

MUST BE READ AND FULLY UNDERSTOOD BY ALL GUESTS IN CHARGE OF EACH ACCOMMODATION UNIT

See below our Site Rules/T&C's during your stay at Carrowmena

(Carrowmena reserve the right to ask guests to leave the site immediately if T's & C's are breached)

- Respect other Glampers, Campers, Bell Tenters & Hostlers. We ask for quiet between **11pm – 7am**
- Our gates are closed from 10pm – 7am
- There must be 1 responsible adult staying in the Accommodation who is over the age of 25 years otherwise Carrowmena reserves the right to cancel the booking with no refund
- **Heaters** in Accommodation must be switched off when not in use
- **NO** electric cooking equipment to be used in any of the accommodations, there is a communal Glitchen if required
- **NO** fireworks or fire lanterns permitted anywhere on site
- **NO Smoking** anywhere on site this is **strictly prohibited**
- **Alcohol** - We want **ALL** our guests to relax and enjoy their stay, so we allow a respective/sociable drink to be consumed onsite. This is **ONLY** allowed inside accommodation and around own private picnic area. Under **no circumstance** are guests to be seen walking about the site with bottles etc in their hands. The Glitchen area is a communal area for everyone & under **no circumstances** must alcohol be consumed in this area. Guests **MUST** be mindful of other guests & children at all times regarding level of noise and language be spoken
- Carrowmena will not tolerate any **abusive or foul** language towards our staff or other guests. Your personal religious beliefs are not an excuse to be disrespectful or abusive towards staff members or onsite guests, this behaviour will not be tolerated, guests may be asked to leave the site
- Carrowmena is not responsible for any **damage or theft** of personal belongings, so please do not leave any valuables unsupervised
- **ONLY** Firewood purchased onsite can be burned in the Fire Pits **NO COAL**
- Please **DO NOT** use any branches, timber, or other items you find around Carrowmena for firewood
- No** petrol/electric scooters or motorised vehicles allowed to be used onsite
- BBQs to be placed on metal plates provided on Picnic Tables, do not leave any lit BBQ unsupervised (any damage to picnic tables/or decking will be charged)
- Camp fire pits and picnic tables are not to be moved from there permanent positions
- Accommodation** must be left in the same condition as per check in - tidy & free of rubbish. Additional cleaning fee may be charged if not left to an acceptable standard
- The Shower & Toilet blocks are to be kept tidy and respect other guests onsite
- On check out all rubbish must be disposed of at our Recycling Area
- Children **MUST** be supervised at **ALL** times so we expect parents to be responsible
- Our onsite **Play Area** is open from 8am – 10pm daily, children **MUST** be supervised at all times when playing & abide by all Safety Signs in place (if no parents are seen kids may be asked to leave the play area)
- Carrowmena take **NO** responsibility for any personal injury sustained outside Activity times, parents must be responsible at all times

- Carrowmena Activity and Glamping Centre operates CCTV 24/7 so any damage to property or breaching our T's & C's will be recorded

Additional Terms & Conditions:

****These will require a signature on arrival – PLEASE CHECK-IN AT THE COFFEE POD****

We want the best for our customers staying at Carrowmena Activity & Glamping Centre and for them to relax and have an enjoyable stay with us.

Our site rules and guidelines are to assist with the smooth running of the centre and to take away the worries and hassle, customers are to respect other guests' privacy while staying with us.

Damage/Disturbance Deposit - a damage deposit may be requested on arrival. This deposit will not be lifted out of your account unless it fails the check-out inspection / damage(s) have been done to the accommodation or area. This will be at the management's discretion on arrival.

Damage/Disturbance Deposit will automatically apply if the following Rules are breached:

- Damage to accommodation, grounds, and facilities beyond the limits of daily wear and tear
- An unacceptable standard of behaviour to on-site guests or staff including abusive language
- Not respecting Carrowmena property and equipment

If the terms and conditions have been breached zero refunds will be allocated. Management reserves the right to ask people to leave the site at any time & any further nights' accommodation and/or activities will be forfeited.

Continuous breaches will result in the appropriate authorities being contacted and evacuated from the site.

Carrowmena Activity and Glamping Centre operates CCTV 24/7

NOISE COMPLAINTS

We have a strict noise policy at our Family Glamping Site. This means music, stereos, musical instruments to be turned off by 11pm. Any shouting, singing, or any significant noise that disturbs others is not acceptable. We ask for quiet between 11:00pm - 7:00am - if guests receive a noise complaint against them and must be spoken to more than once by a member of staff an automatic £100 is charged per accommodation unit, any further nights' accommodation and/or activities will be forfeited.

Unacceptable behaviour can result in being asked to leave the site immediately by management, with no damage deposit being refunded.