

Terms and Conditions



It is required that you read these terms & conditions. In booking a site/accommodation you agree to abide by Nore Valley Park's Terms & Conditions.

Self-Catering Unit

Payment can be made online using a debit card or credit card.

The on-site accommodation units require a €50 refundable security deposit. This deposit is paid by credit card, or debit card when making your booking online. It is refunded upon departure, once the unit has been inspected. It can take between 2-7 days, after leaving the park, for the deposit to reappear in the individuals bank account. This security deposit can be used to pay for damages in the unit, additional cleaning fees or for excessive noise after curfew (11pm).

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic, and managerial procedures (SSL protocol) to safeguard the information we collect online.

If the individual wishes to cancel their on-site accommodation booking, they will receive a partial refund depending on its proximity to the booking. The following are the refund brackets: • Before 14 Days – entitled to 100% of payment refunded (minus €10 admin fee) • Between 14 to 8 Days – entitled to 50% of payment refunded • Between 7 to 0 Days – entitled to 0% of payment refunded • Cancellations inside 14 Days, in exceptional circumstances such as serious illness, Covid isolation or bereavement may be able to receive a refund at the discretion of the management or moved to another available date.

We strongly advise that clients take out travel insurance to cover any costs associated with having to cancel a holiday. It is very important that you are adequately insured.

If you wish to change/cancel bookings, please inform us through emailing: camping@norevalleypark.com

In the mobile home units, the guests must provide their own sheets and towels. Duvets, duvet covers, pillows and pillow cases are provided. It is recommended to review the accommodation selected on our website to ensure you have all the equipment you need for the unit.

In the lodge units, the guests must provide their own towels and cooking equipment. Duvets, duvet covers, sheets, pillows, and pillow cases are provided. It is recommended to review the accommodation selected on our website to ensure you have all the equipment you need for the unit.

We do not allow smoking inside the on-site accommodations, on the accommodation decking, or near the windows and doors. This rule is strictly enforced due to the potential of a fire hazard.



TERMS & CONDITIONS

We do not allow pets inside the on-site accommodations. This rule is strictly enforced due to the potential for allergies in the population.

The on-site accommodation unit must be left clean and tidy before departure. We reserve the right to charge you for any extra-cleaning costs which may occur after your departure. We reserve the right to charge you for any missing items or damage, even if discovered after your departure. Please ensure that your rubbish is disposed of in the correct rubbish area.

Your occupation of the unit does not make it exclusive. We reserve the right to enter our on-site accommodation units at any time to make checks, maintenance, or housekeeping work.

The maximum number of guests in each on-site accommodation units is stated on the website, this number must not be exceeded.

Camping and Touring

The discounted rates quoted are limited offers and may be subject to minimum night stays or other conditions.

We ensure every effort has been made to ensure the accuracy of this information, however, Nore Valley Park does not accept liability for any errors or omissions and reserves the right to change information.

The payment for camping and touring requires a €50 deposit to be paid upon booking, with the remainder due 14 days in advance of the booking. The payment can be made online using a debit card or credit card.

If the individual wishes to cancel their on-site accommodation booking, they will receive a partial refund depending on its proximity to the booking. The following are the refund brackets: • Before 14 Days – entitled to 100% of payment refunded (minus €10 admin fee) • Between 14 to 8 Days – entitled to 50% of payment refunded • Between 7 to 0 Days – entitled to 0% of payment refunded • Cancellations inside 14 Days, in exceptional circumstances such as serious illness, Covid isolation or bereavement may be able to receive a refund at the discretion of the management or moved to another available date.

We strongly advise that clients take out travel insurance to cover any costs associated with having to cancel a holiday. It is very important that you are adequately insured.

If you wish to change/cancel bookings, please inform us through emailing: camping@norevalleypark.com

The pitches are allocated upon booking. A sitemap is located on the booking system, with pitch numbers included. No cars are allowed to drive through the site after curfew (11pm).

Bikes, scooters, hoverboards etc. must be dismounted at 10pm (dusk) on the park. Playground is open from 7am-10pm. Children may be asked to leave if they are on the playground outside of these hours.

Minimum/Maximum Stays and Extensions

Self-Catering Units

During July and August Mobile Home Unit bookings are weekly bookings from Saturday to Saturday. They are 3 nights for bank holiday weekends. For the rest of the year, it's a minimum of 2 nights per booking.



For the Wooden Lodge Unit rental only 2 nights or more can be booked online. Occasionally there may be one night availability that can be booked by phoning the reception on 0567727229. There is a minimum of 3 night bookings on bank holiday weekends.

Camping & Touring

A minimum of 2 nights can be booked online. Bookings for one night can only be made by phoning us on 0567727229. On bank holiday weekends a minimum stay is 3 nights.

Arrival and Departure

Upon arrival, all customers/visitors are to report to reception. Your arrival is welcome from 12pm for camping or touring. Your arrival is welcome from 3pm for on-site accommodations. You will not be allowed access to the park until the full payment is received. You must check-in before 8pm, unless you have contacted the reception and decided on alternative arrangements.

The check-out time on departure day is by 12pm for touring or camping and 10am for on-site accommodation. You will be provided no refund for departing nights early.

No Shows

Touring and Camping

If no notification is given, and the pitch is not occupied by 11am the day after the booked arrival date, then the park reserves the right to re-let the pitch with payment non-refundable and the booking non-transferable.

On-Site Accommodations

If no notification is given, and the unit is not occupied by 11am the day after the booked arrival date, then the park reserves the right to re-let the unit with payment non-refundable and the booking non-transferable.

Rules and Regulation

The following are the rules and regulations of the park:

1. All customers/visitors must check in at Reception on arrival.
2. The checkout time on day of departure is by 10am for onsite accommodation and 12pm for camping and touring.
3. All children must be supervised at all times by their parents/guardians.
4. There is a strict Noise Curfew on site from 11pm to 7am.
5. All dogs must be kept on a short lead at all times and supervised by an adult at all times.
6. No campfires, burning timber, or heat logs, only charcoal products are permitted for cooking only. They must be extinguished by 11pm (Noise Curfew).
7. All Radios or Televisions must be used in such a way as to avoid disturbing others and turned down by 11pm (Noise Curfew).
8. All Caravans/Motorhomes/Campervans must be insured while on the park.
9. The park is for short-term holidays, we do not permit working from the park.
10. We do not permit fireworks, water balloons and fire-based lanterns on the park.
11. Anyone breaking the campsite rules or causing disturbances on the site will be deemed to break contract and will be evicted from the park with no refunds.



TERMS & CONDITIONS

The above rules will be implemented by the following measures;

1. Management will first give a verbal warning to whoever breached the rules
2. Management will follow up with a second verbal warning
3. Management, if problem continues, will ask you to leave the premises and in that event, by signing these rules and regulations, you hereby agree to forfeit your full deposit/payment regardless of the duration of your booking. If necessary, An Garda Síochána will be contacted to forcibly remove persons to whom a second warning is given for non-compliance with such warnings. If you refuse to leave the premises in these circumstances you will be treated as a trespasser.

In the event that the incident happens during the night and management are informed the next morning by numerous campsite users, management reserve the right to proceed to step 3 above.

In the event that you are suspected by management and/or suspected by any other camp site user, at any time day or night, as having committed a criminal offence during your stay at the camp site, management reserve the right to proceed to step 3 above. In this event, management and any other witnesses to suspected criminal activity, will prepare/be asked to prepare a formal written report of any such activity. This written report will be provided to An Garda Síochána and may form the basis of a criminal prosecution.

General/Liability

All Vehicle's/Caravan's etc are parked at risk of the owners. The management accept no liability for loss or damage while on the park or otherwise.

Nore Valley Park reserves the right, in its absolute discretion, to refuse entry on to or remove from its premises or the vicinity to the following individuals:

1. Those who have been convicted of a criminal offence.
2. Those who have behaved in a manner or is likely to affect the safety or enjoyment of other visitors.
3. Those who have used threatening, abusive, or insulting words or behaviour or in any other way provokes or behaves in a manner which may provoke a breach of peace.
4. Those thought to be under the influence of Alcohol acting in a drunk or disorderly manner or using other substances.
5. Those who are staying on the park for any other use apart from Holiday use (e.g. working).

If anyone is found vandalising or causing damage to any building, equipment, or property of the park they face immediate eviction and/or prosecution.

The person who booked will be responsible for all charges for all damage/breakages/loss caused by themselves or their visitors to the site or park facilities or other customers' property.

Conditions of Booking

We pride ourselves on being a family orientated park. We do not cater for large groups, hen/ stags or anyone looking to stay up all night. We have a strict curfew on site from 11pm to 7am. We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Nore Valley Park and its facilities are intended for family holidays only.



Children

The children on-site remain the responsibility of their parents/guardians at all times. It is particularly important that you always know where your children are and that you provide adequate supervision for them at all times.

The playground is unsupervised, and it is the parents/guardians responsibility to ensure that their children are correctly behaved and do not harm themselves or others while using the equipment. We do not accept liability, or any injury suffered due to the misuse of equipment on site. Playground is open from 7am-10pm. Children may be asked to leave if they are on the playground outside of these hours.

Dogs (General Pets)

We do allow dogs on the park; however, they must be kept on a short lead at all times and supervised by an adult at all times. By bringing your dog to Nore Valley Park you are accepting full responsibility for its conduct and behaviour. Any dog that is deemed to be unsuitable or a nuisance will result in the owner being asked to remove it from the site immediately.

We do not allow dogs (or pets) in the amenity block or any onsite rental accommodations. If anyone is found not to be cleaning up after their dog they will be asked to leave immediately with no refund given.

Under the control of Dogs Act 1986, all dog owners by law must have a dog licence, and all dogs must be under the control of their owner or another person capable of controlling them. Certain breeds must be muzzled when in a public place. Please know your responsibilities.

Barbecues/Fires

We do allow barbecues as long as they are up off the grass (40cm), supervised by an adult at all times and disposed of properly. Only charcoal based products are permitted for cooking only. They must be extinguished by 11pm (Noise Curfew). No campfires, burning timber, or heat logs allowed.

Please do NOT put Hot disposable BBQ's into the dustbins as this will cause a fire. We do not allow campfires on site.

Fire Safety

The fire assembly point for the caravan park is in the carpark in front of the reception building.

In the event of an emergency Dial 999 or 112 for the emergency services and notify the Park Manager immediately.

Availability of Facilities

We cannot guarantee that all of our facilities will be available during our opening times, however, we will do our best to ensure that all facilities listed will be available during your stay. The facilities may be closed due to maintenance (which is needed from time to time), due to weather conditions (as most facilities are located outdoors) and other unexpected occurrences.

The majority of our facilities run on a first-come first-serve basis; however, some are timetabled.

It is your responsibility to make the needed arrangements and to ensure that any facilities used, or activities selected are appropriate to you and all the members of your party.



Dangerous and Illegal Items

We do not allow firearms, knives (sharp weaponry), air-weapons, archery equipment, fireworks, lanterns, illegal substances (drugs etc.) on our park. Any individual found with these items will be asked to leave the park without refund.

Holiday Changes from External Conditions

Nore Valley Park cannot accept responsibility or compensation for circumstances beyond our control, this includes natural disasters, industrial disputes, fires, technical problems, bad weather, acts of the government, COVID-responses and more.

We will try our best to ensure the park is open for use by visitors during normal opening hours. However, Nore Valley Park reserves the right, whether for safety reasons or otherwise, without prior notice to close the park or any part of it. In such event, Nore Valley Park will refund any customer the cost of their payments for touring/accommodation less any booking fees attached to the booking.

Behaviour and Compliance On-Site

The individual who creates the booking is responsible for the behaviour of all the members of your party. The behaviour should be in line with the general family environment, it should not be excessive, noisy, or disruptive (especially after the curfew of 11pm).

If there is offensive/illegal behaviour, it will not be tolerated, and the Gardaí may be involved. If there is any offensive or aggressive behaviour towards the staff, we may ask you to leave the site. If you are asked to leave the site due to Gardaí attendance, or inappropriate conduct considered (which will cause harm, impair the enjoyment, comfort or stay of any individual on the premises), you will not receive a refund or compensation given the circumstances and we reserve the right to not accept any future booking from you or any member of your party.

Personal Possessions

It is your responsibility to look after your personal possessions whilst on holidays with us. This includes valuables (watches, jewellery, credit cards and more) and money. You should not leave possessions of high value unattended on the park. To reduce the possibility of loss or damage, we suggest that you do not bring valuable possessions on holidays with you unless it is absolutely necessary.

We recommend if you do bring these items that they are insured. In the case of any loss, please contact reception in the first instance.

If we are returning any lost property through postage, the cost of postage must be paid by the individual who lost the item. We do not accept any liability for loss or damage to your possessions.

Data Protection

The information supplied on the booking form will be stored on computer for administrative purposes only. Under no circumstances will this information be provided to a third party except CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

