

WESTPORT HOUSE



Bell Tent Rental Terms & Conditions

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking for your Bell Tent at Westport House.

Advance Bookings & Payment Terms

Advance booking for Bell Tents is essential. Bookings may be made by phone on 098 27766.

At time of booking full contact details, full payment which includes a 25% non-refundable deposit is required by credit or debit card.

By booking you give permission for your contact details to be retained on our computer system.

Restrictions

We pride ourselves on being a family orientated park; we only accept bookings from family, groups and couples over 25. Please be aware that from time to time we may have organised groups onsite.

We will always try our best to accommodate your requests however we cannot guarantee that pitches booked in together will be beside each other on the Park.

Special Offers including use of attractions or onsite activities

Please note that when booking Special Offers including use of Westport House, Pirate Adventure Park or onsite activities, you must check our website for opening times of each attraction or ask when you call to make your booking. Please see <http://www.westporthouse.ie/top/2015-opening-times/> for opening times of each attraction.

Cancellations / Amendments

A minimum of 3 days written notice (letter or email); in advance of arrival date will be required from anyone wishing to cancel their booking. If more than **3 days notice** is given, the booking may be rearranged to another available date within the season or alternatively a refund can be given minus the 25% non-refundable deposit.

Letters may be sent to Westport House Caravan & Camping Park, Westport House, Westport, Co. Mayo or contact us by email at camping@westporthouse.ie

Cancellations within 3 days of customer's arrival date will not be transferable or refunded. Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay.

Westport House will use all reasonable endeavours to ensure that it is open for use by visitors during normal opening hours. However, Westport House reserves the right, in its absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to close the park or any part of it. In the event of such closure, Westport House will refund any visitor the cost of his or her prepaid accommodation. Otherwise Westport House shall have no liability whatever, including no liability for travel expenses or any other out of pocket expenses.

No Shows

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund. If no notification is given and the pitch is not occupied by 11:00am on the day following the day of expected arrival, we reserve the right to re-let the pitch with payment forfeited.

Extended Stays

Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay please check with reception as soon as possible.

Prices and Payment

All prices are quoted in Euro. Whilst Westport House reserves the right to increase or decrease our prices at any time before you book, once your Booking is confirmed the price of your Booking as stated in the Confirmation Email will not change. All published prices include VAT. We accept full payment by credit and debit card at time of booking (full payment includes a 25% non-refundable deposit should you cancel your visit in advance).

Waiting Lists

For fully booked dates, customers can be added to a waiting list by emailing camping@westporthouse.ie with preferred dates and contact details. Any vacancies will be notified by telephone, with pitches allocated to the first paying respondent.

Check in - Arrival / Late Arrivals

Your arrival is welcome from 2.00pm onwards. On arrival please check in at the reception where you will be asked to confirm your details.

Access to the park will not be permitted until payment is received in full.

Except by prior arrangement, we may not have space if you arrive early.

Reception is open from 9am until 10pm during high season and 9am to 6pm during low season. If you wish to arrive after this time please notify Reception by telephoning +353 98 27766 so that appropriate arrangements can be made.

Pitch Allocation

Customers are given their pitch number upon check in. Before pitching please ensure you have checked your pitch number as confirmed on arrival, to avoid being asked to move. While we will endeavour to book group pitches together, we cannot guarantee that we can reserve them next to each other however, all of our bell tent pitches are within the same area. Where possible, we will endeavour to pitch groups together if availability allows.

Reception & Information

Reception is open from 9am until 10pm during high season and 9am to 6pm during low season. Outside of these hours, please call 087-0537832 for assistance. When the office is attended we kindly ask that you direct all questions or concerns to the office.

Payment of a Security Deposit

As part of your check in process, all guests are asked to pay a security deposit of €100. This is fully refundable and is there to cover any damage or unpaid expenses during your stay. Guests are advised that following staff review of accommodation and where no problems are identified this amount is then refunded back onto your card. Please allow between 2-4 working days. Note: Refundable security deposits will only be returned to the card provided.

Inspection

Bell tents will be inspected before check in and on departure to ensure the good condition of them. Guests are advised that following staff review of accommodation and where no problems are identified, the security deposit of €100 is then refunded back onto the card provided.

Pets

While we love animals, we are sorry that NO PETS are permitted to accompany guests staying in the Bell Tents. Any damage or soiling of property as a result of the pet will be deducted from your security deposit.

Smoking

Smoking within bell tents is NOT permitted at all.

Fires / BBQ's / Candles / Heaters

Absolutely NO fires, cooking on open flames, candles, heaters or BBQs are permitted INSIDE the bell tents. Open camp fires are not permitted on the park. Free standing BBQ's are allowed outside Bell Tents.

Loss Or Damage

You are responsible for the maintenance and safe custody of the bell tents from check in to check out. Please ensure you are satisfied with the equipment before use and should notify Westport House of any miscounts, incorrect deliveries or unacceptable equipment before use. It is your responsibility

to leave the Equipment in a clean and tidy state, a reasonable surcharge will be applied for cleaning if it is not and will be deducted from the damage deposit and / or charged directly to you.

Departure

All pitches must be vacated by 12:00pm / noon of the day of departure. No refunds can be given for departing nights early. Please do not ask as a refusal may offend.

General Rules and Regulations

- You must display your coloured token clearly on your windscreen
- If you are availing of Electric, please check that they are in working order before you settle in. If a camper requires us to call out an electrician and the fault is on the part of the camper, a €25 callout charge will be incurred.
- No unauthorized or improper use of the Wi-Fi (please see full usage agreement upon arrival)
- No commercial or transit vehicles are permitted on site.
- Checkout time on day of departure is 12:00pm / noon.
- Quiet hours are from midnight nightly.
- Vehicles are not permitted to drive around the Caravan and Camping sites after 11:00pm.
- Dogs are NOT permitted in Bell Tents at all.
- A strict 10kph speed limit is enforced on all areas of the site.
- If a patron causes any disturbance you may be evicted from the park and lose any fee you have paid.
- Westport House reserves the right, in its absolute discretion, to refuse entry on to or remove from its premises or the vicinity any person who:
 - Has been convicted of a criminal offence, which, in its opinion, is likely to affect the safety or enjoyment of other visitors.
 - Has behaved in a manner or is likely to affect the safety or enjoyment of other visitors.
 - Has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace.
 - Is thought to be under the influence of alcohol or other substances.

Liability

Anyone found defacing or causing damage to any building, equipment or property of the park faces immediate eviction and or prosecution. The person names on the booking will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any park facilities or to other customers' property.

Your vehicles and their contents and accessories are left at your own risk.

Westport House or its staff shall not be liable for the loss, theft or damage of any property whilst they remain on the park nor for any injury, accident or mishap to any person in the park, unless caused or contributed to by any negligence or default on the part of Westport House or its staff.

Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking at Westport House. As part of our ongoing monitoring and promotion we may email you of late availability, future events or developments on the park. If you do not wish to receive any further communication please email us or speak to us at reception.

By booking a pitch you agree to abide by the above terms and conditions.

We look forward to welcoming you to Westport House and hope you enjoy your stay in our Bell Tents with us