Thursday.
- **Early departures** - If you choose to leave the park before your booked departure date for whatever reason, no refunds will be given for the remaining days of your booking.
- **Late departures** - Guests wishing to make a late departure should enquire if this is possible. The charge for a late departure is 50% of the daily rate for your pitch. Pitches must be vacated by 6pm. Late departures are not available during our busy periods.
- **Cancellations** - Deposits and payments are strictly non-refundable, whatever the circumstance. If cancellation is made less than 21 days prior to the start of your stay, no refunds can be given. Customers making cancellations with more than 21 days notice have the option to transfer their deposit and other monies paid, to another date within 12 months of the original booking (subject to availability). This may only be done once.
- **Online food orders** – we do not permit, under any circumstances, online food delivery vans on the site. Please support our local economy and buy from our many, local shops.
- **Dogs welcome** - Well behaved dogs are very welcome on the park, but must be kept on a lead at all times, unless using the exercise area provided. Please do not leave your pet unattended at any time if they are likely to become distressed, bark or cause a disturbance. We welcome responsible dog owners who clear up after their dogs and bins are provided for this. We cannot accept dogs who are likely to cause a nuisance to other guests for example, dogs who bark excessively or are aggressive, or owners who do not clear up after their dogs. Maximum of 3 well behaved dogs per touring pitch.
- **Barbeques** - are permitted, using charcoal or gas, provided they do not cause annoyance to other guests but must be kept well clear of the grass and placed on the hardstanding ONLY. They must be placed well away from any tents, awnings, units or cars. We do not permit firepits, barbeques on the grass or campfires.
- We reserve the right to refuse admittance or to terminate the visit of any person or persons whose conduct is detrimental to Bargoed Farm or to other guests.
- We reserve the right to make changes to these conditions, at any time, if the need arises.

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