

Kinnego Marina Caravan Park

Terms, Conditions and Information – Caravans

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.

NO COMMERCIAL VEHICLES WILL BE PERMITTED ACCESS TO THE SITE

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

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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 Caravan Park we cannot accommodate those using caravans for residential or employment purposes. Trading is not permitted from the site. Under no circumstances should the number in your party exceed either the number on the booking form.

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.

Amendment's - **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.**

Arrival - You are welcome to arrive from 1pm. Please report to Reception on arrival where a refundable **CASH deposit of £20.00** is required for keys to the amenity block and access gate.

Pitches - Every effort will be made to accommodate your requirements, however, we cannot guarantee that caravans booked in together will be beside each other on the site. Only one caravan, motorhome or trailer tent will be permitted on any one pitch. **Only one car is permitted per pitch.** All other vehicles must be parked in the adjoining car park. If erecting an awning a breathable ground sheet must be used to minimise wear on the pitches. Ball games are not permitted between pitches.

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.

Departure - All pitches must be vacated by 12.00 noon, otherwise an additional night's pitch fee may be charged. Return keys to Reception where the **CASH** deposit will be refunded. If keys are not returned on departure your CASH deposit will be forfeited. 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.

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. Please note that you are responsible for the safety of your electrical supply leads and appliances and we would recommend that these are serviced annually by a qualified engineer.

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. You are responsible for any damage caused and will be charged to put it right.

Pets - We do allow pets but they must be kept under control and on a lead at all times. All fouling **MUST** be removed by the owner and placed in a bin. Pets are not permitted in any Council building and are not to be left unattended at any time. Park staff are authorised to require any owner to have their pet removed from the Park if it causes a nuisance.

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. Ensure all waste from chemical toilet is disposed of in the sluice room.

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.



Opening and closing times are as follows:

MONTH	<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-March	9am-6pm	9am-5pm

Café available on site, please see reception for opening times.

Free WiFi available located at Reception area.

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

We hope you

enjoy your stay