Woodlands Park Terms, Conditions and Park Rules 2025:

We let a pitch to you with the expectation that you will follow the usual customs of good camping and caravanning. We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

1. **Check-in /Check-out time:** In peak and high seasons pitches are available from 2pm on the day your holiday commences. In low season you may arrive earlier. If you will arrive later than 9pm you must call in advance to arrange this. You must vacate by midday on the day of departure and leave the pitch in a clean and tidy state.

2. **Pitch:** Pitches offered are for one tent, motor home, caravan or camper van only, plus one vehicle. The only other unit on a pitch may be a small pop up type tent for occupancy by children under 16. (This may incur an extra charge.)

3. **Booking**: You cannot reduce the number of nights you wish to stay when you arrive. You must pay for the number of nights you have booked. If you wish to stay longer, we will facilitate that if there is availability. You must inform us of any changes and extras prior to your arrival. We will confirm your booking indicating that a pitch has been reserved for you on the dates required. The pitch offered will be based upon the information supplied by you. All bank holiday weekends have a 3 night minimum stay. Bookings are not transferable in any circumstances.

4. **Pitch Allocation:** You may request a specific pitch, BUT THIS IS NOT GUARANTEED. Sometimes pitches have to be re-allocated depending on need. We will inform you if we need to make a change. Acceptance of a booking is not conditional on the allocation of a specific pitch. When booking more than one pitch we will endeavour to allocate you pitches side by side but we cannot guarantee it.

6. **Twin Axles / Commercial Vans:** We do not allow commercial vehicles and twin axle vehicles must get permission in advance to stay.

7. **Payment:** Payment by credit or debit card does not incur charges. Final payment can be made over the phone before arrival or by cash/card in Reception when you arrive.

8. **Groups:** Groups of more than three couples or four families are not permitted during high and peak seasons, and by prior arrangement only at other times. We are not able to accept bookings from single sex parties of more than three or any hen/stag parties. If we see a group forming, we will ask you to leave and no refund of monies will be paid.

9. **Contract:** The contract is with The McDonnell Family of Woodlands Park, Dan Spring Road, Tralee, Co. Kerry, Ireland. Woodlands Park will not be liable to any person visiting, for any personal injury, fatal or non fatal unless caused by a negligent act or omission by the company or its employees. Woodlands Park will not be liable for any injury, loss or damage to any property including, motor vehicles and personal effects, howsoever caused or sustained.

10. **Pitching up:** You must pitch as directed by the ground staff, not encroach upon any other pitches and consider fire risk limitation, safety and access. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others you will be asked to move.

11. **Speed Limit & Barrier:** The speed limit is 5mph. Please drive SLOWLY. This includes bicycles and any other wheeled conveyances. Drivers must hold a licence and have tax and MOT as appropriate. The barrier does not open for entry after 11pm for the comfort and safety of our guests. Please make sure you are back by then if you are in a motorhome, or if you have a car, you can park it in the carpark and walk to your pitch.

12. **Children:** You must ensure children in your party are properly supervised at all times, in all areas of the park, including the play area and all amenities and when cycling around the park. Children are allowed to use non electric scooters and bikes once a helmet is worn. We do not allow children or teenagers to use electric scooters, bikes, hoverboards etc. The playground is suitable for children under the age of 12.

13. **Dogs:** a maximum of 2 dogs per pitch is allowed. Dogs / cross breeds on the restricted list are not permitted onsite. If you bring a dog, this remains your responsibility at all times, must be on a short lead and not left unattended in your caravan/motorhome if you leave the park. Dogs are not allowed in the playground or in any of the indoor facilities on this site. You must clean up after your dog. Children are not permitted to walk dogs onsite. You should obtain the information for dog owners from reception.

14. **Firepits**: Open fires including camp fires and firepits, and ground level barbecues, are not permitted due to insurance reasons. The use of generators

is not permitted on site. Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees.

15. **Cars:** You must park your car in front of your caravan or motorhome and NOT on the grass. A second car costs €5 per night and must be parked either on your hardstand (not on the grass) or in the carpark as instructed by staff.

16. **Quiet time:** Quiet time starts at 11pm. We do not tolerate noise, parties, shouting, music, etc after this time & you will be asked to leave the following morning if we have complaints from other guests.

17. **Issue while onsite:** If there is a problem or dissatisfaction with any matters under our control, please notify us immediately, so we may have the opportunity to rectify issues. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us within seven days from the end of your stay with us.

18. **Booking Deposit:** If you book online and pay a €50 deposit, please note that this is **non-refundable under any circumstances.** If you give 72 hours' notice that you can't fulfil your booking, we will transfer your €50 to another date. If you give less than 72 hours, then it makes it difficult for us to resell your pitch at such short notice, and therefore your €50 will cover the cost of the first night, which means it is not transferable to another date.

    If you pay in full at the time of booking, and give 72 hours' notice that you can't fulfil your booking, we will transfer your payment to another date or offer a refund minus a 7.5% processing fee to cover the expense of online payments. If you give less than 72 hours, then it makes it difficult for us to resell your pitch at such short notice and we will refund you the value of your payment, minus €50 to cover the cost of the first night and any refund charges. 72 hours is calculated from midday on your arrival date.

19. **Force majeure:** If for any reason you booking needs to be curtailed, altered or cancelled due to circumstances beyond your (the customer) and/or our control (the supplier) that prevent, hinder or delay the ability for your booking to be realized (for example fire, flood, exceptional weather or environmental conditions, issues regarding water/electrical supplies, pandemic, epidemics, riots, acts of government, terrorism, earthquakes, war/destruction / damage to property or any other "force majeure" that is beyond the control of the customer and/or supplier), you will be offered: The opportunity to defer your

booking to an available date at no extra cost / at an equivalent cost up to 12 months after your original booking date.

20. **Continental Caravan:** If your caravan is a continental caravan (i.e. the door is on the right hand side, same as the driver of the car) then you need to let us know in advance so that we can allocate you a suitable pitch. We most likely will ask you to park it hitch facing in so that your door/awning facing the same direction as your neighbours.

21. **EV charging:** It is not permitted to charge your electric car anywhere on our park, including at your pitch using the electricity pillars that are there for caravans to plug into. There are EV charging points within in the town of Tralee which is just a short walk from our park.

22. **Motorhomes:** If you have a motorhome then you must mark your pitch if you drive out for the day. Our site is very busy in high season and if your pitch is left vacant during the day, then it could be mistaken by a newly arriving guest as a vacant pitch. Please leave a step, chair, sign or driveaway awning etc as visible proof that your pitch is occupied. This is standard practice in campsites.

23. **Electrical lead:** You are responsible for laying the electric lead and plugging in your caravan or motorhome. Please make sure that you do not have any loops or knots in your lead and take a few minutes to arrange it in a tidy and safe way. We do not supply electrical leads. You must bring your own one of adequate length. Electric is supplied to each pitch at either 8 amps or 10 amps. We recommend a lead of at least 25m.

24. **Ground Sheet:** All awnings/tents etc must have a breathable ground sheet. This is to ensure that the pitch is left in good condition for the next guest. If you use a plastic ground sheet it will kill the grass and the pitch then becomes muddy when it rains. Please note that towards the end of the summer the pitches can become tired looking due to constant use. This is outside our control. In high season we have a 7 night maximum stay for tents. If you wish to stay longer you will need to move your tent after 7 nights.

25. **Curtailing Holiday while onsite:** If you decide to check out early due to any reason, including bad weather, we do not issue either a refund or a credit note.

26. **Recycling**: Please recycle and separate your rubbish. We have glass recycling as well as cardboard & general waste. We do not accept broken tents, awnings, wind-breakers, deckchairs etc. You must bring these home with you.

We collect your RE-Turn cans and bottles onsite as a Charity collection for Meals on Wheels. In 2025 we raised over €1400 and we hope to do the same, or better in 2026. Please use the dedicated Re-Turn bins located in the bin area and also in the games room, Tv room, campers kitchen etc.

27. **Caravans and Motorhomes / Campervans :** Your caravan, campervan etc must adhere to all the latest gas and electrical standards.

28. **Sale of Caravans and Motorhome / Campervans:** The sale, advertising, or promotion of any caravan or motorhome/campervan either onsite or online while it is on site is strictly prohibited. Arranging or conducting viewings of caravans or motorhome/campervans on the premises is also not permitted.

29. **Day Visitors:** Day visitors, including friends and family, may be permitted to visit you during your stay. All visitors must be approved by Reception prior to their arrival. Visitors' vehicles must be parked in the designated car park or in an area directed by staff. Under no circumstances are day visitors permitted to drive or park their vehicles anywhere on the site beyond the designated parking area.