

Kinnego Marina Caravan Park

Terms, Conditions and Information – Eco Pods

Armagh City, Banbridge and Craigavon Borough Council is proud to present a Caravan Park on shores of Lough Neagh at Kinnego Marina. This purpose built site is suitable for caravans, motorhomes, trailer tents and tents.

Kinnego Marina is a short-term recreational/leisure/tourism stays only.

We trust that our customers will treat this venue with the respect that it deserves.

COMMERCIAL VEHICLES, LORRIES AND VANS ARE NOT PERMITTED ON OUR SITE

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Rules and Regulations - We want everyone to have an enjoyable and safe stay at Kinnego Marina and ask that all customers adhere to our Terms & Conditions. The person whose name appears on the booking form is responsible for ensuring compliance with the conditions of booking by all members of his or her party, including any visitors and pets. Anyone failing to do so may be asked to leave the site and will not receive **recompense or a refund**.

Admission - This site is designed with families in mind, admission to those under 18 years of age will be refused unless accompanied by a parent or guardian for the duration of their stay. Commercial vehicles are not permitted on site as the park is a touring site we cannot accommodate those wishing to stay for residential or employment purposes. Trading is not permitted from the site

Access Gates - Only those with keys should have access to the site. Please do not admit anyone to the site if they do not have a key. Any breeches and your booking may be terminated.

Refund - **We do not issue refunds for cancellations.** A minimum of 7 days' notice is required in advance of the arrival date to amend the booking or to change to other dates within the season. **Any change to your booking within 7 days of your arrival will incur a £10.00 admin fee.**

PODs – The Maximum capacity of the Pod is 4 adults or 2 adults with 2-3 children. Under no circumstances should the number in your party exceed the number on the booking form or the

capacity of the accommodation as advertised. They are supplied with heating, lighting, fridge, kettle and mattress pads on seating area. You need to bring your own sleeping bags/blankets and crockery/cutlery. Pets, smoking, cooking and fires/BBQs are not permitted inside the Pod's. Only the heater supplied is permitted to be used inside the Pods. Please do not interfere with any equipment supplied with the Pod as part of the hire. Cars can be parked in the adjoining car park.

Arrival – You are welcome to arrive from 2pm. Please report to Reception on arrival where a pre-rental check will be carried out and a refundable **CASH security deposit of £50.00** is required for keys to the pod, amenity block and access gate.

Pets - Pets are not permitted in the Eco Pods or Pod area.

Departure - All Pods must be vacated by 12.00 noon, otherwise an additional night's hire fee may be charged. Report to Reception where the post rental check will be carried out. **Should there be a breach of our Terms and Conditions or any damage to the Pod's and/or hired equipment, the £50 security deposit will not be returned.**

No alternative dates will be given for departing nights early. If you intend to depart the site before 8am, please contact staff for alternative arrangements.

Duration of Stay - Customers are permitted to stay for a maximum of 7 nights. As this is a facility for short-term letting only, individuals will only be allowed to book back into the facility 7 days after their previous stay.

Key for Disabled Facilities - The disabled toilet is accessed via a 'Radar' key. If you do not have one and require access please advise reception upon arrival.

Electric Hook-up - Please do not tamper with the electric points. If you have any problems with your electric supply, please contact a member of staff.

Open Fires and BBQs - Fires and BBQs are permitted if in a suitable stand and raised off the ground so as not to damage the grass etc. BBQs are only permitted at the picnic table where a metal rack is supplied for disposables. Please dispose of these in the appropriate red bin provided. You are responsible for any damage caused and will be charged to put it right.

Refuse/Waste - It is the responsibility of the customer to keep their pitch in a clean and tidy state during their stay, please use refuse areas and litter bins.

Amenity Block - In the interests of security and cleanliness the doors to the amenity block should be kept locked at all times. Children under the age of 12 must be accompanied by an adult. Tokens for the laundry facilities are available from Reception at a cost of £3 each. Ball games are not permitted around the block.

Speed Limit - Vehicles must adhere to a 5mph speed limit and be driven carefully at all times. Only fully licensed and insured drivers are permitted to drive on site. Customers failing to comply with this will be asked to leave the site and may face prosecution.

Respect - Customers are asked to keep noise levels to an absolute minimum after **11pm**. Music, musical instruments and singing is **not permitted** after this time. Your compliance with this request would be greatly appreciated. Failure to do so will result in you being asked to vacate the caravan site.

Liability - ABC Council will not be held responsible for personal accident or injury or for any loss or damage to property for the duration of the customers' stay. Appropriate action will be taken against anyone causing malicious damage to any part of Kinnego Marina, ie damage to toilet facilities, fire extinguishers, lights etc. Whilst every effort is made to provide all facilities as advertised, we regret that we are unable to accept liability for the temporary lack of any facility due to a technical breakdown or any circumstances beyond our control.

These rules are not exclusive or exhaustive. Armagh City, Banbridge and Craigavon Borough Council reserve the right to remove any persons from the site at any time where they believe their behaviour and or actions are causing annoyance or offence to other persons.

Should you encounter any problems or have any queries the Caravan Park Staff will be pleased to be of assistance. We welcome your comments and suggestions - please complete the short customer survey, available at reception.

BBQ safety

BBQs produce carbon monoxide which is a highly poisonous substance. Without an adequate supply of fresh air it can kill quickly with no warning. Stay safe and follow these simple tips for BBQ safety.

- ✓ Never take a smouldering or lit BBQ (charcoal or gas) into a tent, caravan or cabin. Even if you have finished cooking your BBQ will still give off fumes for some hours after use.
- ✓ Never use a BBQ inside to keep you warm.
- ✓ Never leave a lit BBQ unattended or while sleeping.
- ✓ Only use appliances in accordance with the operating instructions.
- ✓ Place your cooking area well away from your tent. Always ensure there is an adequate supply of fresh air where the BBQ is being used.
- ✓ Remember the six main signs and symptoms of carbon monoxide poisoning – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. If concerned, seek medical advice.

For more information visit GasSafeRegister.co.uk/BBQ or call 0800 408 5500

GAS safe REGISTER

Gas Safe is a registered trade mark of Gas Safe Ltd used under licence by Gas Safe

Opening and closing times are as follows:

<u>MONTH</u>	<u>THE MAIN GATE & PUBLIC TOILETS</u>	<u>KINNEGO MARINA OFFICE</u>
April	9am-8pm	9am-7pm
May-August	9am-9pm	9am-8pm

September	9am-8pm	9am-7pm
October	9am-7pm	9am-6pm
Nov	Café available on site, please see reception for opening times.	
March	9am-6pm	9am-5pm

Free WiFi available located at Reception area.

**IN THE EVENT OF AN EMERGENCY DIAL 999
(FIRE, POLICE, AMBULANCE, COASTGUARD)**

We hope you enjoy your stay