

## Welcome – Croeso, to Brambles including T&C's/site rules (as from 1<sup>st</sup> August 2022)

Brambles, Niwbwrch, Llanfairpwllgwyngyll Ynys Mon LL61 6TN.  
Telephone 01248440011 Mobile 07887766146

Some information and a few do's and don'ts including our terms and conditions  
Please don't book if you're not sure if you're coming, particularly don't double book  
stay dates with more than one caravan site as this blocks dates for other visitors.

### PRE-ARRIVAL & ARRIVALS

- Read our directions – a SATNAV does bring you to our doorstep
- After 13:00hrs please unless previously agreed (often we can accommodate earlier, arrivals, but not always in peak seasons)
- Please advise ETA if possible, only if you are arriving early please ring when you have reached the Menai Bridge. If you are unable to check-in by phone, please advise us before arrival so an alternative process can be put in place.
- Once you have pulled clear of the lane, you pass through our gate – if you need to open, please ensure it is held open whilst your unit is passing through until it's clear. You then need to turn left at the garden roundabout and follow the driveway for about 75m to the pitches
- We email a site map shortly before your due arrival date, if you haven't received, there is a copy on the website..
- Remember when driving around a corner, particularly sharp corners, the rear wheels of long motorhomes and towed caravans can substantially cut the angle of the corner, so try and sweep through any bend taking as wide a turn as possible.

### SITE FACILITIES

- **Pitches** - hardstanding mainly level, but bring your own wheel levellers for small adjustment. Bring heavy duty steel pegs or "rock" pegs. Please do not leave awnings pegged tight on grass areas for more than two nights without lifting skirts - breathable groundsheets okay as long as you don't cover with carpet which stops them breathing.
- **Electric** - separate 16amp supply to each pitch. Currently, this includes for up to 12 units of electric within our nightly price from 1st April to 31st October (Summer allowance); from 1st of November to 31st March (Winter allowance) up to 15units. This is subject to electric cost to us remaining close to 30p per kw. The allowance within your pitch fee will run a 1kw heater for up to 12hrs constantly in summer and up to 15hrs winter. Our electric supplies to each pitch are metered. Overuse (for instance charging an electric car at your own risk) may incur a further separate charge at our current purchase price. As at 21/04/2022 our buying in price is 30p per unit but will be charged at the price current at the date of use. Your meter is on the electric point on your pitch. We ask you check the reading on arrival before plugging in and on departure after disconnecting.
- **Water** - Two mains water taps to each pitch. If you bring your own auto-fill system for tap to unit connection, you must turn off our tap when you leave your caravan for any period in case your inboard water system has a leak or your external hose or hose joints leak.
- **Grey water** – each pitch has its own grey waste point. GREY WATER is waste water from the shower, basin & sink.

If you need to support your waste pipe, please ask, we have bricks/timber to support any pipework you bring to enable direct discharge to the grey waste point. Please ensure that pipework/joints do not leak onto the pitch.

**IMPORTANT PLEASE NOTE - YOU MUST NOT PUT BLACK (TOILET) WASTE INTO YOUR PITCH WASTE POINT. THERE IS A SEPARATE COMMUNAL CHEMICAL EMPTYING POINT (CEP) FOR TOILET WASTE**

The cost to us to clean up black waste from your pitch grey waste point is £75.00 I'm sure no one would be silly enough to do this, but this has happened once, after which we need to make clear that

any visitor emptying black waste to their pitch grey waste point would be liable for the cost of cleaning. The pitch grey waste point only goes to a soakaway/ditch not to the cesspool. **Chemical Emptying Point (CEP) for “Black” (toilet) Waste is the on right hand side just after the right-hand pond.** Please wear plastic gloves when using and wash hands afterwards - as Government advice for hand washing.

Use green environmentally friendly additives in your cassette - do not put wet wipes or other wipes/cloths in the CEP, not even the flushable ones!

If you use any of these and put in your toilet cassette, dispose contents direct to the cesspool - lid immediately to left of CEP as you face the shower room (taking care not to drop cassette cap, the cassette or yourself into it). Preference is for any heavy wipes or cloths to be double bagged and put in the general rubbish bin – Thank you

- **Shower/toilet room** – During the pandemic we are asking people with onboard facilities to use them, if possible, as we are only able to clean our unisex shower and toilet once a day. Please leave clean ready for the next person
- **General rubbish & Recycling** – We provided two bins at each pitch. One is for general waste and one for recyclable material. Recycle material we can accept in your bin is CLEAN glass, plastic, tins. Don't use bins on other pitches. Please wear plastic gloves when using and wash hands afterwards - as Government advice for hand washing.

Anglesey Council has strict recycling rules which means that **all containers that have had food or drink must be washed clean.** Please ensure that is done before putting in the bin (especially during the pandemic). Food waste goes in general bin. The cost of disposing of your larger “household” items is not included in your pitch fee - please take home or dispose at recycle centre.

- **Shopping** - See separate leaflet with telephone numbers which we email out a few days before your arrival date. If you are arranging Super-Market delivery - It is important to advise us of date and time slot
- **Pets:** - We require you to advise us as to what pets you are bringing when booking your pitch. It's nice to know the pets name and breed.

Well behaved pets are very welcome, but always keep your pet(s) on a lead/under close control. Some members do not like dogs.

There is a short exercise walks on site, but clean up after them – there is a dog waste bin beside the CEP please use as necessary

Do not let your pet(s) go to toilet/spend a penny on the CL pitching area or immediate grass beside the pitches as that can “burn the grass” which means we have to turf ready for the next occupiers.

Pets should be kept out of the water.

- **BBQs:** if using a BBQ (particularly disposable ones) please do not use these directly on or over grass areas, we have bricks available to keep off the ground.
- **Conservation and ecology:** - This is a rural “back to nature” site. We actively encourage wildlife; wildflowers; songbirds, and water voles etc. We are therefore a “quiet site”
- **Personal responsibility:** - All visitors are responsible to take care of their own person and property – that applies to you and your guests, exactly as if you were on the beach or walking in woodland.

Care should be taken walking on site or in “garden” areas, especially down banks and by edges of water – ponds. Grassed areas and walkways have humps, bumps & potholes, some places these are concealed by long grass. Grass may be very slippery especially on banks.

- **Dark skies site:** we are a dark skies area (to encourage bats and owls that can sometimes be seen at night) you should bring your own torches should you wish to walk around the site at night.
- **Noise:** Please keep sound to a reasonable level particularly between 10:30pm and 7:30am. If you are driving back late, there is room to park by the garages to the main house and walk to your pitch rather than disturb others.

## DEPARTURES

- before 11:30hrs unless extended time previously agreed (sometimes we can accommodate a later stay, but not usually in peak season)
- Please advise of time of departure, we need to avoid caravans leaving the site meeting other units arriving
- Please clear your pitch of all property and place refuse in appropriate bin before leaving.

## PAYMENTS

- On booking the system creates you an account and adds any balance you owe for pitch/pitches you have booked to that account (you can use that account to make further bookings as required) and confirms your agreement to our terms of business.
- Full payment required on booking for a one or a two-night stays.
- Stays of 3 or more nights 20% of total pitch fee as deposit. If your booking is within 1 month of arrival, full payment required at time of booking.
- Any balance payments for pitches booked become due 4 weeks before arrival date.
- Balances on account should be paid at the requisite time if not already done and remain on your account as due/overdue.
- Refunds or transfers of date only by agreement at the discretion of the site owners, please email or ring to discuss. We do advise you should have your own holiday insurance in place. We can't refund when we have turned away other bookings covering the date to be cancelled, unless we have sufficient time to re-fill the vacancy the cancellation leaves. We understand that <https://bookingprotect.com/> can offer insurance that may suit your needs at 7% of the value of your booking. This may give some comfort in these somewhat odd times – At the time of writing their cover appears to include illness including Covid and vehicle related cancellations amongst other reasons. You will need to check exactly what they are offering before you decide to consider prior to purchase. Other Insurers and your Bank may offer similar or better schemes.  
We have had to bring this into our terms of business due to short notice cancellations and “no shows” during 2021 - especially in peak or other times where we have lost alternative bookings
- Site owners reserve the right to ask visitors to leave if they disregard our terms of business/site rules or are disrespectful of other visitor's space/peace & tranquillity.

**Thank you for choosing us – Diolch.**