

**PETS**

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

**VEHICLES**

One car is permitted per booking and must register with Visitor Centre staff. All other vehicles must park in designated parking areas. No commercial vehicles are permitted onsite. Vehicles must not park on grass. In off peak area, cars park on roadway entrance, ensuring clear access and there is a peak campsite car park.

**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 a later departure 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/key, permit and parking pass must be returned to the Visitor Centre along with your original till receipt to obtain your deposit refund. If you plan to leave the site early, before the Visitor Centre opens, then please advise our staff the previous day so that alternative arrangements can be made. **No refunds will be given for departing nights early.**

**WET WEATHER CONDITIONS**

No refunds will be given due to wet weather conditions resulting in early departures or late notice cancellations. Park Management reserves the right to cancel or restrict tent bookings at any time. If they undertake to do this, then a refund will be issued in full or another date booked, subject to availability.

**TOUR OPERATORS / FORMALLY CONSTITUTED GROUPS**

Advanced group bookings by youth groups, tour operators etc. may receive a 10% discount per night from Monday-Thursday 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 relation to site occupancy and operational requirements. Groups subject to criteria outlined in party size / age restrictions section.

**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.



## CARAVAN PARK AND CAMPSITE

### TENT BOOKING CONDITIONS

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

*The People's Park*

*Doury Road, Ballymena, BT43 6JA*

*Tel: (028) 2563 3342*

*Email:*

*Peoples.ParkReception@midandeastantrim.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@midandeastantrim.gov.uk*

## **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 Space 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**

Campers are permitted to stay for a max. 14 nights with relocation required every 7 nights to minimise ground damage. Tents are accepted from Easter Wednesday until end of September with numbers restricted at peak/wet times.

## **PARTY SIZE / AGE RESTRICTIONS**

A maximum block booking of 3 private tents is permitted with a maximum of 6 persons per tent. 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. Due to space restrictions the site is unsuitable for tents that are categorised as larger than 8 person. At the time of booking, prices are calculated based on the number of persons per tent. If this increases, please notify Visitor Centre staff to pay any supplement due.

## **CANCELLATION / REFUNDS**

A minimum of 48 hours written notice (letter or email), in advance of arrival date will be required from anyone wishing to cancel their booking. This allows all campers to review 3 day weather forecasts which may affect their stay. If more than 48 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 48 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 1.00pm on the day following the day of expected arrival, we reserve the right to re-let with payment forfeited.

## **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.

## **ARRIVAL / LATE ARRIVALS**

Your arrival is welcome from 1.00pm onwards. On arrival please 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 refundable deposit campers will receive a parking pass, occupancy permit, an amenity block key code and a key for gate access to the peak campsite. Campers arriving after 6.00pm must notify staff 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.

## **SITE ALLOCATION**

Two dedicated grass areas are utilised for tents and Park Management will determine tent location based on bookings, capacity and ground conditions. In off peak, quieter periods the grass area within the caravan park site may be utilised i.e. 4 tents approx. However at busier times the peak campsite, located adjacent to the Biodiversity Trail, will be the primary site, as dedicated parking facilities are provided. Campers are not allocated a specific pitch but may select their chosen location based on ground conditions and must allow a minimum of 4 metres space between tents. No tents may be erected between or behind caravan park hard stands. We reserve the right to request campers to relocate their tents or vehicles if it is felt that it may pose a health and safety hazard or impose on the privacy of other campers. To facilitate any ground repair works, tents may be relocated, as required, between the two areas.

## **EXTENDED STAYS**

Extensions can be arranged, subject to availability, although there is no guarantee that pitches can be extended beyond the date booked. If you wish to extend your stay please ask at the Visitor Centre as soon as possible.

## **TRAILER TENTS**

A small number can be accommodated within our peak campsite. Upon arrival please request staff open the gate to the grass camping area, for vehicular access. Once set up, your car must be relocated to the dedicated car park.

## **SERVICES**

No electricity or cooking facilities are available for campers using the tent area. A fridge and freezer are both available for use within the amenity block.

## **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)

## **GAZEBOS / AWNINGS**

Breathable groundsheets permitted only, provided attached to your tent and not using space that could accommodate other tents. No rugs / mats to be placed on top of breathable groundsheets. No electric fan heaters permitted in awnings. Park Management reserves the right to restrict use at busy times.