

Terms and Conditions

Please read this document before you book your stay at North Shore Sligo, as it contains important information about:

- Bookings, Payments and Cancellations policies
- Your stay at North Shore Sligo
- Departure
- Other Useful information

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Bookings, Payments and Cancellations policies

Visit our website www.northshoresligo.ie or call our Team on +353 (0)85 2691774 to make a booking. You must be over 18 to make a booking.

For direct bookings via our website we require a minimum payment of 20% of the total cost of your stay to secure your booking. The balance will be deducted 14 days before your arrival date from the card used to make the original booking. If you wish to pay using a different card please call us on the number above. You may also opt to pay the full cost of your stay when booking.

Bookings made via other channels such as booking.com or airbnb.com may be subject to channel specific payment terms.

If you book your stay less than 14 days prior to your arrival date, full payment will be taken at that time. Details of our cancellation policy is provided in later sections.

Stay Durations

- All stays at North Shore are a minimum of 2 nights duration.
- Check-in is possible on; Monday, Wednesday, Friday or Saturday.
- Check-out is possible on; Monday, Wednesday, Friday or Sunday.

Example stays are;

Duration	Check-in (From 4pm)	Check-out (By 11am)
2 night stay	Monday	Wednesday
2 night stay	Wednesday	Friday
2 night stay	Friday	Sunday
2 night stay	Saturday	Monday
3 night stay	Friday	Monday
4 night stay	Monday	Friday
4 night stay	Wednesday	Sunday
4 night stay	Saturday	Wednesday
5 night stay	Wednesday	Monday
5 night stay	Friday	Wednesday
6 night stay	Monday	Sunday
6 night stay	Saturday	Friday
7 night stay	Monday	Monday
7 night stay	Wednesday	Wednesday
7 night stay	Friday	Friday

Longer stays are possible up to a maximum stay of 14 nights.
Check-in is from 4pm on day of arrival and check-out by 11am on day of departure.

Payment Confirmation

Once you make a booking we will send you an electronic confirmation showing the price for your stay, details of payment received and any outstanding balance. If any of the details are incorrect, or change, in particular your contact details you must inform our Team as soon as possible.

It is your responsibility to pay any remaining amount due in line with the payment confirmation terms received. We reserve the right to cancel your booking and retain non-refundable booking deposits.

Our Agreement (Contract)

When we receive the required payment (deposit or full amount) and you receive a payment confirmation a contract is formed. You should receive a confirmation within 24 hours of payment. If you do not, please contact us immediately. A contract will be deemed in place 24 hours following receipt of payment, unless you contact us to the contrary.

Our contract with you binds you and all members of your party, including children and any day visitors. You must ensure that all members of your party are aware of, and accept all of this agreement. Our agreement continues until the last member of your party has left the North Shore Sligo site.

Information about your party

We have the right to obtain the name, age, address and gender of each member of your party before confirming your booking or at any time. You (the booker) must be a member of your party unless we agree otherwise. Failure to provide us with full details of the make-up of your party prior to your arrival may result in access to your site being delayed or denied.

What's included in the price

- The most up to date prices for cabins are shown on our website. The agreed price for your stay will be quoted when you make a booking and will be shown on the confirmation. Any prices shown on our website or other communications are subject to regular review and may change.
- Use of your cabin for the maximum number of guests we indicate and any other amenities or services described as included in the price of your break in the information provided to you.
- A cot and/or high chair can be provided, once it is requested at the time of booking.

What's not included in the price

- Insurance, which must be purchased separately.
- Cot linen and other children's equipment for your cabin;
- We may offer extras which will be available on our website and may be updated from time to time.
- All prices include VAT at the appropriate rate. We reserve the right to increase or decrease prices in line with any change in VAT or any other dues or fees levied on your break.

Changing your booking

You may change your booking with us for any reason, provided the change is made 30 days or more before your start date. The change is subject to availability and an amendment charge may apply to cover our administration costs.

You may only change your start date once, otherwise the change will be treated as a cancellation and a fee will apply (see cancellation policy below).

Please note that any change of date may involve a change in price of your break and an amendment charge being payable. The price payable is the greater of:

- Your original break cost; or
- The price for your revised break change which applies at the time of your change.
- No difference will be refunded except where a change of date results in a lower price.

Prevented from taking your break

If you are prevented from taking your break, please contact our Team on +353 (0)85 2691774 at the earliest opportunity. We will do our best to assist. You may not transfer your booking to anyone without our consent. We will not consent to a transfer where the person or party concerned does not meet our requirements.

Cancellation by you

You may cancel your break at any time, however the amount refunded will depend on when the cancellation is made.

Number of days prior to arrival date, that cancellation is received by us	Refund
14 days or more	100% refund
14 days or less	Total cost less cost of first night
No show	No refund

In order to cancel your break, please telephone our Team on +353 (0)85 2691774 (Mon-Fri, 9am-5.30pm) or email team@northshoresligo.ie. Cancellations by email are subject to confirmation by us.

Cancellation and changes by us

We have the right, at our sole discretion, to refuse to confirm any reservation. Where we have indicated that we will not accept a booking from you or accept your presence on our site, we reserve the right at our sole discretion to cancel any booking you may have made or refuse to allow you to enter our site or to ask you to leave our site. If we do so (subject to the provisions of the paragraph below) we will refund any payment made but will not pay any compensation.

We have the right to cancel your booking, or to instruct you or your party to leave the site immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly terms relating to behaviour and conduct.

Refunds

Credit or debit card payments will be refunded to the same card used for the booking less any non-refundable deposit and any other non-refundable amounts. Cheque refunds will be made to the person named on the confirmation.

Special Requirements or Disabilities

We aim to ensure that our services are as accessible as reasonably possible so it is important that we are fully apprised of any needs, requirements and conditions prior to any booking being concluded. Please ring our Team on +353 (0)85 2691774 who will be happy to discuss with you availability, suitability and potential reasonable adjustments, including any requirement for a guest to be accompanied by someone who is able to provide for any particular needs they may have over and above any reasonable adjustments we are able to make.

We rely on the information you provide to help us anticipate and satisfy your needs. We therefore require you to update us with any change in circumstances prior to and during your stay.

Group Bookings, Corporate or Other

Group bookings for two or more cabins and/or is to include members from an organisation/institution/similar body or those benefiting from activities organised by third parties, for example, charities, local authorities, and the like, you must provide the following before we can confirm your booking:

- The name and type of organisation/institution (if applicable); and
- Any other information we may reasonably require.

Where the majority of the party is under 21 or includes any person(s) who are normally closely supervised, there must be sufficient capable and responsible adults over the age of 21, in every cabin to provide adequate supervision for the party and each member of it. One such identified person must be present for the duration of the break and accept overall responsibility for the whole party. The name and contact details of this person must also be confirmed prior to on arrival at our site.

If we incur costs in providing assistance or supervision to your party we reserve the right to claim compensation from you.

Group bookings are welcome with the understanding that from 10pm we ask guests to respect the need for privacy and quiet by other guests. The site is not suitable for playing music outside after 10pm. The site is not suitable for stag, hen or similar parties.

Your stay at North Shore Sligo

Our aim is to provide a relaxed break in a natural and peaceful environment. To ensure the maximum enjoyment of your break and that of all our other guests you must comply with all of the requirements in this agreement. We draw your particular attention to the paragraphs below and to the safety and other information you will receive on or before arrival. You must also note and comply with all verbal or written guidance, especially safety guidance supplied to you by us or one of our staff. You must comply with all notices..

Arrival

- Check in for your cabin will be available from 4pm.
- We will contact you by email at least 24 hours prior to your arrival with your cabin details including code for the key security box at the cabin entrance (Security box located in porch to the right of front door.)
- After you have unloaded your car, we request that you park in the main carpark located at the site entrance. The small parking / turning area close to the cabins is only to be used to unload or load your car and must be kept clear to provide access to the Emergency Services.
- Caravans, campervans and mobile homes are not permitted on our site.

Behaviour and compliance with our agreement

You are responsible for the behaviour of all members of your party. Behaviour should be in keeping with the natural and peaceful environment and should not be excessive, noisy or disruptive, especially at night.

- Offensive or illegal behaviour will not be tolerated and may result in police involvement.

- Offensive or aggressive behaviour or language towards our staff is not acceptable. We may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of anyone, or is likely, in our belief, to breach any of this agreement.
- No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

Dogs or other pets

Dogs or other pets are not permitted on the North Shore site. We reserve the right to immediately cancel a booking if a dog or pet is brought onto the site. The full booking payment will be non-refundable.

Supervision of Children

There must be at least one capable and responsible adult over the age of 21 in every cabin. You are responsible for the supervision of all members of your party under the age of 21.

Anyone not supervising their children responsibly may be asked to put appropriate arrangements in place or to leave the site.

Child Protection

It is our policy to investigate any incident or allegation of concern, or assist any proper enquiries about a child staying at our site and to refer the matter to an appropriate external organisation should we consider it necessary/appropriate.

Cabins

- You must use your cabin and its contents with care and leave it in a clean and tidy condition on departure. We reserve the right to charge you for any extra cleaning, missing items or damage.
- Toiletries are free to use during your stay, but if removed we will charge for them. We reserve the right to charge your credit/debit card for any items not declared through the check-out process.
- To avoid risk of fire use of candles is prohibited in our cabins.
- We reserve the right to enter your cabin at any time for any reasonable purpose, for example, to make checks, maintenance work or housekeeping. Your occupation is not exclusive.
- The members of your party and the allocation of guests in each cabin must remain the same for the whole of your stay.
- The maximum number of guests in each cabin must not be exceeded. If it is, we may move those additional persons to another cabin(s) and will charge you or them the

appropriate full charge for the additional cabin(s), from the date your party arrived for the break. If no other cabin is available, additional guests could be refused.

Cabin Firepits

- Firepits are located on each cabin patio for your enjoyment during your stay.
- A small quantity of complimentary timber logs and timber kindling are provided, along with firelighters and matches. (Additional logs can be purchased if required at local retailers)
- Only timber may be burned in firepits.
- Firepits must be supervised at all times by a responsible adult and never left unattended.
- All guests must act with due care around the firepit at all times.
- Children must be supervised at all times in proximity to firepits.
- Guests must ensure the firepit is fully extinguished before leaving it. Sand is provided at each cabin patio for this purpose.

Car Park and Driving on Site

- All vehicles should be parked in the main car park located at the entrance to our site. Vehicular access to the cabins is required for the Emergency services and maintenance vehicles. This roadway cannot be obstructed at any time.
- We will not be liable for any damage caused to your vehicle if it is not parked in a specified area and it obstructs an Emergency services vehicle.
- At all times please give way to pedestrians and cyclists, keep to within the 10 mph speed limit.
- Please use great care when driving. Logs, boulders, and posts are placed to prevent damage to green areas and unauthorised parking. No liability is accepted for any damage caused by these markers unless due to our negligence.

Security of Your Property

Your personal belongings are your responsibility during your break with us. Vehicles parked on our property are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items on parking.

Appropriate Insurance is strongly recommended

We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.

We will offer reasonable help to assist you in tracing lost items.

Environment and Nature

Our site is in a rural village location. While guests are free to enjoy our site we do ask for that all property and facilities are treated carefully and appropriately.

We ask guests to be mindful of the natural environment and help us protect our beautiful outdoor spaces. There are large numbers of young trees and saplings planted around the site, particularly in hedgerows and boundaries and we ask guests to take particular care to avoid damaging these.

Our site is bounded by agricultural land and at times sheep and other farm animals may be in the surrounding fields. We ask guests not to cause animals any undue stress if they are close by.

Waste facilities

All cabins have waste bins for general waste, recycling and compost. In the interest of the environment we ask guests to separate waste appropriately. Should you need to empty cabin bins, our communal waste facilities are located to the front of the site, behind the reception area.

Safety

You are required to follow any safety advice provided to you during your stay. Please note in particular:

- Vehicles should be parked in the main car park and guests should not need to drive on site, except when arriving or departing the site
- Guests are not permitted to bring their own barbecues to site and fires are strictly limited to the patio firepits provided.
- Particular care should be taken that you do not do anything which might cause a fire. E.g. You must dispose of cigarettes responsibly. In the case of a prolonged period of dry weather where woodland or grassland may be at heightened risk of fire, we reserve the right to remove firepits temporarily from the site.
- Fireworks may not be brought onto or used at our site.
- There is a small stream flowing through our site and we ask guests to be careful in its vicinity. Children must be properly supervised at all times.
- Dangerous items including, knives, firearms / guns, air weapons, archery equipment, fireworks (including sparklers), illegal substances or similar items may not be brought onto any site under any circumstances by you or anyone in your party.

Smoking policy

Smoking (including e-cigarettes) is not permitted in the cabins or any other buildings.

Noise

All our guests are requested to keep noise at reasonable levels so as not to disturb other visitors. The site is not suitable for playing music outside after 10pm.

Photography

Only non-intrusive photography of your own party and friends is permitted on our sites. You may not carry out photography for commercial purposes, publication or similar purposes in any part of our sites.

We take photographs and videos for promotional and training purposes and we occasionally receive requests from others to film/photograph on the sites. Please be aware that filming may be in progress during your break. Should you not wish to appear in any such material please let us know.

Internet – Wireless access

We do not currently provide wireless internet access in our cabins. The locality generally has good mobile phone and mobile internet reception.

Site Improvement and Maintenance

We are continually improving the facilities on our site and during your stay there may be development or improvements work going on in certain areas of the site. Whilst we take steps to reduce the impact of such works, you may experience noise and visual disturbance.

Maintenance work or housekeeping tasks are undertaken in and around your cabin during your stay, although in such circumstances we try to minimise any inconvenience.

Departure

Check-out

You must vacate your cabin by 11am at the latest on your day of departure.

Your cabin key should be placed in the key security box in the cabin porch and the box locked. Alternately it may be returned to our Reception if it is open. A charge will be applied for un-returned keys.

You are welcome to continue to enjoy the site throughout your day of departure but you must leave by 3pm.

Damage and Compensation Payable by you

By booking you agree that we have the right either during or after your stay to recover from you, whether via the credit/charge or debit card used to pay for the break or otherwise, the costs of:

- Any property or cabin damage; and/or
- any compensation we may pay to others; and/or
- any other costs, fees or levies which we may incur, resulting from your or any member of your party action or inaction and from any breach of this agreement.

Other Useful Information

Our Eircode : **F91 FTX2**

Address: North Shore Sligo, Cloontyprocklis, Grange, Co Sligo.

Phone: +353 (0)85 2691774

Medical Information and Emergencies

Sligo University Hospital is located 15km from Grange on the north side of Sligo Town. **The Accident and Emergency** Department provides services 24/7, 365 days of the year.

Contact: +353 (0)71 9174504.

Address: Emergency Department, Sligo University Hospital, The Mall, Sligo F91 H684.

CAREDOC provides an out of hours doctors service for patients with urgent medical problems. Opening hours 6pm – 9 am Monday to Friday

24/ hours Saturday, Sunday and all Public Holidays.

Contact: 0818 365399.

Address: Caredoc Treatment Centre, Primary Care Building, Barrack St., Sligo F91 Y8EK

Emergency Services can be contacted on 999 or 112.

Grange Pharmacy is located in Grange village. It is open Monday to Friday 9am to 6:30pm and Saturday 9am to 6pm. Closed Sunday.

Contact: +353 (0)71 73838.

Address: Aghagad, Grange, Co. Sligo F91 V218

Medical Conditions – Infectious or Contagious

You should inform us immediately if, within 4 weeks prior to your arrival date or during your break, any member of your party has, or develops, an infectious or contagious medical condition. If so, we have the right to:

- refuse to accept your booking or
- cancel your break; or
- ask any member of your party to leave the site immediately, should we, at our discretion consider it necessary to protect the health of other guests, staff or the general public

Things Beyond our Control

We cannot take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control. Neither can we accept any liability for any injury, loss or damage you suffer because of events beyond our control. Events beyond our control include, but are not limited to: fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, epidemics and pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and unavoidable technical problems with transport.

In the event of adverse weather, your booking will only be refunded if our site is closed. If you cannot travel due to adverse weather, we will do our best to move your booking to an alternative date, but refunds will not be provided. If your new break is more expensive, you will be required to pay any additional cost.

In exceptional circumstances, we may need to cancel your booking. If this happens we will advise you as soon as possible and offer one of the below options.

1. A replacement break to the same value as the one you booked. If your new break is more expensive, you will be required to pay any additional cost. If your new break is less expensive, we will refund the difference.
2. A full refund. If we issue you with a refund, we will return your money to the last payment card used on the booking.
3. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any cancellation, amendment or separate charges.

Contract

Your contract is with North Shore Sligo Seatribes Limited. (company registration number 725409) of Cloontyprocklis, Grange, County Sligo F91 FTX2, Ireland.

All the information we collect and hold about you and members of your party will be used in accordance with the North Shore Sligo Privacy Policy, which is also available on the website.

Photographs in promotional material are for guidance only.

We do our best to ensure that published information is correct. Please refer to our website (www.northshoresligo.ie) for the most up to date information.

This agreement and any dispute between us will be governed by and construed in accordance with European law. You agree to submit to the exclusive jurisdiction of the Courts of Republic of Ireland over any matter arising out of our agreement or your visit. Your stay will not give rise to any tenancy agreement between us.

Should any part of our agreement be deemed by law to be void, the remainder of this agreement will, if capable, continue in full force and effect. The headings in this agreement are included for convenience only and shall not affect its interpretation or construction.

In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges. We will not be responsible for any matters that are beyond our control.

Assistance and help

Any assistance you require or concerns should be brought to our attention immediately to a member of our Team. We aim to give prompt assistance to you if you are in difficulty and aim to respond promptly to any concerns you raise so that you can continue to enjoy your break. Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your break.

Any reported matter which has not been resolved during your break should be advised in writing North Shore Sligo, Cloontyprocklis, Grange, Co. Sligo or by email to team@northshoresligo.ie within 28 days of the end of your break. In such cases, we will only correspond with the person named on the booking. **We will not enter into further correspondence on any matter resolved during your break and accepted as such by you.**