

TERMS & CONDITIONS

Newgale Campsite, Pembrokeshire. SA62 6AS. 07539 906611

Booking: A 25% non-refundable reservations fee is required at the time of booking an electrical pitch. The balance is due 7 days before arrival or on the day of booking if less than 7 days.

Pitches: Our EHU pitches are 12m x 6m. It is your responsibility to ensure that you can fit both your vehicle and unit on the pitch allocated to you, and if you bring extras these must fit within the pitch. No guy ropes are allowed to be put in outside of your pitch area.

Arrival: EHU check in is 1300 on the day of your arrival. Check out is by 12 noon on the day of your departure. Please notify us if you will be arriving after 8.00 pm.

Cancellation: All deposits & balance payments are non-refundable. We can offer a credit to transfer the booking within the same year subject to availability if notice of the cancellation is given before 8pm on the day before you arrive. Once you have checked in, no credit will be issued on unused site fees if you leave early because of the weather or for any other reason.

Some circumstances may require the cancellation bookings to be made by Newgale Campsite due to situations beyond our control, normally in the event of Health & Safety issues such as adverse weather conditions (Thick fog, heavy rain or Gale force winds).

We will endeavour to give as much notice as possible and every effort will be made to inform the booking contact. If we the booking the amount paid will be transferred to a credit note, no refund will be given.

Party size: We allow a maximum of 5 adults onto a touring pitch at any one time. If your party is larger than this then you will need to book another pitch for an additional tent/caravan. If you wish to add people to your pitch after booking then please contact us.

Pitch Number: Please note that the pitch you have selected may change upon arrival due to occupancy levels or weather conditions. If you require a specific pitch(es), please send us an email if you've not added a comment to your booking and we will do our best to retain the pitch for you.

Etiquette: A pitch is reserved for you with the expectation that all of our guests will follow the usual customs of good camping and caravanning. We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

Groups: Any group bookings must strictly adhere to the site noise and general etiquette rules.

Noise: We are a family campsite so please respect your neighbours right to peace and quiet in the silent hours. Children must be in the vicinity of their own pitch area after 10pm. Strictly no music or unacceptable noise levels after 10.30pm.

Liability: We cannot be liable for any personal injury (fatal or non-fatal) unless caused by a negligent act or omission by the company or its employees. Newgale Campsite Caravan and Campsite will not be liable for any injury, loss or damage to any property.

Speed: Please keep speed to a maximum of 5mph on site at all times, be it by car, bike or any other wheeled transport.

Children: Children must be kept under proper supervision at all times, in all areas of the site. Children under 8 years old should be supervised whilst using the toilet and shower facilities.

Visitors: If you have day visitors to your pitch Newgale Campsite please check them in at reception on arrival. There is a small charge for day visitors.

Dogs: Dogs are welcome at Newgale Campsite (we do not allow breeds listed as Dangerous Dogs), but must be on a lead at all times throughout the site. Please do not leave your dog unattended in your tent or caravan and please ensure you clean up after your dog. We allow a maximum of 3 dogs per pitch, unless by separate agreement of the site owners. We rely on dog owners to be responsible for their pets and to ensure we can keep the site a dog friendly haven. Please do not walk dogs in the non-dog areas. Showers and toilets are designated non-dog areas. Dogs that continuously bark are a nuisance to everyone and will not be tolerated on the campsite.

Fires: BBQs and fire pits must have stable long legs fitted and be raised off the ground to prevent burning the grass. Disposable BBQs are not permitted. Ensure ash and fire residue has fully cooled before placing in the marked metal BBQ waste bins. Do not use BBQs or fire pits in windy conditions.

Rubbish: Please dispose of all rubbish responsibly. Recycling bins and general waste bins are provided onsite for you to separate your rubbish at all times. The cost of clearing recycling from the site is 50% of that of general rubbish. Please help us to keep costs down to allow us to continue to reinvest in the site for the comfort of all visitors.

Website and images: We take every care to ensure that the details on this website are accurate. Photographs taken of the park are for guidance only.

Complaints: Please notify us of any problems or dissatisfactions around the site. If it is under our control to correct them then we will do our best to rectify the problem so you can enjoy the rest of your stay.

Data Protection: We collect and hold personal data so that we can create and maintain your booking.

Contract: Our contract is subject to these terms and conditions of booking. The personal details you provide must be true and correct. We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests or staff. In the event no refund will be made.

Newgale Campsite. Owners - Mike and Clare Harris, Tel: 07539 906611