
Terms & Conditions of Booking

By making a holiday booking at Trefechan Wen Camping you accept the following Terms & Conditions:

The Greener Camping Club

In order to comply with countryside planning policy, we operate as a Greener Camping Club members-only campsite. The Club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £12 for the calendar year and gives you access to some of the greenest campsites in the UK. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we enrol.

Payment

For direct bookings, we request a 50% conditionally-refundable deposit when booking a camping pitch. Receipt of the deposit secures your booking. Please note that the deposit includes full payment (£12) for your Greener Camping Club membership. Pitches are held provisionally for up to seven days, after which, if we have not received your deposit, the dates will be released. The balance is required six weeks prior to your arrival date. If we do not receive your balance by this time, we will assume you have cancelled your holiday and release the dates. For short lead-time bookings - ie. those booked less than six weeks before arrival, the full amount will be requested to secure the booking. For bookings via other channels such as Pitchup, Hipcamp and Campsites, their own terms and conditions prevail.

Cancellation by You

If you cancel your holiday six weeks or more before your arrival date we will refund your deposit less a 20% admin fee and the £12 Greener Camping Club membership fee which is not refundable. If you cancel your booking within six weeks before your arrival date, no refund will be given. Bookings are not transferable to another family without our prior agreement in writing. If you are concerned about the prospect of cancellation, we encourage you to take out holiday insurance.

Cancellation by Us

Trefechan Wen Camping reserves the right to cancel a camping holiday at short notice if we are unable to provide a safe camping environment due to extreme weather conditions, ill health, fire, flooding **or any other extenuating circumstances beyond our control**. Under such circumstances, your full payment will be returned to you. Trefechan Wen Camping cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. The Greener Camping Club membership fee is not refundable.

Arrival & Departure Times

Arrival time is generally between 2pm and 8pm Please call us if you think you may arrive earlier or later so that we can make suitable arrangements.

On departure day, please vacate your camping pitch by 12 noon. If you'd like to leave later than this please just ask and we'll let you know what is possible.

Cars & Campervans

The speed limit while on the main camping meadow and Fox Meadow is 5 mph. Please take great care not to exceed this limit and observe common sense safety practices. Campervans, motorhomes and caravans are only permitted on the touring pitches. If you are arriving by car and we have had periods of prolonged rain and the ground is considered too soft to drive on, we may ask you to park close to the site entrance and will offer assistance in taking your gear to your pitch. If you are booked to stay in one of the Fox Meadow pitches, access is more limited and depending on your vehicle we may ask you to park near the entrance and make your way to your pitch on foot. Again, assistance in transporting your gear is on hand if required.

Consideration for Others

This is a peaceful, quiet campsite for the enjoyment of nature. We do not allow amplified music and for that reason do not permit parties. Please, quiet talking and soft lights only from 10.00pm – allow yourself and others to enjoy the sounds of nature and the vista of the night sky!. Acoustic instruments can be played before 10pm, such as guitars, harmonicas, flutes etc. Guests who make unreasonable noise and disturb other campers may be asked politely to leave, without refund. If you are out for the evening and arrive back late, please proceed as noiselessly as possible to your pitch. No vehicular movement is permitted between the

hours of 10pm and 7:30am except by prior arrangement with the Site Owner or in the event of a genuine emergency.

Recycling & Rubbish

All rubbish must be recycled to the extent possible. That means separating glass, tins, plastic, paper, cardboard, food waste etc. and placing them in the designated bins. What is left, ie. only items that are not recyclable, can be placed in the residual waste bin. We do ask however that any large items such as broken tents, camping beds, barbeques etc and any single item that cannot fit in the waste bin be taken home with you. If it is impractical for you to do so we may be able to offer to take your item(s) to our local council recycling centre for a fee.

Campfires and Barbeques

Where provided, please only use the designated campfire places and do not enlarge or alter the position of the designated campfires. Do not leave your campfire unattended and think carefully about whether or not to light a fire if it is windy. Trefechan Wen Camping accepts no liability for injury or damage caused by your campfire. Similarly, please observe common sense safety rules when using your own portable barbeque. By lighting it you accept full responsibility for it. Under drought conditions or when the weather is particularly dry we reserve the right to impose a temporary cessation of all fires, barbeques and other sources of exposed flame.

Chemical Toilet Disposal

If you bring a portable toilet or have one in your campervan and wish to dispose of the contents in our disposal point (CDP), please ensure that the chemical used does not contain formaldehyde, chlorine, bleach or any other corrosive/toxic chemical (blue chemicals). We can supply (at cost) a green chemical that is 100% biodegradable.

Day Visitors

Day visitors are only permitted by prior agreement. Fees may apply.

Property Loss

Trefechan Wen Camping cannot be held responsible for any lost or stolen property. We will retain any items found or handed in for a limited period of time and honour legitimate, indisputable claims of ownership.

Smokers

NO SMOKING in any covered or communal area or in any of the toilets or shower huts. . If you do smoke, please restrict smoking to your own pitch and ensure spent cigarettes are completely extinguished before disposing of them in the bin.

Dog Policy

Sorry, no dogs are permitted on any part of the campsite. The sole exception is registered assistance dogs for guests who are visually impaired. We reserve the right to ask for proof of registration.

Wildlife

As a Greener Camping site, we offer our guests the opportunity to be close to nature and to enjoy the local flora and fauna. We ask you to tread lightly as you explore the meadows, particularly when the bluebells are flowering. In addition, wildlife is by nature wild! And while you may be rewarded with a glimpse of a fox or badger at twilight you may also experience less welcome encounters! Though foxes and badgers are averse to human contact and will not cause you harm, they are opportunists when it comes to a free meal! Please therefore secure all food items before retiring for the night. Trefechan Wen Camping cannot be held liable for loss of food to local critters! If you do choose to leave food for our wily neighbours please do so away from occupied pitches.

The Weather

Enjoying one of the most beautiful coastal locations comes with a risk of unpredictable weather! The site is in an elevated and somewhat exposed location on the North Pembrokeshire coast and can be subjected to harsh weather conditions. Very strong winds and torrential rain can occur at any time of year. It is important that you ensure that your tent is robust and pitched correctly. In some cases we may ask you to move to another pitch. Please note, we do not provide a refund because the weather has not worked out, or is not to your liking. Extreme weather is covered in 'Cancellations by Us'. Please ask us about alternate accommodation if you'd prefer not to camp!

Document date: 21st January 2024.

Revised 10th April, 2024