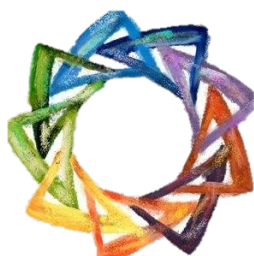




TERMS & CONDITIONS

CAMPING PODS & BELL TENTS

2023/2024



Masterland Leisure Promotions

Terms & Conditions of Stay

For the use of Camping Pods and Bell Tents at Masterland Farm.

These conditions are in accordance with Masterland Farm Site License, set by Pembrokeshire County Council. These terms must be strictly adhered to, any breach of these may result in termination of your booking and immediate evacuation of the accommodation, without refund. By booking to stay at Masterland Farm, you agree to follow these conditions.

Please Note: These policies are included but not limited to. Should you have any concerns or questions, please contact the park prior to booking your reservation.

NOT Allowed on park

Masterland Farm does **NOT** allow the use of the following on site; Firepits/ open fires, Gazebos, Pup-tents, Bikes, Tricycles, Scooters, Skateboards, Rollerblades, Waterbombs/ balloons, BB Guns, Water pistols and others of these sorts.

Coronavirus

In accordance with the Welsh Government guidance as an impact of Coronavirus; certain facilities may be modified or unavailable, limited in capacity and subject to limited availability or closure. We have taken enhanced health and safety measures across our park. An inherent risk of exposure to COVID-19 exists in any public place where people are present.

A contact free check-in/out will be available and encouraged for all reservations. Arrival information will be sent by email within 2 days prior to arrival.

Arrivals

- Arrival time is from 2:30pm – 7pm.
- Late arrivals are by pre-arrangement only.
- Contact the park 24 hours prior with your estimated time of arrival.
- Our provided accommodation is adults only. If age is in doubt, photo ID (Passport or Driving Licence) will be requested by management. Failure to provide proof of age may result being denied pod entry without refund.
- Accommodation is allocated accordingly with your arrival date. We can not guarantee or reserve a specific unit.
- Early arrivals / late departures can be requested, however must be authorised by park management and are subject to availability. An additional charge of

half the days fee, plus extras will apply. For those who arrive early or late without consent, they may be refused to gain entry and will be charged accordingly.

Departure

- Checkout time is 10:30am on the scheduled morning of departure.
- Please leave your TV remote within the accommodation and return keys within the lock box as found.
- Lost keys will result in an automatic £10.00 charge.

Day visitors & Other park users.

- The accommodation is situated in a separate enclosure, for the purposes of other guests, no children or visitors are permitted to enter the pod and bell tent fields. If you have booked with another couple/family staying elsewhere onsite please join their unit for gatherings and not at the accommodation. This is for privacy and to avoid nuisance for the other users.
- No day visitors or gatherings for accommodation guests.

Electric & Appliances

- Inside the camping pods you will find a built in television, kettle, mini fridge, electric heater and a USB charging point. The USB outlet is not designed for USB multiple adapters, do not use these as they will blow the fuse if more than one device is connected to it at once. If blown, we will not be able to replace the use for the remainder of your stay.
- There are no other electric sockets provided inside the camping pod. All appliances are built in.
- **Bell Tent content- pending.**
- Should you notice an issue with any of the appliances, please contact us rather than attempting to rectify the problem yourself.

Facilities

- The shower & WC facilities are provided for everyone to use, please respect the areas and clean up after yourselves.
- Please do not misuse the facilities.
- We work hard to ensure the facilities are kept clean, if you notice any spillages, blockages or hygiene concerns, please report it immediately.
- Public facilities are non smoking.

- Unattended items or belongings left behind will be disposed of or placed in the lost property. Masterland Farm will not be held responsible for any lost items. Please enquire should you need assistance.

Farm & Livestock

- Please note that the farm animals are sectioned away from park guests to prevent any harm or annoyance to both the animals or individuals.
- No guests are allowed to go into the site work-shop, on the private lane leading to the farmland, or behind the private houses to view the animals. These areas are strictly private and no-one is permitted in/ around them.
- Do not feed or pet any of the farm animals, including our donkey. We must forewarn guests that farm animals may kick or bite.
- Please take caution on site as we are a working farm and live machinery (i.e. tractors) may be in operation.
- Please note that we introduced 'Masterland Farm Apiary' in 2019. This is a honey bee yard located on property, away from the camping grounds. Although the bees should be no nuisance to our guests, we must state that we are in a countryside setting and if you suffer from anaphylactic shock to carry your correct dosage of medication, such as an adrenaline injector as a bee sting can be life-threatening.

General

- Bed linen and towels are not provided. It is required that you bring your own bedding and pillows. A mattress and mattress protector will be provided.
- Unfortunately, our accommodation is not pet friendly.
- Adults only, must be 18 years of age or above.
- Please be mindful of other site users.
- No personalisation to be fixed on the accommodation (for example; fairy lights, balloons, signs, bunting).
- Gazebos are **NOT** permitted.
- There is a minimum of 2 night stays for all bookings, in the high season this may be increased and stated at time of booking. Some exceptions apply.
- Maximum of two adults per unit.
- No cooking is permitted inside or directly on the surrounded decking. Additional outdoor cooking bricks are provided should you wish to use BBQ's or other appliances.
- Double or TWIN accommodation available. Subject to availability at booking.
- There is no house-keeping services. The accommodation will be cleaned for your arrival only.
- We remind clients that our brochure/ promotional material is prepared some months in advance of the season and we reserve the right to amend details without prior notice.

- We're sorry but we cannot be held responsible for incorrect information on external websites, so please always check our website. If you spot any out-of-date information, please let us know and we can contact the source to update.
- In the event of a complaint, please address a member of the team immediately rather than corresponding with other guests. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have departed.
- Any deliberate damage caused as a result of your stay will result in a charge. This includes damage to grassed areas and property.
- Discount cards and gift vouchers cannot be applied to bookings made via third party websites.
- Guests are advised to bring a good quality torch with them as parts of the site are unlit.
- Cars and caravans can be washed on site with permission of the park management but an extra water fee of £5 per car/ caravan will be charged.
- We **DO NOT** allow any bikes, tricycles, scooters, skateboards, roller-blades, water bombs/ balloons, BB guns, water pistols and other of these sorts on park.

Group bookings

- At the discretion of the management. Please enquire before booking.
- Our park has been designed with small families and couples at mind, we do not accept bookings from same sex parties, including hen and stag groups.

Recycling points

- There are two main waste stations on the park, please refer to the map provided (in the confirmation email or on check-in) for the locations. Please dispose your rubbish at these points, for larger items and electrical appliances please ask for assistance.

Safety & Emergencies

- **NO** open fires or fire pits.
- We **DO NOT** allow any bikes, tricycles, scooters, skateboards, roller-blades, water bombs/ balloons, BB guns, water pistols and other of these sorts on park.
- We allow the use of Barbecues, but these must be raised off the ground and attended by an adult at all times. We can supply cooking bricks if needed (free of charge). Please ensure that hot sauce-pans and utensils are not left on grass areas to cause damage and burn the ground.
- **NO** firearms to be stored in your unit.

- Strictly no drug use. Should there be any suspicion or reports of drug use whilst staying on our park, this may result in immediate dismissal without refund and contact with the local authorities. A cleaning fee may be issued accordingly.
- No smoking inside the facility blocks, it is against the law and will result in you being charged a cleaning fee. Please be mindful when smoking outside, especially if done so nearby to other guests. Vaping is allowed on the understanding you are mindful of your surroundings.
- Management has the right to conduct occupancy checks and inspections of your unit, throughout your stay to ensure you are not overloading.
- Masterland reserves the right to terminate the tenancy of undesirable or unruly characters.
- Please report any incidents, including injuries, at the earliest convenience so this can be logged. Should you require attention from the parks first aider please call us on [01834 813298](tel:01834813298).
- Please inform a member of the team immediately if you require any of the emergency services. This can be done using the emergency phone located outside reception with phone instructions displayed on the door, or by calling the team on [01834 813298](tel:01834813298).
- In case of a fire, sound the closest alarm and notify a member of the team immediately. The alarms are located at the shower & WC blocks. The closest emergency phone is located at reception. Extinguishers are located inside the pod enclosure and around the facilities, for emergency use only.

Your Surroundings

- The grass area surrounding your unit should be kept clean and in a presentable manner (e.g. no litter or belongings left outside or around your unit).
- Please no dustbins or rubbish containers to be used outside the pod. Adequate refuse facilities are provided. This will prevent unwanted smells or pests.

Noise & Nuisance

- Musical instruments, televisions & radios etc. should be used with consideration for other guests during the day and after 10pm we request no noise which might cause annoyance to others.
- Car doors and boots should be closed quietly.
- Quiet hours must be respected between 10pm and 7am.

Payments, Cancellations & Refunds

- £30.00 non-refundable deposit (per unit, per week), with the option to pay in full on booking.
- Full payment required 4 weeks prior to your stay, or if the arrival date is sooner than 4 weeks then the full balance will be taken immediately.

- No refunds within 4 weeks of arrival date. If you need to cancel or amend your booking, please give as much notice as possible so that someone else has the chance to book. You may wish to buy holiday insurance for cancellations and for your property/ injury whilst away.
- "No Show" bookings will be held for 24 hours, after this period the management reserves the right to re-let the unit.
- No refunds or discounts for inclement weather, late arrivals or early departures.
- Bookings are nominative and non-transferable.

Your Vehicle

- There is no car parking by the accommodation. Cars must use the car parks provided. This includes for unloading, the car park is approx. 15 meters from the accommodation units.
- An overflow car-park is provided further away, should this be necessary.
- One vehicle is permitted with the booking. Second cars for pod users are by arrangement only and at a chargeable rate of £3.00 per night.
- Please keep to the 10mph speed limit across the park.
- Motorbike(s) can be brought instead of the car(s) included.
- To avoid overcrowding and damage, large vehicles and vans must be parked in the overflow car parks.
- Bollard posts are to be kept clear at all times. This is for emergency access purposes.
- There is no reason for users to drive on grassed areas around the site. Please be mindful and avoid causing mess to the grass.
- Masterland Farm will not tolerate any drink drivers on park, any guests caught may be prosecuted by the local authorities.
- Commercial vehicles (vehicles used for work-related purposes, carrying goods or farepaying passengers) and sign-written vehicles are not permitted on site.
- Cars that are not registered at reception may be wheel locked by site management for security reasons.

Disclaimer

- The management does not accept responsibility for the loss, damage or injury to any person or their property whilst on their premises. The management shall not be liable for any loss, damage or theft from or to a vehicle.
- Masterland shall not be liable in the event that accommodation or advertised facilities or amenities are not available due to circumstances beyond their control.

Coronavirus Booking Policy

It is important to us that you can book with confidence. Bookings made direct (via our website, phone or email) are fully flexible if your stay cannot go ahead because of a local lockdown, imposed on us as a campsite. We will offer to reschedule your booking to a later date, up to the end of the 2024 season.

If you are required to change the date of your break, the cost may increase and you will be required to pay the outstanding balance at least 28 days before the arrival date, or if the date is sooner the payment will be upfront. If the new holiday cost is less, it will be deducted from the amount payable and in the circumstance that the balance has already been paid, we will issue a credit voucher for any over payment. Date changes are subject to availability.

Standard deposit and payment terms apply.

Should Masterland Farm have to cancel and reschedule bookings because COVID-19 restrictions, we kindly request that customers wait to hear from us as we work through reservations on the system and requests.

Thank you for understanding and agreeing to the parks terms and conditions. We look forward to welcoming you soon,

Your Sincerely,

Kevin Bonser

The Proprietor

Molly Robins

General Manager

Please don't forget to like/follow us on Facebook and Instagram.

@MasterlandFarm

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