

## Caban Booking conditions and refund policy

These booking conditions apply to all bookings unless otherwise stated.

“Caban” means the area known as Caban, Pendine

“Rooms” means the rooms within Pendine Caban

“The Council” means Carmarthenshire County Council.

“Terms” means the Rules and Regulations, Booking Conditions

The term “customers” means all persons staying and visiting

The term “Agreement holder” means the person/s that has placed the booking.

### Contractual Agreement

By placing a booking, you will become responsible for making all payments due under the booking.

The person making the booking is responsible for the conduct of their party and their visitors will be bound by the Booking Conditions and Rules and Regulations.

Each room is allocated for the period booked only and there will be no right of tenure beyond this period.

### Payment Terms

- Full Payment is due upon booking.

Agreement holders must not sell; assign or sub-let their room.

The site is for personal use only and anyone using Caban as anything other than for personal leisure use will automatically forfeit their booking.

All rates quoted include VAT at the rates prevailing at the time.

Bookings do not include entrance to any ticketed events or additional attractions.

### Cancellation/Refunds

To be considered for a refund the request to cancel must be emailed by the original booker to [infocaban@carmarthenshire.gov.uk](mailto:infocaban@carmarthenshire.gov.uk). The request must be more than 72 hours from the time you are due to arrive (the time of arrival would be 3pm). A 10% admin fee will be deducted before a refund is issued, we aim to issue refunds within 7 working days of the request.

Refunds can only be issued to the card they were paid with.

Customers are advised to have insurance cover in the event of cancellation.

There will be no refunds or reduction of fees in the event of facilities/attractions being unavailable during your stay.

Failure to arrive for any reason in accordance with these Booking Conditions will not entitle you to a refund.

### **Wet weather and other reasons for cancellation**

No refunds will be given due to weather conditions resulting in being unable to use the facilities. Nor for other environmental factors out of our control.

Management reserve the right to cancel or restrict bookings at any time without notice. In this event, a pro rata refund would be issued for the dates involved, however no compensation shall be payable in any circumstance.

## **Legal Matters**

### **Damage to the site**

Anyone found defacing or causing damage to any buildings, equipment or property at the site will face immediate eviction and prosecution. The agreement holder will be responsible for and charged for any damage / breakages / loss caused by themselves or their visitors to the room or to any facilities or to other customer property.

All costs will be charged to the agreement holder.

Where damage to other customers' property occurs then the agreement holder will be responsible for that cost directly to the other customer.

### **Loss, Damage, and Injury**

Your vehicles, their accessories and contents are left at your own risk. The Council, its staff and agents shall not be liable for the loss or theft of, or damage to, any property whilst they are at Caban nor for any injury, accident or mishap to any person in the site, unless the same be caused or contributed to by any negligence or default on the part of the Council or its employees. Agreement holders must ensure that their property is secure and fully insured for any unforeseen eventuality.

## **Rules and Regulations**

We want everyone to have a safe and enjoyable stay at Caban and ask that all our customers observe these rules and regulations.

These Rules and Regulations apply to both staying guests and day visitors

### **Your responsibilities**

The agreement holder is responsible for ensuring compliance with the rules and regulations by all members of their party, including any visitors, pets, or children.

**Please familiarise all your party with these site rules.**

### **Non-Compliance with rules**

Failure to comply with the rules and regulations will result in appropriate action being taken, which may include:

- A. Verbal warning from Council staff.
- B. Formal written notice to leave the site.
- C. Refusal of future bookings.
- D. Formal report made to Police Service.

Action taken will reflect the nature and severity of an incident and may not be carried out in the order above. Anyone requested to leave **will not receive recompense or a refund.**

Carmarthenshire County Council reserves the right to refuse access to anyone who has breached the rules and regulations of the Site, contravened local byelaws, previously been asked to vacate the site, or previously been refused entry to the site.

The Council reserves the right to ban individuals from future use of the Caban, where the customer or any member of their party has breached the rules and regulations or put at risk the wellbeing and safety of other customers and its staff.

If any crime or misdemeanour is committed in Caban by any customer, then the Council reserves the right to exclude that person from the site or cancel the agreement to occupy the site. Where no crime is committed but activities such as causing a nuisance, domestic disturbance, or rowdiness etc then the provisions of this clause will also apply.

All damages must be paid for in full before leaving the site.

Caban reserves the right to decline or cancel reservations made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not

### **Caban Access**

The post code for Caban Pendine is SA33 4NY. The Caban is located directly Infront of you when you enter the car park. The Caban guest car park is on the left as you drive in, there will a separate barrier for you to drive through. Upon booking you would have given your numberplate which we use to authorise your parking. Please enter this car park and park prior to check in. Car parking can be from 12pm on the day of your arrival and you must depart by 5pm on day of departure.

Rooms must be vacated by 12pm on the day of departure. Failure to leave your room by this time may result in a late check-out charge of up to one night's additional accommodation charge.

### **Rooms Check In**

Check in to your room will be from 3pm, card keys can be collected from the reception desk in the main entrance.

Check out is by 10am

### **Your Room**

#### **Occupation of Room**

The occupation of the room must be in accordance with these rules and regulations

Only one vehicle is allowed per room, any additional must be paid for within the main car park

There is a maximum of people per room dependant on your room type.

- Double = 2 people
- Twin = 2 people
- Family = 4 people
- Double and single bed 3 people

The only exception to the above is upon the request for a travel cot but these must be declared on booking.

No one under the age of 18 is to occupy a room without an adult.

The riding of motorbikes, electric scooters, electric go carts and quads off road are strictly prohibited within the boundaries of the site.

### **In the event of a fire in the Caban, room or surrounding areas**

Ensure that the premises are evacuated

- Raise the alarm
- Call the fire brigade (999) from nearest phone or using an available mobile
- Listen to and follow all instructions from staff members

Site users should assemble at the nearest designated assembly point.

Please follow Fire Procedures displayed around the Facility

If the Caban is evacuated, you must follow council staff instructions.

### **Reporting of accidents and emergencies**

Please ensure that you report any accidents / incidents to the reception immediately so they can be documented, and appropriate action taken.

**In case of an emergency, of fire, or medical emergency call 999**

### **Pets**

Dogs are very welcome, but the following conditions apply: -

Dogs must always be kept on leads within the Caban and the site, they must only enter the permitted areas, around the restaurant area and within the park area.

Dogs must not be left unattended at any time.

Dogs must not be left unattended in any dog friendly room

Dogs must not be left unattended within vehicles.

Dog owners must ensure their pet does not cause any annoyance to other site users.

Dogs are only permitted to stay within designated dog friendly rooms

Fouling accidental or otherwise must be cleared up immediately and put into the general waste bins provided.

If a dog bites an individual or another animal, the appropriate authority will be notified, and the matter investigated accordingly.

Dogs are not allowed in the children play areas

Maximum number of 2 dogs allowed per room and there is a charge for this.

Dogs which may be classed dangerous breeds e.g.: pit bull terrier; japanese tosa; dogo argentino; fila brasileira are **not** permitted.

## **Other Rules and Regulations**

### **Noise and Anti-Social Behaviour**

Caban is a family friendly and we do not permit large group bookings.

No loud music is permitted at any time

Please be mindful that other visitors are here to enjoy their stay, therefore no bad language from anyone. If complaints are made from other customers this will be investigated.

### **Recreational Activities**

Several facilities within the site such as the beach; the play areas are free to use.

### **Children**

Please note, all children must be supervised at all times by an adult

Children should not be left in accommodation rooms unattended at any time

### **General**

We reserve the right to:

- change your room allocation and/or hotel location at any point during your stay for any reason; or
- cancel any booking(s) due to health and safety concerns or full or partial closure of the hotel. In the event we have to cancel your booking(s) we will attempt to notify you and a full refund will be processed to the same debit/credit card, though it may take a few days for the funds to reach your account.

### **Your information**

We keep your personal data safe and secure. Full details about how we use your data are set out in our [Privacy Notice](#)

Persons under 18yrs are not permitted to stay in accommodation rooms without an adult present

Persons under 18yrs are not permitted to book a stay at Caban

### **The contract**

This contract formed when we confirm your reservation is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

All rights not expressly granted in these terms and conditions are reserved.

### **Contact us**

If you require further information or have any questions regarding our website or these terms and conditions, then please fill out our [contact us form](#).