

# TAN Y BRYN GLAMPING

**Tan Y Bryn Glamping, Bryn Pydew, Llandudno Junction**

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## **What to do in case of an emergency?**

For emergency services (ambulance, police, fire or coastguard) please call 999 or 112 from a mobile phone. Do not delay if you feel an emergency has arisen.

In case of a fire:

- Exit as quickly as possible.
- Do not take any belongings with you.
- Dial 999 as soon as possible.
- State your location.
- Go to the Fire assembly point at reception to advise of your safety if possible.
- Do not re enter until advised by the fire officer has advised you to do so.

999 is the emergency services number.

Site contact number is 07939640141

First Aid kit is available at reception.

Please contact 07939640141 out of hours.

A fire blanket is provided inside each pod located on the side of the sink unit. Smoke detectors are located inside each pod and reception area. If your alarm goes off, leave your building immediately. Smoking is not permitted in any building on the site. Please ask for an ashtray and dispose of the cigarettes safely outside only away from any building.

## **Use of vehicles on the site**

We take the wellbeing of our guests and staff extremely seriously and would ask that any the speed limit on the site is always a maximum of 5 miles an hour.

- All vehicles must comply with the Road Traffic Act and have current MOT, tax and insurance. The provisions of the Highway Code apply to the roads in the park.
- Guests are not allowed to bring Lorries, pick up vans or commercial vehicles onto the site.
- No Vehicle repairs are permitted to take place on the site.

One vehicle per pitch is permitted unless booked in advance via reception.

## **Site layout**

Guests are asked to familiarize themselves with the site layout, emergency meeting points and fire extinguishers visible by the toilet block and one located by the semi-circle of pods in the middle of the site. There is a map of site situated outside reception, please take time to read and observe site layout. You are also provided with a site map with your booking information.

## **Booking a hardstanding pitch**

Guests who book a hard standing pitch cannot sleep in the awnings, have open fires, use fire pits, and ground level barbeques are not permitted. The use of generators is not permitted. The use of heaters in awnings is not permitted. Water is metered on the site and therefore cannot be used for cleaning vehicles or washing vehicles during your stay.

## **Hot tub safety**

During your stay at Tan Y Bryn, we want to ensure that guidelines are followed whilst using the Hot tub. We have an outdoor hot tub available for our guests to use in each pod. We provide a health and safety set of rules to follow which are displayed next to the hot tub for further reference.

Shower with soap and water before entering the hot tub and after using the hot tub showering is recommended.

Showering before use washes away many common skin bacteria, and also removes deodorant, creams, to ensure the effectiveness of the spa sanitizer, this disinfects the water. Information can be provided in advance to guests about sanitizer used. The hot tubs are checked during your stay to ensure the chemicals are the correct balance, water levels have not dropped, and the hot tub is working correctly.

- During pregnancy soaking in the hot tub may not be recommended, we therefore recommend consulting with your doctor before entering the hot tub.
- Any person with skin, ear, genital or body infections, open wounds, sores, or after shaving should not enter the hot tub as there is a possibility of spreading infection.
- Do not use the hot tub whilst under the effects of alcohol, the heat can speed up the effects of alcohol and this can cause dizziness or drowsiness and can even cause unconsciousness.
- The hot tub temperatures are set between 39-40C, therefore limiting your time in the hot tub to no longer than 20 minutes, extending the time in the hot tub can affect your organs and cause fever like conditions.
- Please remove all jewellery before entering the hot tub as it may discolour.
- Do not immerse your head in the hot tub water as this increases the risk of infection or can risk of drowning due to the suction below the water line.
- Never use the hot tub alone under any circumstances.
- Avoid entering the hot tub following a large meal.
- Take extra care when entering and leaving the hot tub, your muscles maybe relaxed and become unsteady.
- Do not use the hot tub following rigorous exercise as this can affect the heart rate.
- Do not use glass or any breakable items near the hot tub as this can cause injury if broken, only plastic glasses / plastic plates are permitted.
- Do not use any electrical items near the hot tub at any time due to the risk of electrocution.
- If any allergic reaction occurs, leave the hot tub, rinse off in the shower. Consult a member of staff.
- Do not use any chemicals in the hot tub, including alcohol, bubble bath, oils as this can cause a chemical imbalance.
- Please replace cover over hot tub as soon as you have finished soaking in the tub.
- The Hot tubs are fully cleaned, and water is changed over between every guest.

## **Fire Pit Safety**

- Do not move the fire pit around the glamping section.
- Keep a safe distance from the fire pit.
- Remove lid from fire pit before lighting.
- Ensure no loose clothing is worn near the fire pit, always keeping a safe distance from any naked flames.
- Do not cook in the fire pit.
- Disposable BBQ available from the reception area.
- Do not put BBQ in the bins or remove any hot ash from the fire pit. A member of staff will remove this for you.

## **Holiday Behaviour standards and termination**

- By making a booking with us you have entered a contract in which you undertake, on booking and the people in your party, to adopt the following standards of behaviour:
- To act in a courteous and considerate manner towards us, our staff and other guests.
- Commit any criminal offences at the Park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Create any undue noise or disturbance
- Carry out any trade or business whilst on the park
- Quiet hours are from 11pm – 7am. Please respect other fellow guests and keep the noise to a minimum

## Terms & Conditions

- Check-in for glamping pods is strictly from 16.00pm – a key code will be provided via email giving instructions to enter your pod.
- Check out is 10am on your day of departure.
- Check in for Motor homes and touring vans is 14.00pm. Departure is 12pm.
- Children of all ages are welcome for Motorhomes only. One infant per pod is allowed (booking only)
- No dogs are permitted in the glamping pods.
- Dogs (other than guide dogs) are not permitted in the facilities blocks.
- Dogs must be always kept on a lead, and owners are required to ensure any dog waste is picked up and disposed of.
- Parking for all guests is available on site. All pods include a space for 1 vehicle. Guests are required to contact reception if additional visitors are coming to the site. There is an additional charge for this, no additional guests are allowed in the pods.

## Payment Conditions

- Bookings can be amended, moved or modified up to 28 days before arrival.
- Bookings are not transferable.
- Balance of booking must be paid 28 days prior to arrival or will be cancelled.
- Deposits are non-refundable.
- No refunds will be issued if a guest chooses to leave early or cannot attend the booking due to poor weather or personal circumstances.
- The management reserves the right to cancel a booking deemed necessary.
- The management may ask guests to leave if they do not follow the rules and health and safety provided on site.
- The information on the booking form will be stored on the computer for administrative purposes only and will not be shared with any third party. For the purposes of the data protection Act 1984 the signing of the booking form signifies your consent to these terms.
- All booking includes VAT

## Facilities

Showering facilities are free and are located next to the reception area. We provide an accessible shower room, ladies room with toilet and shower, hair dryer. Separate toilet and washing up area with microwave and fridge for our guests staying on the touring section.

## Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking. Examples of ways that you may share your personal data with us are by:

- completing electronic and paper forms
- registering to make a booking.
- registering to receive news about our products and services.
- subscribing to take part in research on our website or other social media functions on our website.
- entering a competition, promotion or survey

## How do we collect information?

Your personal data, that is any information which identifies you, or which can be identified as relating to you personally, for example, and not limited to: name, address, phone number, email address, will be collected and used by us.

We obtain personal information from you when you enquire about our activities, register with us, send or receive email, purchase products, ask a question or otherwise provide us with personal information. We may also receive information about you from third parties, for example, our service providers or from a friend who wants to tell you about our website.

We use automated profiling and targeting to understand our visitors' requirements and make sure that our communication (emails and services) are relevant and personalised. We use specific tools such as Google analytics and pay per click for advertisers, to look how you interact with us online. We may also collect personal data to optimise our marketing campaigns and optimise your personal experience.



## **What information do we collect?**

The personal information we collect will depend on the nature of the data processing requirement. For example, it might include name, date of birth, email address, postal address and telephone no. We also gather general information about the use of our website, such as which website pages users visit most often and which services, events, products or facilities are most of interest. We may also track the pages users when they click on links in emails and us.

## **How do we protect your personal information?**

We use secure third-party payments services when you make a payment via our website. We take appropriate measures to safeguard personal information that is disclosed to us and keep it secure, accurate and up to date. We use an external marketing agency that may handle your data if its applicable, and having indicated you would like to receive marketing materials.

## **How long do we keep personal data?**

We retain personal data for no longer than necessary. What is necessary will depend on the circumstances of each data type. Taking into account the reasons that the personal data was obtained, but if relevant, the length of time is determined in a manner consistent with legal and regulatory requirements.

## **Links to other websites**

Our website may, from time to time contain links to and from other websites and other platforms.

If you follow the link to any other websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please ensure you check these policies before providing any personal information.

## **What is the lawful basis for processing personal data?**

Collecting, processing and using personal data is permitted only under a lawful basis. The lawful basis that we operate under are listed below, along with the data processing activities that fall within them:

### **Necessary for the performance of the contract**

When you provide us with your personal data, certain activities are considered necessary for the performance of the contract between you and us . This includes activities such as making a booking. There are circumstances when we are required to process personal data in order to meet our legal obligations. Processing data under this basis can relate to financial data and HMRC requirements.

### **CCTV**

We have installed CCTV (Closed Circuit Television) at our site, and you may be recorded when you visit them. CCTV is used to provide security and protect both our guests and visitors and our property. CCTV will only be viewed when necessary, for example, to detect or prevent crime, and footage is stored for a set period of time after which it is overwritten. We align with the Information Commissioner's Office CCTV Code of Practice and we put up notices so you know when CCTV is used.

### **Payment card security**

We are compliant with the Payment Card Industry Data Security Standard (PCI DSS). This is the international standard for secure credit and debit card payment processes and means that when you pay for goods or services from us using a debit or credit card, the relevant technical and operational security requirements are in place to protect the account data.

### **Complaints**

If you think your data has been misused or that we haven't kept it secure, please contact us using the contact details provided. We will investigate any concerns you may have. If you are unhappy with our response or if you need any advice, you should contact the Information Commissioner's Office (ICO). You can also visit their website for information at <https://ico.org.uk/concerns/>.