



## **Terms & Conditions**

This outline includes Aran Camping & Glamping's standards for bookings, use and operation. Aran Camping & Glamping is located on Frenchman's Beach, Kilronan, Inis Mor, The Aran Islands, County Galway.

### **Article 1°; General Principles**

- Aran Camping & Glamping's primary service is Camping and Glamping. It also facilitates the activities associated to it.
- Aran Camping & Glamping is open for most of the year. There are 2 Seasons: Low and High;
- Aran Camping & Glamping aims to ensure the wellbeing of all its guests with comfort and some glamour, in harmony with Nature, and in contact with Inis Mor's cultural Celtic Heritage;
- Admission inside Aran Camping & Glamping implies the immediate acceptance of these regulations by guests.
- Self-catering units are equipped with a shower room with w/c, wash hand basin, a microwave oven, fridge and kettle, dishware and cutlery, 1 double bed, one single sofa-bed with one single pull-out bed, a dining table with chairs, bed linen and towels. – These cannot be removed, damaged or used in an inadequate manner, otherwise legal action may be taken.
- Aran Camping & Glamping EP has a fire protection system and its staff are trained on its use as well as the measures to take in case of fire;
- Aran Camping & Glamping is not responsible for any accidents, damage or theft to guests and visitors.
- Aran Camping & Glamping has a private security system to ensure the wellbeing of all guests.

### **Article 2°; Admission**

Aran Camping & Glamping 's Emergency Plan is open to the public in accordance with applicable law and regulation included in this Regulation;

- The possibility to stay at Aran Camping & Glamping is subject to a registration process at the Reception and to the availability of accommodation; Arrivals must check in at Reception.
- Guests are allowed admission inside Aran Camping & Glamping upon a full payment at the time of the booking, or at check-in if they are walk-ins, and if there is availability.
- Guests under 16 years old are only admitted if accompanied by their parents or other responsible adults.
- Arrival time for Units is from 12 p.m. until 8pm, and they must be vacated until 10.00 a.m. on departure day.

The entering and remaining in Aran Camping & Glamping are prohibited to:

- People who are in an evident state of drunkenness;
- Holders of narcotic drugs and psychotropic substances or other prohibited by Law;
- Carrying of firearms or air arms except those that are properly licensed, being the bearer fully responsible for their safety;

- People who have somehow harmed Aran Camping & Glamping's equipment or contravened the principles of this Regulation;

### **Article 3º Front Desk & Registration**

The Front Desk at Aran Camping & Glamping is open part of the year. All guests and visitors at Aran Camping & Glamping are required to check-in and identify themselves through an identity card, passport or National Camper ID and all documents must be valid at the time of submission;

- During registration all users must indicate the date of check-out;
- The name provided throughout the booking will be solely responsible for the behavior of your party and for any breakages or damages caused during your stay. The number of persons staying in Glamping Units must not exceed four per Unit;
- No Hen/Stag parties are allowed, as the camping also hosts, families with children and other hosts, looking for peace and tranquility, which is not compatible with this type of parties;
- All guests at Aran Camping & Glamping must register at the reception, and have made a full payment for the duration of their stay. If new customers are walk-ins, a full payment is required.
- Daily rates in the housing units are for the period between 14pm and 10am the following day. Should our guest not respect this schedule, an extra rate will be applied;
- In the camping area, the rates are applicable between 12pm and 9pm the next day, also implying an extra rate should our guest not respect this schedule;
- Increasing the guests length of stay, can be done at the Reception and is subject to availability;
- Check-ins after 8pm whether it is for camping or Glamping, are not allowed, if happens an extra fee will apply to the booking;
- Guests can return to their accommodations any time;
- Guests and visitors must wear the Aran Camping & Glamping wristband or other way of identification defined by administration, that is given upon check-in. This wristband or other, allows our guests to use the services of Aran Islands Camping & Glamping, except those subject to an extra rate;
- The Administration of Aran Camping & Glamping allows that the use of the wristband or other way of identification be waived in some seasons;
- Anybody present at Aran Camping & Glamping are required to identify themselves when requested to do so by any representative of the Administration;
- At the end of the visit or stay, guests must leave their bracelet at the Front Desk and other objects belonging to Aran Camping & Glamping that may have been entrusted to them. Otherwise Aran Camping & Glamping may proceed with legal action.

### **Article 4º; Visitors**

Visits are accepted in Aran Camping & Glamping under the terms and conditions set out in this article and the previous;

- Upon payment of a daily fee that is displayed at the Reception;
- The identification of visitors is through a wristband or other decided by administration that allows them to use the services of Aran Camping & Glamping, except those that are subject to an extra rate;
- Visitors can only stay in Aran Camping & Glamping between 9 am and 21pm, unless there are cultural or recreational activities that extend beyond this time;

- Visitors must comply with the rules and disciplines of this Regulation;
- Resident's visitors and guests must be announced at the Front Desk and are exempt from payment when previously approved by the Administration.

## **Article 5°; Payment & Purchases inside Aran Camping & Glamping**

Payments must be made by bank transfer, cash, debit /credit cards or personal checks, and booking through bank transfers or credit/debit card;

## **Article 6° Infrastructures;**

Aran Camping & Glamping is in an area properly fenced that includes:

- Checkpoint;
- Front Desk;
- Administration's Office;
- Camping area;
- 1 Type of Self-Catering Units, there are 9 Self-Catering Units, each can house up to four people, comfortably with; one double bed and one single sofa bed with one single pull-out bed..
- Washrooms;
- Common kitchen and living room with TV and Wi-Fi;
- Basic First Aid;
- All the service's buildings that are available to guests, have a schedule available in loco.

## **Article 7°; Terms of Installation**

Setting up of camping equipment must be carried out so as not to disturb the environment and the tranquility of Aran Camping & Glamping;

- Guests must be directed to a camping pitch or Unit from the Reception. Guests who fail to reside in the area assigned or are involved in the removal equipment owned by Aran Camping & Glamping's will be exited, losing the right to a refund of the paid amount;
- Guests are allowed to make fire in the use of cooking equipment, and such cases should comply with the basic measures to protect against the risk of fire, and follow Aran Camping & Glamping's instructions, (follow on m) Article 9 of this document).
- The installation of side or advanced roofing is prohibited, except when in Aran Camping & Glamping's approval.
- Each guest must pay a compensation for any damage caused to Aran Camping & Glamping's premises and gardens.
- Each camping area is owned by Aran Camping & Glamping and is destined for camping equipment. It is forbidden and unthinkable to use it for other purposes and / or to construct barriers.
- All guest's material and equipment that is abandoned or is incorrectly mounted, will be removed from the site by Aran Camping & Glamping's staff.
- All material that is not claimed, within the time limits provided by law, shall be delivered to charitable associations set by Aran Islands Camping & Glamping.
- Guests can claim the material upon proof of ownership and payment of an established fee.
- It is also considered abandoned, all equipment that are not properly identified or for which the owner is unknown, as is any property left in public places.
- Aran Camping & Glamping's staff shall automatically vacate the camping area that remains

occupied without payment.

- The operating condition of use of washrooms, toilets and showers, or any other facilities at Aran Camping & Glamping is that the rules of operation expressed in autonomous regulations duly posted on their sites in accordance with current legislation.

## **Article 8º; Maintenance & Cleaning**

Aran Camping & Glamping's guests are obliged to vacate the camping area and accommodation units at the end of the scheduled date, leaving the spaces occupied clean; Aran Camping Glamping Units must be left in the clean state in which they were found, upon resident's arrival and free from personal items. All waste should be disposed of, using the bins provided, before checking out.

- It is forbidden to leak dirty water in the camping area: guests must deposit used water in the locations suited for this purpose;
- Sanitary facilities, laundries and, in general, all common use facilities must be left clean by the guests, respecting other future guests; The cooking preparation area must be cleaned after use and food waste disposed of safely.
- Aran Camping & Glamping is equipped with containers that must be used by Aran Camping & Glamping's guests, in accordance to the Aran Camping & Glamping's philosophy.
- During your stay, should any electrical appliances within the Units appear faulty or show any sign of damage, Reception must be informed immediately; contact details are within the Unit on arrival. Any breakages will be dealt with immediately, where possible and suitable to guest's requirements. Any faults reported at the end of stay cannot be addressed.
- Under absolutely no circumstances is smoking permitted inside the Units. Smoking is allowed only in the designated smoking areas of Aran Camping Glamping.

## **Article 9º; Guests - Residents Rights & Obligations**

Guests and residents at Aran Camping & Glamping have a right to:

- a) Use Aran Camping & Glamping's facilities and services in accordance with this Regulation and regulations specific to each of Aran Camping & Glamping's areas.
- b) Consult Aran Camping & Glamping's rates.
- c) Consult this present Regulation.
- d) Use the complaint book in the terms provided by law even in the event of expulsion from Aran Camping & Glamping.
- e) Write, compliments and suggestions on the guest book, to improve Aran Camping & Glamping's operation.
- Aran Camping & Glamping's guests and visitors must respect the rules described in the following paragraphs, under penalty of being denied their stay;
  - a) Strictly enforce this Regulation and other applicable legal and regulatory standards.
  - b) Follow the instructions and accept the responsibility for the operation of the Aran Camping & Glamping;
  - c) Provide documents and identification when requested by Aran Camping & Glamping's staff;
  - d) To accommodate all residents of the campsite, all music, loud noises, activities that lead to disruptive behavior, are not allowed after 10pm in order for everyone to have an enjoyable sleep. Respect the silence period, between 10pm and 8am; Failure to comply with this rule

could result in dismissal from site.

- e) Install the equipment, only in the camping area designated to do so;
- f) Meet the standards of hygiene and cleanliness adopted by Aran Camping & Glamping, particularly those dealing with managing waste;
- g) Keep the pitches and the accommodation units and appliances cleaned;
- h) Not change the features and the external appearance of the camping areas and accommodation units: furniture, fountains, statues or any other kind of adornment or decoration, without being approved in advance by Aran Camping & Glamping's management are forbidden; No furniture, fittings, bedding or equipment are to be moved from or between Units.
- i) Do not install or occupy different areas, from those that were previously designated;
- j) Refrain from sealing any indoor or outdoor area;
- k) Respect the welfare of other guests and refrain from any acts which may disturb the normal environment of Aran Camping & Glamping', especially during the silence period;
- l) Respect all posted signs within Aran Camping & Glamping,;
- m) Do not light fires except when using cooking equipment, in which case use all precautions and comply with the rules of security against the risk of fire; Naked flames, candles, fire lanterns etc. are permitted only in the designated areas;
- n) Save and reduce, and not leave anything lit during night or day, like stoves and lamps, or leaving taps dripping;
- o) Do not enter or allow entry to persons outside Aran Islands Camping & Glamping unless to those complying with Aran Camping & Glamping's visitors rules;
- p) Do not enter animals or prohibited goods or allow their entry clandestinely inside Aran Camping & Glamping;
- q) Punctually pay to stay at Aran Camping & Glamping according to the rules laid down in this Regulation;
- r) Abandon Aran Camping & Glamping with all equipment and assets at the end of the period established;
- s) Do not perform any acts prohibited in the following paragraphs and carefully observe the standards of conduct and social life;
- t) Not cause any damage to Aran Camping & Glamping or any of its facilities, or to guests or third parties' property;
- u) Do not consume or sell any narcotic psychotropic substances;
- v) Do not damage or harm the flora of Aran Camping & Glamping, which is an intrinsic part of the premises environmental philosophy;
- w) Do not enter or allow entry of exotic species of fauna and flora;
- x) Do not take any plant or rocks samples;
- y) Keep distance from local wildlife, so as not to disturb their habitats;
- z) Only follow marked paths within the premises;
- aa) Do not leave any trash: take it to where garbage disposals are available;
- bb) Do not disturb the wild animals (birds or other) that might be around;
- cc) Avoid noises and attitudes that may disturb Aran Camping & Glamping's peace;
- dd) Be courteous to the locals.
- Guests are not allowed to practice the behaviors described in the following paragraphs, under penalty of being denied their stay at Aran Camping & Glamping:

- a) Disturb the silence period, established between 10pm and 8am, unless there are activities cultural or recreational promoted by the Directors and notified in advance, which extend beyond that time;
- c) Under absolutely no circumstances smoking is permitted inside the units or other buildings. It's only permitted in the designated smoking areas of Aran Camping & Glamping;
- d) Use clothing or act or utter words that offend morality, decency or order inside Aran Camping & Glamping;
- e) Trespass or destroy existing fences inside Aran Camping Glamping;
- f) Make use of material not complying with the Camper's Ethic Code, cover the soil with elements impeding aeration and permeability or build limitations, decorations or balconies around their house, particularly with boards, stones, bricks, tarps, plastic, 6 gates, enclosures, wires, pots, spires, ropes, cones, arches, tables or any other arrangement;
- g) Perform improvisations with awnings, cabinets, cases, stones and other materials and naked flames, candles, fire lanterns etc. are permitted only in the designated areas;
- h) Toss waste except in locations specifically intended for such purposes;
- i) Putting cloth lines outside areas intended for that purpose;
- j) Connecting hoses inside Aran Camping & Glamping;
- l) Using electric power from an outlet box, suspending electrical cables likely to violate Aran Camping & Glamping's local safety rules;
- m) Playing sports or games outside the areas intended for that purpose;
- n) The use or possession of narcotics;
- o) The practice of indecent or offensive actions of morals and morality within Aran Camping & Glamping;
- p) Any kind of physical or verbal aggression towards Aran Camping & Glamping's staff, guests and visitors
- q) The practice of shoplifting or theft, as well as any illegal, punishable and criminal behavior;
- r) The destruction or damage to plants and other assets, including hammocks, swings, or other metal objects, as well as tying and improvise clotheslines rope or wires.

## **Article10º; Payment**

- 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;
- Omission of the initial payment will 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 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 season Rates, in a period of 12 months upon the cancellation date.

## **Article 11°; Pet Animals**

Pets may be catered for on request. Please inquire before booking;

- Pets are only allowed on the Camping site, not inside the Self-Catering Units.
- With the exception of guide dogs, allowed at all locations of Aran Camping & Glamping in accordance with the legislation, dangerous or potentially dangerous animals listed under Law, are expressly prohibited in Aran Camping & Glamping. Pets are only allowed, upon booking accordance, in the camping area, and must have the International vaccination bulletin;
- Aran Camping & Glamping's Administration reserves the right to prohibit the introduction of any animal deemed dangerous to the physical safety of other guests.
- Guests must ensure that; their pet animals, at all times, are accompanied by their owners, when walking must be on the lead, and that the physiological needs are picked up by owners.
- Pets have a cost of 3eur/per night.

## **Article 13°; Lost & Found**

- All items and objects found by guests, must be delivered at the Reception;

The Reception will register in a book, articles and objects found objects, the delivery date, the identification of the person who found them, who owns them and if they are returned.

## **Article 14°; Aran Camping & Glamping's Responsibility**

Administration disclaims any responsibility for accidents, damage, theft or robbery to users and visitors.

Aran Camping Glamping will not be responsible for loss, damages to or theft of guests' personal belongings. Units are lockable and secure, but please be aware that Aran Camping Glamping cannot accept responsibility for damage or theft arising from customer negligence.

Please Note: We reserve the right to terminate the agreement/booking without refund of money if the behavior of any guest is considered unacceptable, or if the number of occupants exceeds that stated at the time of booking. \*\*\*We reserve the right to amend any of these terms & conditions at any time\*\*\*

Our booking fees DOES NOT include holiday insurance. We therefore recommend that you take out Holiday Cancellation Insurance to cover you should you cancel or terminate your holiday unexpectedly.