



Fair Usage & Service Policy

Parc Carafanau Strand Caravan Park
Ffordd Amlwch Road
Benllech
Ynys Môn | Isle of Anglesey
LL74 8SR

Fair Usage

This fair usage policy sets out the terms between Parc Carafanau Strand Caravan Park and our guests.

Parc Carafanau Strand Caravan Park is located on private land and no access or right of way is permitted to the general public. The Park is for the exclusive use of our guests and entry shall be denied to unauthorised persons.

Guests are defined as caravan owners and those authorised to be holidaying at Parc Carafanau Strand Caravan Park.

Visitors are defined as those visiting Parc Carafanau Strand Caravan Park. Visitors must seek permission from Parc Carafanau Strand Caravan Park before entering or shall be deemed to be unauthorised persons. Guests cannot authorise access to visitors, you must follow the Visitors procedure.

Use

The use of caravans sited at Parc Carafanau Strand Caravan Park are for holiday purposes only. Holiday in this instance is defined as a period of no more than 6 continuous weeks.

No trade or business, which includes commercial subletting of caravans, is to be carried out on The Park. If guests are found to be conducting business on The Park they will be asked to leave immediately.

Guests cannot use the Park's address for correspondence, delivery of packages or any other purpose without the prior permission of the Park Owner.

Service Hours

Monday	11:00 – 14:00
Tuesday	11:00 – 14:00
Wednesday	11:00 – 14:00
Thursday	11:00 – 14:00
Friday	11:00 – 14:00
Saturday	Closed
Sunday	Closed

Service/office hours are the hours we are 'at work' and are considered, within the hours specified, 'working days'.

Any service outside of these hours would be in emergencies only. Emergencies are defined as requiring at least one emergency service.

Service requests and/or appointments to speak to a Park Manager should be made via the Office during service hours, or via email.

Service requests/emails etc. will be responded to in a timely manner, with a target of 10 working days.

Visitors

If guests wish to have visitors, the prior approval of the Park Owner must be obtained.

We encourage guests to meet friends and family offsite as regulations, facilities and security assurance limit the number of people the Park can accommodate. Caravans should not be over-occupied.

Any guest who wishes to have a visitor must make a request to Parc Carfanau Strand Caravan Park. Full details of visitors (names, address and vehicle registration) must be supplied via email at least 3 working days (Monday - Friday, 11:00 - 14:00) prior to any visit taking place.

The Park Owner reserves the right to refuse requests and will seek the immediate removal of unauthorised visitors.

Parking

To reduce the risk of accidents and curtail the over usage of the Park, cars will be limited to 1 per caravan.

Additional parking may be requested via service requests and will be charged at £2 per hour or £10 per night/ 5-24 hour period, whichever is the least.

Changes to details, for the Automatic Number Plate Recognition (ANPR) barrier, are charged at £5.

Compliments, Suggestions and Complaints

We ask for any compliments, suggestions and/or complaints to be submitted in writing, either via post or email.

Please note, vexatious complaints will not be tolerated and the table below explains our procedure in more detail.

Type of complaint (examples)	Stage 1	Stage 2	Stage 3
Complaint by Guests regarding service(s) provided by Parc Carfanau Strand Caravan Park	Complaint received in writing. Name, address, telephone number, email. Note your preferred method of communication. Give specific examples and dates if relevant. Enclose any evidence/documents or additional information.	Investigation of complaint by Park Manager(s). Action taken if appropriate, in accordance with all rules and policies.	Written reply sent to complainant answering all points complained.

	Note what you think could resolve the complaint.		
Complaints regarding Guests	<p>Complaint received in writing.</p> <p>Name, address, telephone number, email. Note your preferred method of communication.</p> <p>Name, address, telephone number, email. Note your preferred method of communication.</p> <p>Give specific examples and dates if relevant.</p> <p>Enclose any evidence/documents or additional information.</p> <p>Note what you think could resolve the complaint.</p>	Investigation of complaint by Park Manager(s).	<p>Written reply sent to complainant answering all points complained.</p> <p>Or</p> <p>If found to fall under the Anti-Social/ Bullying and/or Violent behaviour Policy- Incident(s) to be recorded in the 'Accident Book' and dealt with under that policy.</p>
Complaint regarding Policy of Parc Carafanau Strand Caravan Park	<p>Complaint received in writing.</p> <p>Name, address, telephone number, email. Note your preferred method of communication.</p> <p>Specify policy or part of policy.</p> <p>Reasons for complaint against policy.</p>	<p>Investigation of complaint by Park Manager(s).</p> <p>Decide if a review of policy is needed.</p>	<p>Action taken and a review and possible change in policy, especially if policy has not recently been reviewed or amended.</p> <p>If policy has recently been reviewed or amended an explanation of change in policy will be sent.</p>

Policy reviewed and amended on 2 April 2023.



Parc Carafanau Strand Caravan Park is a trading name of Cwmni Glyn Cyf
Registered Office: Sarn, Ffordd Amlwch Road, Benllech, Tyn-Y-Gongl, LL74 8SR
Company Number: 14666101