



Caravan Park And Campsite

Caravan / Motor Home Booking Conditions

www.midandeantrim.gov.uk



**Mid & East
Antrim**
Borough Council

2021 Season

Booking opens for the 2021 season on Monday 18 January at 10am.

Caravan/Motor Homes - Friday 12 March - Sunday 31 October 2020
Tents - TBC due to Covid-19 pandemic

Online bookings available from January to October at:
www.carnfunnock.co.uk

Carnfunnock Country Park Visitor Centre
Coast Road
Larne
BT40 2QG

T: 028 2826 2471

E: carnfunnock@midandeantrim.gov.uk

For telephone bookings out of season contact T: 028 9337 8996

Booking

Advance booking is essential particularly for weekends, bank holidays and during July and August. From January onwards, bookings may be made online or through Parks & Open Spaces Office Admin staff for that season only and cannot be accepted by answer machine or email. (See exact arrangements online). When booking, full contact details are required and payment must be received in full by credit / debit card or cash only. By booking you give permission for your contact details to be retained on our computer system. Customers are required to review their booking summary, as errors must be corrected within 48 hours of receipt, or standard charges/policies apply.

Duration Of Stay

Caravanners are permitted to stay for a maximum of 27 nights.

Party Size / Age Restrictions

A maximum block booking of 3 serviced hard stands is permitted with a maximum of 6 persons staying per pitch. Persons under 18 years of age are not accepted unless with family members or qualified leaders of a recognised club or organisation, who will be responsible for their conduct. As we are a touring caravan park we cannot accommodate those using caravans for residential or employment purposes.

Maximum tent size is 8 man tent with prices confirmed at time of booking based on number of campers. Due to limited space available in camping area and variety of tent sizes, please discuss your requirements at time of booking.

Cancellation / Refunds

A minimum of 72 hours written notice (letter or email), in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 72 hours notice is given, the booking may be re-arranged to another available date within the season (although additional payment will be required for movement from a lower rate to higher rate) or alternatively a refund can be given minus a 10% administration charge. Cancellations within 72 hours of the customer's arrival date will not be transferable or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation must be forwarded in order to process this refund, minus a 10% administration charge.) Customers are advised to have insurance cover in the event of cancellation.

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 1pm on the day following the day of expected arrival, we reserve the right to re-let 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 contact Visitor Centre staff.

Waiting list

For fully booked dates customers can be added to a waiting list with vacancies notified by telephone and sites allocated to the first paying respondent.

Site Selection / Allocation

When checking online availability customers can select a preferred site, based on their specified requirements or will be advised of available sites by booking staff. The preferred site will however not be guaranteed until payment has been made and an email confirmation issued, specifying the site number. In the event of a customer being unsuccessful in online booking their preferred site they will need to follow the on screen instructions. This will advise the user that the selected site has just been booked by another user and instruct the user to search for availability again.

Unfortunately once a pitch has been booked there can be no relocation (unless another site is unoccupied), since all customers will have their pitch allocation specified on their booking receipt. Customers who have a special requirement to be close to the amenity block should speak to staff directly. If there is no availability showing for the length of stay that you require, please DO NOT make multiple bookings, unless you are prepared to move pitches during your stay, as each booking will have a different pitch allocation. If no availability is showing, please ensure that you have entered the correct size of your caravan / motor home as there can, at times, be available pitches, which may not show on the system if they do not match your exact requirements.

Arrival / Late Arrivals

Your arrival is welcome from 1pm onwards. On arrival you must check in at the Visitor Centre where you will be asked to confirm your occupancy details and sign to comply with our site rules. Only persons and pets declared will be accommodated. Except by prior arrangement, we will not have space if you arrive early. On payment of a £20.00 refundable deposit caravanners will receive a parking pass and a key fob for the main entrance gate and amenity block. Special restrictions on arrival times may apply during events. All caravans must set up in positions, as indicated on your booking summary or by Visitor Centre staff. Before pitching up please ensure that you have the correct pitch to avoid being asked to move. Caravanners intending arriving after 6pm must notify Visitor Centre staff when booking so that appropriate arrangements can be made. For evening arrivals the Park Ranger's mobile number is displayed at the access gates or on the Visitor Centre window.

Awnings

Most sites can accommodate awnings but if required must be specified at the time of booking.

Unfortunately we cannot guarantee an awning suitable site, particularly at peak occupancy. Only breathable groundsheets are permitted and must not have rugs/mats placed on top of them. No electric fan heaters are permitted in awnings. For occupations of more than 7 days, awning ground sheets must be removed for a period sufficient to allow the grass to recover.



Vehicles

All vehicles must register with Visitor Centre staff and one car is permitted per pitch. All other vehicles must park in designated parking areas. No commercial vehicles are permitted in the site.

Services

Hard stand pitches have electricity, water and grey water waste facilities.

Pets

Well-behaved dogs on leads are permitted, excluding the following breeds: Pit Bull Terrier; Japanese Tosa; Dogo Argentino; Fila Brasileira. A max. of 3 dogs are permitted per booking and all dog owners must adhere to Park rules.

Fires / BBQ's

No open camp fires are permitted. Free standing BBQ's are allowed provided they have a protective lid and a perimeter surround to prevent ash blowing and do not cause an annoyance to others. (Please see full rules leaflet)

Departure

All sites must be vacated by 12 noon on the day of departure. If you wish to depart later than this time please contact Visitor Centre staff to check whether this can be arranged. This is normally not possible from June to August or at bank holiday periods. At the end of your stay the key fob and parking pass must be returned to the Visitor Centre along with your original receipt to obtain your deposit refund. If you plan to leave the site early, before the Visitor Centre opens, then please advise staff the previous day so that alternative arrangements can be made. No refunds will be given for departing nights early.

Club Rallies/Tour Operators/Formally Constituted Groups

Advanced group bookings by Caravan Clubs or tour operators may receive a 10% discount per night in March & October or Monday-Thursday at all other times excluding Easter, 12th July fortnight and bank holiday periods. Full price bookings may be accepted at other times, but subject to the discretion of Park Management, in accordance with site occupancy and operational requirements. Groups subject to the criteria outlined in the party size / age restrictions section.

Prices & Payment

All published prices include VAT and are subject to change without prior notification.

Park Rules

A copy of the Park's rules are supplied at the time of booking, on registration (if not previously received) and online. The person signing the check in form is responsible for the conduct of their party. Customers on site must comply with the Park's rules. Failure to do so may result in a verbal warning from Council staff; formal written notice to leave the site within 2 hours without refund; refusal of future bookings and a formal report made to the PSNI. Action taken will reflect the nature and severity of an incident and may not be carried out in the order above. Mid and East Antrim Borough Council reserve the right to refuse access to campers who have breached site rules, contravened local bye-laws, previously been asked to vacate the site or previously been refused entry to the site. Customers must ensure their property is secure and fully insured for any unforeseen eventuality.

Info and Contact Details

**Bookings taken from January to March
& weekdays in October:**

T: 028 9337 8996

**Bookings taken from April to September
& Weekends in October:**

Carnfunnock Country Park Visitor Centre

Coast Road, Larne BT40 2QG

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E: carnfunnock@midandeantrim.gov.uk

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