

# Aran Islands

## Camping & Glamping

Frenchman's Beach - Kilronan, Co. Galway, Ireland

## TERMS AND CONDITIONS

### “Ar scáth a chéile a mhaireann na daoine”

This Irish proverb translates as “People live in each other’s shadows” and means that we all co-exist. The following rules and conditions apply in order to ensure that everyone enjoys their stay with us.

#### GENERAL PRINCIPLES

- Self-catering units contain 1 double bed, 1 single sofa-bed, 1 single pull-out bed, a dining table and chairs and are equipped with shower, w/c, wash-hand basin, microwave oven, fridge, kettle, dishware and cutlery, also bed linen and towels. These remain the property of Aran Camping & Glamping and may not be removed. Theft, damage or inappropriate use of fittings and equipment may result in legal action.
- For camping and glamping, rates apply from 2.00 p.m. to 11.00 a.m. the following day.
- Tents must be pitched in designated areas as assigned by staff and guests may not erect fences, barriers, awnings, screens or improvise existing structures with ropes etc. Clothes lines may be hung only where directed by staff.

#### INSTALLATION AND OCCUPANCY

- Guests will be expected to adhere to the occupancy limits. Guests may entertain visitors on site between 9.00 a.m. and 9.00 p.m., provided this has been arranged in advance with management. A daily Visitor fee may be charged. Any unauthorised person can be asked to leave the site immediately.
- All persons staying on or visiting the site use the facilities provided entirely at their own risk and the Management cannot accept liability for loss, damage or injury to persons or property caused on its premises other than our strict legal liability.
- Guests are obliged to take care of their personal items and valuables while staying with us. Aran Camping & Glamping will not be responsible in the case of missing possessions.

#### BOOKINGS AND REGISTRATION

- Bookings are accepted in good faith and all guests and visitors must check in and provide valid photographic identification at Reception. The person in whose name the booking has been made will be deemed responsible for his/her group during the entire stay. The maximum number of persons staying in a Glamping unit may not exceed four.
- Guests may check in at the Front Desk between 2.00 p.m. and 8.00 p.m. daily. Check-ins after this period will be possible only in extenuating circumstances. Glamping units may be occupied from 1.00 p.m. onwards. Check-out time is 11.00 a.m. latest.
- Persons deemed to have provided misleading information when booking can be refused admission or asked to leave, forfeiting their reservation fee.

#### HEALTH AND SAFETY

- Aran Camping and Glamping has a private security system to ensure the wellbeing of all guests.
- A comprehensive fire protection system is in place and all staff are trained in its use as well as in fire prevention.

- First Aid kits are available at Reception.
- Guests under the age of 16 must be accompanied by a responsible adult.
- Camp/Cooking fires may be lit only in designated areas and must be supervised at all times and extinguished after use.
- Candles and disposable barbecues are not recommended and are not permitted inside units or tents.
- The site has a designated area for smokers: guests are not permitted to smoke elsewhere onsite.
- The site's Emergency Plan may be viewed at any time in accordance with national Health and Safety Regulations.
- Please ensure that your children are accompanied by a person over 16 years of age at all times while onsite.

## **COMMUNITY AND CO-OPERATION**

Since this is a family-oriented facility, guests are asked to co-operate in ensuring young and old alike have a pleasant, positive experience during their stay at Aran Camping and Glamping.

### Families First

- We'd like all of our guests to have a great time, especially the little ones. For this reason, we regret that **Hen Parties and Stag Parties are not welcome.**

### Limited Access for Pets

- Because so many people have auto-immune conditions which can be triggered and/or exacerbated by animal hair, **pets are allowed only in Camping areas and must be on a leash under the owner's control at all times.** There is a fee of €3 per night and inquiries must be made in advance. This regulation does not apply to Guide Dogs, however we would still like to know in advance when a seeing-eye dog will be with a guest.
- Certificates of Veterinary Inspection must be provided to Management.
- Owners must supervise and dispose properly of pet excretions.

### Noise Restrictions

- Noise restrictions apply between 10.00 p.m. and 8.00 a.m. Loud music is not permitted at any time; if you want to listen to music, please use headphones. We want our guests to cooperate with each other and with staff by respecting people's privacy and right to tranquility. Any person or persons in breach of the Noise restrictions will receive a warning and, upon a second transgression, will be asked to leave immediately without refund.

### Respect of Property

- No football or other sports except in designated area and between 8.00 a.m. and 10.00 p.m., please.
- You are requested to leave the units and other facilities as you found them on arrival. Cooking areas must be thoroughly clean after use and waste disposed of properly in bins provided.
- Please conserve water and the environment. Waste water may not be poured on open ground and hoses may not be connected at Aran Camping and Glamping.
- Please use electricity and electrical equipment responsibly and only in accordance with site rules.
- Consider your carbon footprint - by observing good hygiene and housekeeping you'll make sure our site remains eco-friendly and attractive to those who come here after you.

## **PAYMENT AND CANCELLATIONS**

- Guests are allowed admission inside Aran Camping & Glamping upon a full payment at the time of the booking, or at the check in,( in case they are walk-ins and there is availability).
- A deposit may be required to re-confirm booking;
- The extension of stay for an additional period than initially planned will be possible only after prior verification of availability at the Reception and payment;
- The omission of the initial payment will may result in refusal to entry Aran Camping & Glamping.

### Cancellation Policy is as follows:

- Up to 14 days in advance of arrival – No penalty
- 13 days to 7 days in advance of arrival – Penalty of 50% of total payment
- 6 days to 0 days in advance of arrival – Penalty of 100% of total payment

### No-Shows and cancellations whether or not, due to weather\sailing conditions:

- 100% not refundable

### Early check-out:

- 100% not refundable

### Penalties Re-Usage (not for Groups)

- The amount paid that is not reimbursed in any situation described above (except No Shows), can be compensated with stays, during low seasons in a period of 12 months from the cancellation date.

## **CONDUCT UNBECOMING**

Any behaviour which the Management deems to be anti-social, disruptive, harmful or abusive to staff or onsite guests will not be tolerated and the offender will be expelled from the site. Legal proceedings may ensue.

**These terms and conditions may be altered or added to at any time by Management. Customers' rights will not be infringed.**