



## Pembrey Country Park Caravan & Campsite

### Booking Conditions

These booking conditions apply to Caravans and Campers unless otherwise stated.

**“Park”** Refers to Pembrey Country Park and the campsite grounds.

**“Site”** The designated areas for Seasonal and ad-hoc Campers.

**“The Council”** means Carmarthenshire County Council.

**“Terms”** means the Rules and Regulations, Terms & Conditions, Booking Conditions and Park Conditions.

The term **“customers”** means all persons and includes; Overnight Caravan and Campers and Seasonal Caravans and those visiting the Park.

The term **“Agreement holder”** means the person/s that has placed the booking.

#### Contractual Agreement

By placing a booking, you will become responsible for making all payments due under the booking.

The person making the booking is responsible for the conduct of their party and their visitors will be bound by the Booking Conditions and Rules and Regulations.

The Pembrey Country Park campsite is open between 1<sup>st</sup> March and 31<sup>st</sup> October 2025.

Each pitch is allocated for the period booked only and there will be no right of tenure beyond this period.

If you are found to have selected the wrong unit type which is not suitable for the pitch booked, you may be turned away on arrival with no refund applicable.

#### Age Restrictions

All persons making a booking must be 18yrs or over. No persons under 18 years can stay overnight in the campsite without adult supervision

#### Payment Terms

- Full Payment is due upon booking.

The original booker must not sell; assign or sub-let their caravan /motorhome/ tent. The site is for personal use only and anyone caught doing this will automatically forfeit their agreement with the site and be asked to remove their unit and the full fees will be owed.

All rates quoted include VAT at the rates prevailing at the time.





Fees do not include entrance to any ticketed events or additional attractions within the park.

#### **Duration of stay for tents**

Tents are permitted to stay for a maximum of 14 nights, the Council reserves the right to relocate you if required every 7 nights to minimise ground damage.

#### **Duration of stay for caravans/motorhomes**

Except for Seasonal Caravans, caravans are permitted to stay for a maximum of 42 nights. If there is availability autumn season pitches

#### **Party size**

A maximum group booking of **3** units together is permitted with a maximum of 8 persons per unit (max 4 adults). We reserve the right to ask you to leave and cancel your booking without refund if you are in breach of this term.

All rates quoted include VAT at the rates prevailing at the time.

Campsite Fees do not include entrance to any ticketed events or additional attractions.

#### **Cancellation/Refunds**

- To be considered for a refund the request to cancel must be emailed by the original booker to [camp Pembrey@car-marthenshire.gov.uk](mailto:camp Pembrey@car-marthenshire.gov.uk) with your booking reference number. The request **MUST** be more than **1 week** (168 hours) than the time you are due to arrive (the time of arrival would be 2pm). A 10% admin fee will be deducted before a refund is issued; we aim to issue refunds within 7 days of the request.
- Refunds can only be issued to the card they were paid with
- **Customers are advised to have holiday insurance cover in the event of cancellation.**
- There will be no refunds or reduction of fees in the event of facilities/attractions being unavailable during your stay.
- Failure to arrive for any reason in accordance with these Booking Conditions will not entitle you to a refund.

#### **Wet weather and other reasons for cancellation**

- No refunds will be given due to weather conditions resulting in being unable to use the campsite. Nor for other environmental factors out of our control.
- Management reserve the right to cancel or restrict bookings at any time without notice. In this event, a pro rata refund would be issued for the dates involved, however no compensation shall be payable under any circumstance.



## Legal Matters

### Site Damage and Liability

- Anyone found defacing or causing damage to any buildings, equipment or property in the park faces immediate eviction and prosecution. The agreement holder will be responsible for and charged for any damage / breakages / loss caused by themselves or their visitors or their children to the pitch or to any park facilities or to other campers' property.
- If you or your party members cause damage to council property and equipment located within the park, the original booker will be liable for any damage caused.
- All costs will be charged to the original booker.
- **Where damage to other campers' property occurs, then the original booker will be responsible for that cost directly to the other camper.**

### Loss, Damage, and Injury

Your vehicles, their accessories and contents are left at your own risk. The Council, its staff and agents shall not be liable for the loss or theft of, or damage to, any property whilst they remain in the park nor for any injury, accident or mishap to any person in the park, unless the same be caused or contributed to by any negligence or default on the part of the Council or its employees. **Agreement holders must ensure that their property is secure and fully insured for any unforeseen eventuality.**

### Other

We don't knowingly allow any guest to use or visit our parks who: (i) has an unspent criminal conviction; (ii) has an entry on a criminal register (including the sex offenders' register); (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder or criminal damage or any other form of antisocial behaviour; (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice. If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the park, without refund.



## Pembrey Country Park Caravan & Campsite

### Rules and Regulations

We want everyone to have a safe and enjoyable stay at Pembrey Country Park and ask that all our customers observe these rules and regulations.

These Rules and Regulations apply to both Seasonal Caravans and overnight Caravans and Campers unless otherwise stated.

#### Your responsibilities

Compliance with rules is mandatory. The original booker is responsible for ensuring compliance with the rules and regulations by all members of their party, including any visitors, pets, or children. The council reserves the right to ban individuals based on rule violation.

#### Non-Compliance with rules

**Failure to comply with the rules and regulations will result in appropriate action being taken, which may include:**

- A. Verbal warning from Council staff.**
- B. Written Letter given in person on the day followed by an email warning form council staff**
- C. Formal written notice to leave the site.**
- D. Refusal of future bookings.**
- E. Formal report made to Police Service.**

Action taken will reflect the nature and severity of an incident and may not be carried out in the order above. Anyone requested to leave **will not receive recompense or a refund.**

Carmarthenshire County Council reserves the right to refuse access to anyone who has breached the rules and regulations of the site and/or the park, contravened local byelaws, previously been asked to vacate the site, or previously been refused entry to the site.

The Council reserves the right to ban individuals from future use of the park where the customer or any member of their party has breached the rules and regulations or put at risk the wellbeing and safety of other park visitors and its staff.

If any crime or misdemeanour is committed in the park by any customer, then the Council reserves the right to exclude that person from the park or cancel the agreement to occupy the site. Where no crime is committed but activities such as causing a nuisance, domestic disturbance, or rowdiness etc then the provisions of this clause will also apply.

All damages must be paid for in full before leaving the park.





Failure to remove your caravan / motorhome / tent will entitle the Council to remove/store any such items and the costs involved will be recovered by the Council. The Council shall not be liable for any injury, damage or loss caused to any such item or its contents during its removal and storage.

### **No Trading**

No trading is allowed within Pembrey Country Park (and this includes the campsite) without a written agreement and permission of the Commercial and Facilities Manager. The management have the right to revoke bookings and access to the park if you are found to be trading without permission. If found to be in breach of this rule, contracts will be terminated with immediate effect.

### **Outdoor Recreation Team Members**

Carmarthenshire County Council staff have the right to work in an abuse free environment and any form of abuse, violence or threats could lead to removal from the campsite or your pitch cancelled. In this instance there will be no recompense or refund in any fees paid.

This can be in many forms including, but not limited to:-

swearing • shouting • assaulting • intimidating • threatening • name-calling • obstructing • following/stalking • naming on social media • written aggression (e.g. email/letters etc)  
or any other behaviour that makes the team member feel intimidated, threatened, or uncomfortable

### **Campsite Access**

Campsite check in is between 2pm and 8pm but please consider evenings being dark at the start and end of the season.

The post code for Pembrey Country Park is SA16 OEJ. The Visitor Centre is located on the right approximately 500m in from the main entrance barrier.

The campsite access road is on the right just after the Visitor Centre. All visitors must adhere to the speed limit.

### **Pembrey Country Park Entry**

The country park and campsite operate an Automated Numberplate Recognition (ANPR) barrier system. Please provide the correct number plates when booking to ensure your vehicle is recognised. It is important that the correct details are given before arriving (any amendments must be emailed to us at least 24 hours before arrival).

- Once checked in by a member of staff, the entry barrier to Pembrey Country Park will open automatically.
- Drivers MUST NOT proceed through the barrier until the arm is FULLY OPEN and has come to a complete stop.
- Drivers must proceed through the barrier and NOT STOP until their vehicle and caravan are completely clear of the barrier area.
- There is an intercom system which is operational 24 hours a day if you encounter any issues.





- You must not tail gate a vehicle in front of yours, this could result in the barrier being damaged which you would be liable for.

## Campsite Entry

On the day of arrival please arrive **between 2pm and 8pm only**.

- On arrival, please pull into the layby and a member of the campsite team will take you to your pitch and explain how to set up. If you don't set up as advised, you will be asked to rearrange your set up to the correct way.
- Please ensure you have provided the correct number plates before arrival (a minimum of 24 hours' notice is required).
- There is a barrier at the entrance to the campsite and this is a Automated Numberplate Recognition (ANPR) system too. Please approach the barrier slowly.
- If you have not provided the correct registration number for your vehicle, you will NOT be able to enter the campsite. You must wait at the barrier for a member of staff to assist or press the intercom button and wait for an answer.

**Check in to the campsite will not be allowed after 8pm.** We ask where possible to restrict vehicle movement around the campsite after 10pm to keep noise levels at a minimum.

**We advise you to check sunset times before arrival, so you are not pitching in the dark.**

If your vehicle is registered, you will be able to access the park and campsite at all times after check in.

## Check out and leaving the park

All pitches must be vacated by 12 noon on the day of departure. You can move your vehicle/ unit to other areas of the park and continue to use the park for the remainder of the day (up to 10pm) but you must leave the campsite by 12noon. **No refunds will be given for departing early.**

When leaving the park, the barrier will automatically open as your vehicle approaches, providing you have provided the correct registration number for your vehicle.

As the barrier opens upwards, drivers must ensure that they stop at a safe distance from the barrier allowing it to open without obstruction. Again, drivers **MUST NOT** proceed through the barrier until the arm is FULLY OPEN and has come to a complete stop. Any problems please press the intercom. Any park tickets bought are non-refundable.

The Council reserves the right to introduce additional security measures at any time.

## Your Pitch

### Occupation of pitch

The occupation of the pitch must be in accordance with these rules and regulations.

### Pick your Pitch





There is an option to pick your pitch, you can select and pay for a maximum of 3 pitches together, however as the booker you will be the 'responsible person' for the behaviour of all parties within your group and future bookings may be refused if the rules are broken by your group members.

Sometimes there are circumstances beyond our control that means your pick your pitch may not be available; in this instance we will always try to meet your preference. If you do not choose this option, your pitch will be allocated on the day of arrival.

### **Pitch Set Up**

- A member of campsite staff will take you to your pitch on arrival and give specific instructions on how to layout your unit / awning/ vehicle etc.
- We reserve the right to request campers to relocate their tents or vehicles if it is felt that it may pose a health and safety hazard or impose on the privacy of other campers.
- Occupiers must not encroach or obstruct the 3-metre safety zone at the back of each pitch.
- Each pitch is 10m x 10m in size. Only one unit is allowed per pitch.
- A unit is defined as a tent; trailer tent; folding camper; camper van; motorhome or touring caravan.
- People must be in a unit suitable for sleeping accommodation (not a car or gazebo).
- Two vehicles will be allowed access to campsite per pitch, one vehicle MUST fit within the 10m x 10m space, you are able to bring a second vehicle into the campsite but this must be parked in the campsite car parking areas.
- There is a maximum of 8 persons allowed per unit/pitch (max 4 adults).
- No unit shall be used for sleeping accommodation by a greater number of persons at any one time than the number which the unit is designed to accommodate.
- Persons under 18 years of age are not able to attend without an adult.
- This is a touring caravan park we cannot accommodate those using caravans, tents, or motorhomes for residential or employment purposes.
- Please ensure you and your occupants use the central runway and designated walkways, please do not cross other campsite users' pitches.

### **Awnings/Caravans/Trailer tents**

- We do allow one awning per pitch; this must be specified at the time of booking and only of this fits along with your sleeping unit and car within the 10m x 10m.
- No electric fan heaters are permitted in awnings.
- You must not charge electrical items within awnings or tents when unoccupied.
- In case of adverse weather conditions, awnings are to be taken down to avoid damage to yours or others property. We advise guests to be mindful of forecasted weather conditions
- Please ensure your insurance covers damage to additional equipment (like awnings) as well as your unit.

### **Gazebos/Tents/ Other**





- Only 1 tent is permitted within the allocated pitch area.
- Gazebos and tents must fit within the allocated pitch (including guy ropes) as well as one vehicle.
- Generic windbreakers are allowed provided they are kept well clear of neighbouring pitches, and they are removed when not in occupation.
- No electric fan heaters are permitted in awnings or tents.

## Vehicles

- One car is permitted per pitch and must be registered to your pitch. A fee for a second vehicle is applicable if required.
- The first vehicle MUST fit within the 10m x 10m space, a second vehicle (if applicable) must be parked in the campsite car parking areas.
- No persons shall be allowed to sleep in a vehicle which has not been designed for that purpose.
- All vehicles must be legal and roadworthy.
- Number plates can only be amended on the booking system if the car is changed, please do not amend or request for family or friends attending the site as this will be declined.
- All visitors must park outside of the campsite and walk in, they can pay the daily parking fee at the pay stations.
- Please observe a 5mph speed limit within the campsite and a 15-mph speed limit within the remainder of the park.
- The riding of offroad motorbikes, electric scooters, electric go carts and quads off road are strictly prohibited within the boundaries of the park.
- Vans and commercial vehicles may not be allowed to park on the pitch where they infringe the 3-metre safety zone.
- Campers must ensure there are no obstructions on paths or roads with vehicles or any other by any other means.
- Where units are very large then they need to ensure that the 3-metre safety zone at the back of the pitch is always maintained.
- The Council reserves the right to stop cars and other vehicles from entering the campsite area when appropriate.

## Electric Car charging

- Electric points are for electrifying household items within your unit only and are **NOT** to be used to charge any vehicles including cars, bikes etc.
- If you wish to charge a car, please use the specific charging points for vehicles in Car Park 6 and there is E-bike charging points in the ski car park.
- The electric points are not designed to charge vehicles.

## Maintenance of Pitches

- Customers must keep their pitch and facilities in a clean and tidy condition during their stay and leave the pitch and facilities in the condition in which they found it.





- When arriving and leaving site it is important that you take care not to damage your pitch.

## Safety

### Electrical Supply, Gas Supplies and Fire Safety

- Caravan and motorhome occupants must be protected, and personal safety is paramount. All occupants must keep and maintain fire extinguishers and smoke detectors at the caravan/motorhome which must be regularly maintained.
- Gas bottles must be secured.
- It is recommended that annual checks on gas flues and ventilation are made, and electrical systems are also checked regularly.
- All equipment, such as gas and electrical appliances, vehicles, camping gear etc. supplied or used by campers must comply with current legislation and regulations and all safety requirements.
- It is the responsibility of the agreement holder to ensure that the mains electrical cable from the hook up point to the unit is safe and the hook up point of your own installation is safe (it must have a built in RCD).
- The electric cable must be a minimum length of 15m to ensure you can reach your hook up point.
- The hook-up points comply with the British Standard BS EN 60309-2.
- Pay As You Go Electric Pitches can provide a maximum of 16amps – maximum of 3.1kw at any one time.
- Fully Serviced Pitches can provide a maximum of 16amps – maximum of 3.1kw at any one time.
- Please ask a campsite warden if you are unsure on what you can power from your hook up.
- If for any reason, the electricity supply to the hook up point fails due to the fault of the Council, we will aim to fix this within 24 hours, we will wherever possible and have availability, move you to an alternative pitch during this time.
- The Council will not be responsible for any loss of electricity which is the responsibility of/or caused by a third party and out of its control.

### Electric Pitches (Pay as You Go)

#### How to purchase your electric

Pre load before arrival via your guest area which you can find on our website [Secure Booking](#) use your booking reference , select 'view booking' then 'add extras'.

Alternatively you can purchase on the day through E Pitch, you will need PCP/ followed by the last 6 digits of your booking reference together within the pin located on your electric point [ePitch | Home Page](#)

Electric is charged at the rate the supplier charges us which is approx. 34p per kwh , this may fluctuate throughout the season

To see your average usage you can currently do this through the e pitch portal, this will be through our guest area in the future.



If the balance on your electric account gets to £1.50, a text alert will be sent from e pitch, however only 1 text will be sent and if out of range you might not get this so we recommend keeping an eye on your balance via e pitch.

Please also refer to the Q & A within our website [FAQ's - Pembrey Country Park and Beach](#)

### **Terms and condition of purchase**

Any person attempting to receive electric through any deceitful means will be evicted from site immediately with no recompense or refund for their booking.

Any person who attempts to receive electric from another person pitch will be evicted from site immediately with no recompense or refund for their booking

Any damage to a pitch holders goods (such as food in the fridge) due to not having enough electric credit is not the responsibility of Pembrey Country Park

No Halogen heaters to be used due to the high voltage

### **Refunds**

If you do not use all of your electric please do not worry we refund the difference minus a charge of £1.50 per transaction after your stay.

**We advise you only buy enough electric for your stay, and you cannot transfer balances to future bookings.**

### **Fully Serviced Pitches**

Fully serviced pitches fees include electric.

### **Water**

- For fully serviced pitches, campers will need a pipe of approximately 20m long to reach the water point.
- Fully serviced pitches can drain grey wastewater into the drains provided (wastewater from the shower and sinks)
- All toilet wastewaters must be emptied into the Elsan points located within the campsite.
- Please respect our water meter, please **do not** wash cars, motorhomes, and caravans.

### **Campsite Amenity Blocks**

- There are two amenity blocks.
- Within each amenity block there are toilets, a disabled access toilet, showers, baby changing area and family changing areas .
- Outside each amenity blocks is a bin compound, a place for washing dishes and an Elsan point.
- We do not have a laundrette or tumble driers, the nearest is located in the local town of Burry Port.
- There is a Changing Places facility available at the Ski Centre.





- Shower facilities will be closed between midnight and 5am, toilet facilities will remain open during these times
- Please leave the facilities as you would expect to find them.
- Food waste bins are located at the sink areas for washing up, please put food waste into a compostable bag before putting it in the bin.
- Please respect our facilities, children under 10 years must be always supervised whilst using the amenity blocks
- Please no drinking/eating/smoking or vaping within the facilities.
- No bikes/scooters allowed in the amenity blocks

### Cleaning Operations

- The utility blocks are cleaned fully twice a day. We have male and female attendants.
- When cleaning is in progress appropriate doors will be locked and signs erected.
- Should toilet roll paper run out between cleans or if the amenity block were not of the standard you would normally expect, please contact a Campsite Warden

### Fires and BBQ's

- No open campfires are permitted at any time on the park or the campsite.
- Free standing BBQs are allowed provided they have a protective lid, and a perimeter surround to prevent ash blowing and do not cause an annoyance to others.
- Covered fire pits, made for this purpose – with a mesh lid and off the ground are permitted once checked by campsite wardens. They must have a perimeter surround to prevent ash blowing and do not cause an annoyance to others. A form of extinguisher such as a water bucket, water bottle or fire extinguisher must be on hand whilst the fire is lit.
- BBQ's and small fire pits are not allowed to be placed directly on the ground. The use of disposable BBQs is NOT permitted in the site unless they are 300mm (1ft.) off the ground as they cause burn damage to grass and present a danger.
- BBQ's and fire pits must be extinguished fully after use and the ash disposed in appropriate containers on site, **NOT IN HEDGES OR GRASSED AREAS**. Please see site map which is included in the welcome pack for the location of the BBQ disposal bin.
- Please ensure all fires are extinguished when not supervised.
- Please note that due to weather conditions these rules may change and could be prohibited at the Campsite Warden's discretion without notice at any time.
- No BBQs or fires are permitted on the beach at any time
- No Fireworks, Bonfires or Chinese Lanterns are permitted within the campsite, the country park or on the beach.
- In the event of ash damaging vehicles or property of another customer, the matter will need to be resolved between both parties involved.



- Open fires of any description are **NOT** permitted. Anyone found undertaking activities that damage ground conditions or the park environment will be dealt with as per details outlined in **NON-COMPLIANCE WITH RULES**.

### Generators

- Small silent generators are permissible. (they must be of low decibel level and suitable for use on camp/caravan sites), fuel must be stored in small quantities in small containers approved for the purpose
- All generators supplied or used by campers must comply with current legislation and regulations and all safety requirements.
- Periodic use is limited to 2 hours continued use at any one time, with at least 1 hour gap between uses. Generator use is limited to between 10am and 12noon and 5pm and 7pm.

### In the event of a fire in a caravan, motorhome, tent or in the amenity block:

- Ensure that the unit/premises are evacuated
- Raise the alarm
- Call the fire brigade (999) from nearest phone or using an available mobile
- Listen to and follow all instructions from staff members
- Site users should assemble at the nearest designated assembly point.
- Please remember that you are in a woodland area which ignites very easily if the appropriate conditions prevail.
- Please follow Fire Procedures displayed around the campsite
- If the campsite is evacuated, you must follow council staff instructions.

### Reporting of accidents and emergencies

Please ensure that you report any accidents / incidents to the Visitor Centre or Campsite Warden immediately so they can be documented, and appropriate action taken.

## In case of an emergency, of fire, or medical emergency call 999

### Pets

Dogs are very welcome, but the following conditions apply: -

- Dogs must be always kept on leads within the following areas: -
- **All of campsite**
- Around the restaurant areas
- Around activity areas such as golf
- Around play areas (dogs are not allowed within play areas).

Well behaved dogs with excellent recall can be let off the lead in other areas of the park, if you are asked to put your dog back on the lead by a member of staff you must put them on the lead.





- Dogs must not be left unattended for long periods of time.
- Dogs must not be left unattended within vehicles.
- Dog owners must ensure their pet does not cause any annoyance to other site users.
- Any fouling must be cleared up immediately and put into the general waste bins provided.
- If a dog bites an individual or another animal, the appropriate authority will be notified, and the matter investigated accordingly.
- Domestic cats are **NOT** permitted
- Dogs are not allowed in the childrens play areas
- Maximum number of 3 dogs allowed per pitch.
- Dogs which may be classed dangerous breeds e.g.: pit bull terrier; japanese tosa; dogo argentino; fila brasileira are **not** permitted.

## Waste

### Litter and Recycling

There are bin compounds within the campsite for your waste, all waste must be segregated and disposed of in the relevant bins. This is a Welsh Government Law for 2024 for Campsites and is not optional. This should be carefully explained to children if they take waste to the bins

The different categories are: -

- **Food**
- **Paper/Card**
- **Glass**
- **Metal, Plastic and cartons.**

Doing this will help Wales's commitments to reach zero waste and reduce carbon emissions by 2050.

- Please ensure the plastic, glass and cans are washed before putting in the recycling bins. You will need to take them directly to the bin areas and sort into the correct bins.
- There are also bins for general waste, but we ask that you try to keep this to a minimum.
- We ask that all our visitors join us in the campaign for zero waste and working towards meeting our recycling targets.
- Please ensure you empty your bins into the main bays regularly.
- Scraps of food must not be left out for the birds or other animals as this will encourage vermin, please ensure that you do not put bags on the side, they must go in the correct bins as signposted.

### Fly Tipping

- All large items that you wish to dispose of must be removed and disposed of offsite and not left within the bin bays.
- Disposal of bicycles, furniture or electrical items is not permitted. Anyone found to be doing can be prosecuted and fined for fly tipping. Please take large items home with you to be disposed.





## Chemical Waste

- All chemical toilet waste must be emptied into the designated Elsan waste points, please do not put any form of wet wipe or sanitary products down these as it will cause blockages.

## Sanitary Waste

- Sanitary bins are provided in the ladies toilets and within the unisex disabled toilets.
- Nappy bins are provided in the baby changing toilet block in the family areas both amenity blocks.

## Other Rules and Regulations

### Noise and Anti-Social Behaviour

This is a family friendly campsite, and we do not encourage large group bookings, a maximum of three groups can be booked together (3 units). We reserve the right to ask you to leave and cancel your booking without refund if you are in breach of this term.

Our quiet time is between 10.30pm and 8am we ask that all music, tv and chatter must not be loud enough to disturb other campers.

- No amplified/ loud music is permitted at any time
- Car idling is not permitted at any time

Please be mindful that other visitors are here to enjoy their stay, therefore no bad language from anyone. If complaints are made from other campers this will be investigated, and you may be asked to leave the campsite.

### Recreational Activities

- Several facilities within the park such as the the National Closed Road Circuit, beach; play areas; bear trail; are free to use.
- The following activities are subject to additional fees and are not included in your fees: crazy golf; disk golf; pitch and putt golf; foot golf, ski centre activities; toboggan ride; bike hire.
- These activities can be booked in advance of arriving via [Plan your visit - Pembrey Country Park and Beach](#)
- Other activities available within the park such as surf lessons; laser tag and the miniature railway; national closed road circuit; archery are run by private operators; links to their webpages for further information are also listed on the 'plan your visit' page.
- No Football/cricket/tennis etc. to be play on the campsite due to the damage this could cause to people's property, why not try badminton, or take the equipment out into the park or within the small play area to enjoy these games.
- We love to see people cycling and we encourage everyone to use their bikes, we just ask for people to use them safely and do not go in between other people's pitches.
- The park has a pump track and the National Closed Road Cycling track and a wonderful coastal path.





- E-scooters or electric go carts are not permitted within the park or campsite at any time. They are illegal to use in Wales.
- The use/flying of drones, model aircraft and other similar equipment is not allowed within the campsite, nor the park. on any Carmarthenshire County Council property without written permission
- No fishing; swimming; boating or paddling is allowed within the ponds in the park.

### Children

- Please note all children must be supervised at all times both in the campsite and the country park.
- Children (under 18) must **NOT** be left unattended in the park or campsite.
- Do not allow children to play around the water taps, these are for drinking water and not for filling up of water balloons, please also respect our water meter and do not wash caravans.
- If your child or a child within your party is found to be damaging equipment (such as playground or funfair rides) this will be classed as a breach of the rules and regulations and the breach of terms process will apply. As the original booker you would also be liable for any damage caused.
- Please advise children within your group to pay attention to anything a council officer asks them to do (or stop doing!).

### Missing Children

In the event of a missing child, as a parent or guardian please contact the emergency services if you feel you need to do so. Please contact any member of staff who will assist until the emergency services arrive or the child is finally located.

### Campsite Staff, Complaints and Reporting Issues

- If you have a complaint or want to report an issue, please use the following procedure: -
  - In the first instance speak to a member of campsite staff where they will aim to deal with your issues straight away.
  - If you are not satisfied that your issue has been resolved, then a campsite warden will be called to deal with the issue.
  - If you are still not satisfied that your issue has still not been resolved, then please email [camp Pembrey@carmarthenshire.gov.uk](mailto:camp Pembrey@carmarthenshire.gov.uk) whereupon the Operations Manager or in their absence the Business Manager will try and resolve and respond to you with the actions that have been taken.
  - If you are not satisfied following this then a complaint will need to be made via the council's corporate complaints team. [Comments Complaints and Compliments - My Account](#)
- Campsite Wardens can instruct campers to vacate their pitch immediately if any of the rules and regulations are breached or following a serious complaint.
- Campsite Wardens are available between 12noon and 8pm daily during the season.
- Campsite staff are available, for emergencies only, during the hours of 8pm and 9am. The Visitor Centre is open 10am until 4pm daily during the season.





**All staff have the right to be treated with respect. Violence, aggression, harassment or intimidating behaviour is unacceptable in any form.**

## **Other**

### **Visitors**

- Campsite visitors are permitted, they are however required to pay the country park daily parking rates whether they are using the other facilities within the park or not.
- Visitors are not able to park within the campsite. There are several car parks located close by.

### **Smoking**

- Smoking/Electronic Cigarettes are prohibited within all buildings in the park.

### **Illegal substances/Offensive weapons**

- No illegal substances or offensive weapons may be brought onto the park. If any illegal substances or illegal weapons are discovered or suspected; then it will be reported to the Police.

### **Wildlife at the Campsite**

- The campsite and surrounding country park are home to a wide variety of wildlife, including foxes, badgers, grey squirrels, moles, hornets, wasps, bees and ants.
- The presence of wildlife is part of having a campsite in the countryside.
- Guests are advised to report any issue and seek advice from the campsite team who can offer advice on set up.
- No guest to the campsite is permitted to conduct any activity which will cause harm to wildlife.
- All wildlife on Carmarthenshire County Council property is protected.
- The reasonable use of ant powder is permitted but no other pesticide may be used.

### **Construction works**

From time to time, it will be necessary to carry out works of construction, repair and maintenance on the park, the site or in the vicinity of the park, wherever possible management will endeavour to keep you informed.

Where such works are necessary this will not entitle anyone or any pitch holder to a refund in part or in whole.

**The Council reserves the right to amend, alter, add, or withdraw these Rules and Regulations without prior notice.**

**Please read the country park rules on our website for further information**

**Useful Telephone Numbers:**









<b>Pembrey Country Park Visitor Centre</b>	<b>01554 742435</b>
<b>On call warden – For emergencies only between 20:00hrs and 8:00 hours</b>	<b>07795646322</b>
<b>Burry Port Police Station</b>	<b>01267 222020</b>
<b>Glangwili General Hospital, Dolgwili Rd, Carmarthen SA31 2AF (24hr A&amp;E)</b>	<b>01267 235151</b>
<b>NHS Direct Wales</b>	<b>0845 46 47</b>

**Pembrey Country Park**  
Pembrey, Llanelli, Carmarthenshire SA16 0EJ.

 01554 742435

 [www.pembreycountrypark.wales](http://www.pembreycountrypark.wales)

 : [camppembrey@carmarthenshire.gov.uk](mailto:camppembrey@carmarthenshire.gov.uk)