


# Amroth Castle General Information and Conditions of Booking

## General Information

**Mail** is delivered daily to the Park, there is a post box on site and a public payphone in the Castle building. There are several banks in the area.

**The Coffee Shop** is open daily for bread, milk, groceries and newspapers; as well as serving meals to eat-in or take-away. There are further shops and restaurants in the village, which is within strolling distance of the Park.

**Our Cyber Café** has computers with Broadband Internet, and Wi-Fi access for customers with their own 

**Our launderette** has coin-operated facilities to wash, dry and iron.

**A bus service** operates from Amroth to Kilgetty (nearest supermarket), Saundersfoot and Tenby. Taxis are available locally. The nearest railway station is 3 miles away at Kilgetty.

**Electricity** is 240 volts, but is limited to 10 amps in caravans.

**Arrival and departure** – your accommodation will be ready by 3.00pm on the day of arrival and must be vacated by 10.00am on the day of departure. Reception is open until 7.00pm – please notify us if you are unable to arrive before this time.

**Bed Linen** – pillows, duvets and linen are provided for all beds.

**Dogs and Pets** – Sorry, but we are unable to accommodate dogs or pets in any of our accommodation.

**Disability Access** – a copy of our access statement is available on request.

**Early and late season** – some of our facilities may not be operating early or late in the season. Availability of facilities during the time you wish to stay may be checked by telephoning Reception in advance.

## Other charges

**Parking** – there is free parking for 1 car per unit. Additional cars, trailers, dinghies etc are charged at £5 per week or part thereof.

**Cots, highchairs and safety gates** – are available to hire at £15 per week or part thereof, but must be ordered and paid for at the time of booking.

## Cancellation

Should you have to cancel your booking due to un-avoidable circumstances you will still be liable for the full cost of your holiday (as per Condition of Booking 3), but Amroth Castle are pleased to offer a low cost cancellation protection which will ensure a full refund of monies paid for a payment of just £14.95 per booking. To take advantage of this valuable security against unavoidable events please circle yes on the booking form and add £14.95 to your deposit payment.

## Conditions of Booking

We want you to have a free and easy holiday at Amroth Castle and hope that you will be able to make the most of the facilities and the lovely setting. However, to ensure the safety, comfort and convenience of both yourselves and all other guests including those who will visit after your departure, we ask everyone to follow our conditions of booking:-

1. A deposit of £100 per week should be enclosed with your booking form. To keep formalities to a minimum, please note that the balance of the full cost of your holiday should arrive at Amroth Castle at least 21 days before your arrival date. If this payment is not received by the due date, we will assume that you have cancelled your booking and may re-let your accommodation.
2. VAT is included in all our prices at the rate of 20%. Prices are liable to change to accommodate any change in the VAT rate.
3. Should you have to cancel your booking due to un-avoidable circumstances please let us know immediately so that we have every chance to re-let your accommodation. If we do manage to re-let the accommodation we will refund the cost of your holiday, less your deposit and a £25.00 administration fee. If we are unable to re-let the accommodation you will be liable for the full cost of the holiday booked, unless you have taken advantage of our Cancellation Protection in which case all monies paid by you will be refunded or carried forward as payment towards a future holiday at Amroth Castle.
4. Your accommodation will be ready by 3.00pm on the day of your arrival – please check in at reception when you arrive. So we have time to prepare the accommodation for the next guests, the accommodation must be vacated no later than 10.00am on the day of your departure.
5. Every caravan and unit of accommodation is kept in prime condition, and to maintain this standard, should be vacated in the same clean and tidy condition that it was in on arrival. Amroth Castle reserves the right to charge to your credit/debit card, or issue an invoice either during your stay or following your departure for the cost of repairing or replacing damaged property, or for any cleaning that is considered to be more than what would reasonably be required.
6. Each caravan and unit of accommodation is equipped with cutlery, crockery, bedding, etc. An inventory list is provided within each unit – please check on arrival and report any shortages to Reception immediately. Any breakages, losses or damage incurred during your stay must be paid for, and Amroth Castle reserve the right to charge to your credit/debit card, or issue an invoice either during your stay or following your departure for the cost of repairing or replacing damaged items.
7. All beds used by small children must be protected by waterproof sheets. Any mattresses found soiled or wet will be replaced and guests will be charged for the cost of replacement as per condition 5. above
8. Free parking for one car per unit is provided on hard standing within a few yards of your accommodation. Cars must not be driven on any grassed areas. Vehicles may only be driven within the grounds by insured, full licence holders. Young children are playing so for safety reasons it is essential that the Park's speed limit of 10mph is adhered to at all times.

9. Amroth Castle is a family holiday centre so we are unable to accept bookings from non-family parties of young people.
10. Children under 15 years of age must be accompanied by a responsible adult in the swimming pool area. There is no permanent pool attendant. For the safety and hygiene of all guests, parents/guardians must ensure that the information and rules on display at the pool are observed at all times.
11. Children under 7 years of age must be accompanied to our public toilets by an adult.
12. The accommodation may not be occupied by any more persons than shown on your booking form. Please notify reception if you wish to make any changes to the people listed in your party.
13. No assignment of booking of any accommodation or any sub-letting is permitted.
14. Sorry, but we do not allow dogs or pets into the Amroth Castle grounds or any of the accommodation.
15. Sleeping in cars or motorhomes anywhere within the Amroth Castle grounds or the erection of any sleeping, play or toilet tents is not permitted.
16. No garbage or refuse may be discharged on to the grounds or anywhere except into refuse/litter receptacles provided.
17. Musical instruments, radios, CD players or other sound equipment must only be played at a volume that displays due consideration for other guests. Please remember that Amroth Castle is a family holiday park, so please keep all noise levels to an absolute minimum after 11pm in the evening.
18. The use, possession or storage of firearms, air or gas operated rifles or pistols, items of an explosive nature (including fireworks) or any other offensive weapon is not permitted.
19. With regard to the interest of our guests, the management reserves the right to decline any accommodation or demand the withdrawal, without notice or refund, of any persons considered undesirable, to be infringing these booking conditions or behaving without due consideration of other guests.
20. Amroth Castle shall be resolved of any liability should the holiday accommodation be unavailable for reasons beyond their control.
21. No liability can be accepted for any loss, injury or damage, either to individuals or their property, arising from or by reason of the occupation of any accommodation or caravan, and the use of any facilities or equipment provided or made available for use by the person or persons occupying and using the caravan or accommodation, or by any other person or persons using the caravan or accommodation by their invitation or permission. The use of all facilities within the caravans, accommodation, park grounds and buildings is at the sole risk of the persons using them.