

4. LEGAL MATTERS

Damage to the site

Anyone found defacing or causing damage to any buildings, equipment or property of the Park faces immediate eviction and prosecution. The pitch hirer 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 campers' property.



Loss, Damage and Injury

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

5. BOOKING CONDITIONS

All customers must comply with our booking conditions (a copy of which is supplied at the time of booking, available from the Visitor Centre or online at our website.) In particular arrival is permitted from 1.00pm onwards but each site must be vacated by 12 noon on the day of departure.

Useful Telephone Numbers

Larne PSNI	101
Carnfunnock Visitor Centre	028 2826 2471
Caravan Park payphone	028 2826 7166
Mid and East Antrim Borough Council (Larne Office)	0300 1245 000
Evening Warden (Mobile) up to 9pm / 10pm / 11pm	079701 96728

(Please note: There is no warden presence overnight until 7am the following morning).

Campers are requested to remember others on site and not to do anything that could lessen their enjoyment.



Check In Time: From 1.00pm onwards

Departure Time: Before 12 noon

January 2019



CARAVAN PARK & CAMPSITE

INFORMATION AND RULES

Bookings taken from January to March & weekdays in October:

The People's Park Reception
Doury Road, Ballymena, BT43 6JA

Tel: (028) 2563 3342

Email: Peoples.ParkReception@midandeantrim.gov.uk

Bookings taken from April to September & weekends in October:

Carnfunnock Country Park Visitor Centre,
Coast Road, Larne BT40 2QG

Tel: (028) 2826 2471

Email: carnfunnock@midandeantrim.gov.uk

Website: www.carnfunnock.co.uk

Facebook Fan Page: Carnfunnock Country Park

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

YOUR RESPONSIBILITIES

The person who signs at registration is responsible for ensuring compliance with the rules and booking conditions by all members of his or her party, including any visitors, pets or children. **Please familiarise all of your party with these site rules.**

NON-COMPLIANCE WITH RULES

Failure to comply with the rules and regulations contained in this leaflet will result in appropriate action being taken i.e.

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

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** (although refundable deposits will be returned upon the safe receipt of key fob, parking pass, key and permit (if applicable)). Failure to return these will result in key fob deletion from the system.

The Council reserves the right to ban individuals from future use of the Park if a minimum of 3 written complaints are received from other campers and are substantiated by Council staff. Additionally the Council reserves the right to ban individuals based on observation of activities that are detrimental to the Park or the well being and safety of other Park visitors. All damages must be paid for. Failure to remove your caravan / motor home / tent will entitle the Council to remove / store any such items and the costs involved will be recovered by the Council. The Council shall not be liable for any injury, damage or loss caused to any such item or its contents during its removal and storage. CCTV footage may be used for crime prevention and public safety. (Further detail on our CCTV code of practice is available online.)

If any crime or misdemeanour is committed in the Park by any person occupying the site then the Council reserves the right to exclude that person from the Park or cancel the agreement to occupy the site. Where no crime is committed but activities such as causing a nuisance, domestic disturbance, rowdiness etc. result in an onsite police investigation, then the above clause will also apply. Should customers notice any individuals setting up a tent or entering the site with a caravan after hours then we would request that you notify the Park Ranger or contact Visitor Centre staff so that the matter can be addressed.

M. WI-FI SERVICE

Free Wi-Fi is operational around the Caravan Park amenity block, hard stand pitches and camping areas. Customers will need to check for available Wi-Fi Networks and select accordingly. You will then need to enter your first and last name along with your email address and this will connect you to the free Wi-Fi. You only need to do this once. It may not be as fast as Wi-Fi at home but should be a reasonable speed when you select the nearest hot spot (1 to 6) with the strongest signal.

N. GROUND SHEETS

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. Ideally ground sheets should be lifted each morning to preserve the health of the ground beneath.

O. LEAVE NO TRACE PRINCIPLES

Visitors to the Park should remember the Leave No Trace Campaign's 7 main principles i.e.

- Plan ahead and prepare;
- Travel and camp on durable ground;
- Dispose of waste properly;
- Leave it as you find it;
- Minimise the effects of fire;
- Respect farm animals and wildlife; and
- Be considerate of others.

3. CUSTOMER COMMENTS / COMPLAINTS



Should you experience any problems or have any queries during your stay, our onsite Park Rangers and Visitor Centre staff will be pleased to be of assistance.

We welcome your comments and / or suggestions on any aspect of the Park's operation and comment forms are available in the amenity block, at the Visitor Centre and in the Activity Centre. A visitor book is also available in the Visitor Centre.

Campers are particularly asked to bring to the Council's attention any safety matters or equipment in need of repair or maintenance.

F. FREEZER AND FRIDGE USE

A freezer is available for use with named ICEBLOCKS only - no frozen food. A fridge is also provided. Please remove your property when you leave.

G. GRASS CUTTING

Grass cutting is carried out mid weekly between 10.30am to 1.00pm from April to October. Cutting will take place around tents and awnings and campers, particularly children, are requested to stay well clear of machinery. Please remember to wipe grass from your feet before entering the amenity block or this will result in floors becoming dirty very quickly.

H. TELEPHONE / DELIVERIES



Telephone messages (unless urgent) cannot be delivered. A payphone is provided in the amenity block. Letters and parcels etc. will be accepted at the Visitor Centre and held for collection but the Council will not undertake to advise the consignee.

I. VISITORS

Visitors to the site will be charged for parking at the normal rate or at a discounted rate if the camper brings their guest to pay Visitor Centre staff and have their ticket stamped. No visitors are permitted after 10:00pm.

J. LOST PROPERTY

Any article lost or found at the site must be reported and handed into the Visitor Centre. Left belongings can be collected or returned by arrangement and pre-payment of postage and packing. At the end of the season, all unclaimed property will be disposed of to a local charity shop.



K. PARK ATTRACTIONS

The Park's many attractions are available to use throughout the duration of your stay but you must ensure that all members of your party adhere to their rules of use e.g. age limits. Please note that some of the Park facilities are open for reduced hours outside of peak season.

L. LOCAL ATTRACTIONS



Details of useful services and interesting places to visit are displayed on the notice board, located in the amenity block. Please take time to explore our local environment and we're sure it will make your holiday even more enjoyable. Further information is available at www.midandeantrim.gov.uk

1. HEALTH AND SAFETY

A. SECURITY

For your convenience and security the caravan park vehicle entrance gate, the amenity block door and external courtyard are all electronically operated. Key fobs and door codes are supplied when registering, with reception. To prevent unauthorised access the doors and barrier must not be obstructed at any time. At no time should campers admit anyone without a key fob or code, as all registered customers will have been issued with both. All tents must display a permit, which may be inspected at any time by Park Rangers. **The access barrier provides a shared entrance and exit, drivers must remain alert to possible oncoming traffic. Vehicles entering have priority over exiting vehicles and no tail gating is permitted.**

Caravan Park (and off Peak Camping) Site Access

Entering: Drivers arriving at the main caravan park barrier should use the top large button on the fob, press once and the barrier will then open. Drivers **MUST NOT** proceed through the barrier until it is **FULLY OPEN** and has come to a complete stop. On entering the park drivers **MUST NOT STOP** until their vehicle and caravan are completely clear of the barrier area .

Exiting: When leaving the park the barrier will operate in the same manner as entrance. Use the top large button on the remote fob to exit. Again drivers **MUST NOT** proceed through the barrier until it is **FULLY OPEN** and has come to a complete stop.

Children must not play in the vicinity of the barrier, as the barrier may open at any time.

Entering and Exiting the Peak Campsite

A dedicated car park for campers cars is located adjacent to the tent area. Drivers **MUST STOP** at the marked lines before proceeding through the gate or onto the entrance laneway and give way to pedestrians crossing the zebra crossing. As access involves crossing a pedestrian path extra vigilance is required.

The Council reserves the right to introduce additional security measures at any time and to notify customers staying onsite accordingly. In particular during peak times the area incorporating the laundry room, family room and disabled suite may be locked at 10.00pm, reopening at 7.00am, to prevent loitering in the amenity block at night. Should a parking pass or key fob/key be lost then the refundable deposit will not be returned and the key fob will be deleted from the system to ensure that anyone finding it cannot enter the site. A CCTV system is in operation within the amenity block building and around its perimeter. (Further detail on our CCTV code of practice is available online.)

B. VEHICLES

In the interests of security, you must inform us of your vehicle registration details. Only one car per pitch is allowed and a pass must be displayed in order to gain admittance through the manned park barrier. All other vehicles must park in designated parking areas. Drivers are asked to observe a 5mph (8km/h) speed limit throughout the Park and to drive safely at all times. Anyone driving dangerously may be issued with a warning and furthermore may be asked to leave the site.



Vehicles must **NOT** park or drive on the grass. In the off peak campsite, campers may park their cars on the roadway entrance (ensuring clear access) and a dedicated car park is provided for the peak campsite. Only fully licensed, insured drivers may drive in the Park and the Highway Code must be observed. Learner drivers and motorised scooters/quads (except disabled scooters) are strictly prohibited.

No untaxed or unroadworthy motor vehicle, motorcycle or trailers are permitted. Campers must not repair or dismantle any caravan/vehicle/motorbike without written Council permission. Transit vans and commercial vehicles are not permitted. Additionally the towing vehicle must remain with the van unless prior arrangements have been made with the Council.

C. BICYCLES



Bicycles must be ridden with due care and attention on designated roads/paths but not on the grass. This includes staying on the main route in the woodland area of the Park, proceeding with caution and giving way to pedestrians.

Cyclists must not ride at night and must observe the Parks 5mph speed limit. We also recommend that appropriate safety gear be worn whilst cycling in the Park.

D. RESTRICTED ACTIVITIES

- No ball games (football/cricket/baseball/hockey etc.) are permitted in the site, as they can disturb the peace of others and may cause damage to property. The Games Field adjacent to the Family Fun Zone is available for this purpose.
- No golf practice, this includes practice swings without golf balls;
- No hanging ropes etc. to swing on trees;
- No water balloons or water guns within the amenity block;
- No eating or drinking within the amenity block;
- No skateboards, rollerblades or scooters; and
- No paddling pools or water slides.



D. CLEANING OPERATIONS

The Council reserves the right to close sections or the whole amenity block to campers at specific times whilst cleaning duties or maintenance are undertaken. Normal cleaning times (subject to occupancy and operations) will be:

• Between 7.00am and 8.00am	• Between 12noon and 1.00pm
• Between 4.00pm and 5.00pm	• Between 8.00pm and 9.00pm

When cleaning is in progress appropriate doors will be locked and signs erected accordingly. Facilities remain open at the Visitor Centre and Activity Centre whilst toilet cleaning is underway and customers are advised to avail of these. Should toilet roll run out between cleans please do not hesitate to contact our Visitor Centre staff and we will arrange for toilet roll to be replenished.

E. WASTE DISPOSAL

We have all manner of wildlife in the Park and campers must place their rubbish in the bins provided and keep bin areas clean and tidy. Campers are advised to regularly wash their hands.

General Rubbish

Rubbish must be bagged and disposed of in the black wheelie bins provided. These bins are emptied on Monday and Thursday. Scraps of food must not be 'left out for the birds' as this may encourage vermin.



Chemical Waste

All chemical toilet waste must be flushed away using the sluice facility, which is located in the external courtyard. This operates using a manual toilet flush mechanism and customers are requested to rinse the unit after use, using the hose provided. Please remember to wash your hands after using this facility. **DO NOT** pour this waste in onsite sinks or drains.

Grey waste water i.e. water from sinks, showers.

Each serviced hardstand has a waste outlet connection for grey waste water.

Recycling

As part of our 'Green Policy' the following materials can be recycled in the onsite designated bins: glass, cans/tins and plastic bottles. These bins are emptied every other Friday. Please do not place plastic bags or non-recyclable items in these bins as this will contaminate the contents and collection may be refused.



Sanitary Waste

Sanitary bins are provided in all the ladies toilets and within the unisex disabled toilets. Nappy bins are provided in the family room and baby changing room. Please use these bins and do not flush hand towels, nappies or sanitary products down toilets as this can result in blockages.

2. USE OF FACILITIES AND AMENITIES

A. ELECTRICITY

The power pedestal unit at each hardstand has been part funded by Tourism NI and is the property and responsibility of the Council. You may make no alteration or extension to this installation. If the trip switch is found to have been by-passed, the Council will disconnect the electricity supply and a surcharge for electricity will be made.



The Council shall not be liable for the failure of or loss or damage arising from any electricity failure. The Council shall have the right (1) to interrupt the electricity supply to your caravan for the maintenance and repair of equipment or the electricity supply and (2) to limit the amperage of electrical current at your unit. This is limited to 16 amps - 230 volt A.C. connection. If the current operated trip-switch is tripped, it is your responsibility to reset the unit. If payment is not received then the Council shall have the right to disconnect the electricity supply. If any power supply problems are experienced please contact Visitor Centre staff.

B. WATER SUPPLIES

Water must not be wasted. Please advise Visitor Centre staff of any water leaks. No hose pipes may be used inside or outside any caravans / motor homes nor attached to stand pipes. Stand pipes are conveniently located in the bin compound areas. The washing of cars and caravans is not permitted. The use of paddling pools / slides is not permitted. As showers are electric, hot water is provided immediately. However the sink hot water supply can be reduced when the bath facility is in frequent use. As the sink taps are heated on demand it may on occasion take time for hot water to filter through and we would ask that you be patient. Should the water not heat up at all please do not hesitate to contact our Visitor Centre staff so that they can arrange for the matter to be investigated.

C. DISHES AND CLOTHES WASHING FACILITIES



Instructions for use of the washing machine and tumble drier are displayed in the laundry room. Dishes and clothes must be washed in the sinks specially provided for them. Please use outdoor sinks for washing outdoor equipment and clothing. Hot water is provided free in the amenity block but this should not be carried out for any purpose. For safety reasons, please do not erect temporary clothes lines in the Park or hang clothes on trees or between caravans, tents or vehicles. Please only use hook-on window type clothes dryers or use the tumble dryer provided in the laundry room. Laundry tokens can be purchased at the Visitor Centre or from Park Rangers at night.



E. CHILDREN

Parents or guardians are responsible for their children's actions and their safety at all times whilst in the Park.

- We understand that children may be excited at being away from home but would emphasise that there should be no noise before 8.00am or after 10.00pm, in order to minimise disturbance to others.
- Children (under 16) must **NOT** be left unattended in the Park. Parents are asked to watch their children at all times and **NOT** allow them to play in or around the amenity block or damage any Park property.
- Children under the age of 10 must be accompanied by a parent/guardian when using the amenity block and should be supervised by a responsible adult when using any Park facility, not only for their own safety but to regulate behaviour. **Please note** that the Adventure Playground is for children aged 12 and under only and no children are permitted to enter the site when closed.
- Please respect other campers pitches, and do not cut across them or let your children play in and around them or leave their property (including bicycles) lying around.
- In the interest of safety, children must not be allowed to play in the vehicular barrier area.



F. PETS

Pets are welcome but the following conditions apply:

- Small children should not be left in control of the family dog (s);
- Never leave your dog tethered or on a long lead outside your caravan/tent, when unoccupied or leave a pet in your caravan, awning or vehicle for long periods of time;
- Dog owners must ensure their pet does not cause any annoyance to other campers. Excessive barking will not be tolerated;
- The park is zoned into red (no dogs allowed except guide dogs), amber (dogs allowed on leads) and green (dogs off leads) areas. In particular the red zone applies to the Caravan Park Amenity Block, Visitor Centre interior, Activity Centre area, Walled Garden, Golf Course and Maze. For obvious reasons of health and hygiene, accidental fouling must be cleared up immediately into the bins provided - anyone failing to clean up after their dog may be asked to leave the park and will incur a fine;
- If a dog bites another individual then the Council's Enforcement Officer will be notified and the matter investigated accordingly.



"Doggy Bags" are available on request from Carnfunnock Visitor Centre, Activity Centre and barrier hut.

G. FIRE SAFETY

Open fires of any description are **NOT** permitted. Gas heaters should not be used in tents. Anyone found undertaking activities that damage ground conditions or the park environment will be dealt with as per details outlined in Section 4. It is illegal for fire fighting equipment to be used for any purpose other than the fighting of fires. A recharge fee applies to discharged fire extinguishers and individuals responsible may be banned from the site. All caravans must be fitted with a fire extinguisher. In the event of a fire in a caravan or in the amenity block:



- Ensure that the premises are evacuated;
- Raise the alarm;
- Call the Fire Brigade (999) from nearest phone or using an available mobile.

H. NOISE / BEHAVIOUR

We expect everyone to have courtesy, respect and consideration at all times to other caravanners and campers. Excessive noise, bad language, unruly and intimidating behaviour will not be tolerated.



Televisions, radios and stereos should be used considerably during the day and should not be audible outside your caravan, motor home or tent between 10:00pm and 8:00am when quiet should prevail. Additionally, musical instruments and in car sound systems should not be operated between these times. Petrol/diesel generators are forbidden. If your party wishes to socialise later we would request that you relocate to the main car park to minimise disturbance to other campers.

I. SMOKING



All buildings in the park are non-smoking amenities. Cigarette ends should be extinguished and disposed of in the bins provided. Smoking in any building may result in the Council taking formal action.

J. ALCOHOL

No alcohol should be consumed in public areas (only in the privacy of your tent/caravan). Any breach may result in the Council taking formal action. As the Park is a public highway, drink drivers will be prosecuted and underage drinking will not be tolerated.



K. ILLEGAL SUBSTANCES/OFFENSIVE WEAPONS

No illegal substances or offensive weapons may be brought onto the Park. All items deemed to be offensive weapons (laser pens/catapults/toy firing guns including BB guns etc.) will be confiscated. If any illegal substances are discovered then the police will be requested to deal with the matter immediately.



L. USE OF SITES

All equipment, such as gas and electrical appliances, vehicles, camping gear etc. supplied or used by campers must comply with Government regulations and all safety requirements. Campers must not sell, assign or sub-let their right to keep a caravan/tent at the site. This site is for personal use only. No caravan/tent may bear any form of advert, drawing, poster or slogan other than the manufacturers name plates or transfers. Windbreaks and awnings are permitted provided they are kept well clear of neighbouring pitches. Tents are only permitted within the allocated tent areas although children's tents may be permitted in awnings or small dog tents externally. (Maximum numbers apply)

Campers must keep their pitch and facilities in a clean and tidy condition during their stay and leave the pitch and facilities in the condition in which they would wish to find them. Campers must ensure there are no obstructions on paths or roads and that waste material is **NOT** stored under caravans.

M. BBQs

Only purpose built BBQs are allowed so long as they do not cause annoyance to others. These must be free standing, have a protective lid and a perimeter surround to prevent ash blowing. These must be put out with water prior to retiring for the night. In the event of ash damaging vehicles or property of another camper, then the matter will need to be resolved between both parties involved.



The use of disposable BBQs is **NOT** permitted in the Caravan Park as they cause burn damage to grass and present a danger. To accommodate this type of BBQ, picnic tables with attached grills are located throughout the Park, primarily in the lower and upper car parks, Games Field and Visitor Centre.

N. PEST CONTROL

If you are aware of a sudden increase in vermin or notice any wasp nests please do not hesitate to notify our Visitor Centre staff in order to address the problem.

O. REPORTING OF ACCIDENTS OR EMERGENCIES

Please ensure that you report immediately, to the Visitor Centre, any injury occurring to a member of your party within the Park, or where property damage has occurred. Details will be documented on an accident and incident report form.