

Lough Ree East Caravan and Camping - Terms and Conditions

COVID/Infection/Pandemic:

While government guidelines have relaxed considerably, in order to protect our guests, if a guest **displays any symptoms of COVID-19 in the days before their planned visit**, we ask that any individuals impacted **do not visit** on this occasion. Just let us know. We're sorry, but for the safety of all our guests, we have to impose this restriction.

We are acutely aware of the continuing impact of COVID and ask everyone to apply common sense. While, in general, special requirements are no longer in place, new issues may, at any time, arise that will mean that our policies will have to be reassessed. Our priority is to keep our guests safe, with our benchmark being the most vulnerable. While everyone has different views on how critical the pandemic was and is, our view is that we have to take every step possible to protect our guests and that means that **every day remains to be a 'pilot' for the next day**. As HSE and HSA requirements change, we will keep our guests updated. We will comply and respectfully ask that our guests do, too.

GDPR Policy:

We are collecting information from our guests for some very specific reasons. Along with the usual reasons i.e. to record booking(s), contact in relation to booking(s), to recognise guest when they arrive, for fire safety and other similar reasons, as well as to understand where guests heard from us, we also collect information for tracing, in the event of an outbreak of infection, such as the COVID-19 virus. Your information will only be held for the duration of the season plus 6 weeks. It will be deleted by December 12th. Meanwhile, it will be held electronically, password-protected, only accessible by key staff. Personal information will never be passed to third parties for marketing purposes.

Payment Policy:

Pay on arrival. Where possible, we prefer contactless payment options.

Generally, payment is on arrival, however, Lough Ree East Caravan and Camping reserves the right to request non-refundable deposits for stays, as deemed appropriate.

Toilets and Showers:

Guests are encouraged to **use their own facilities, where possible, for their own protection**.

Toilets and showers will be cleaned at least twice daily. Hand sanitiser will be available at these locations.

We ask that any queues for toilets and showers should respect a 2m distance.

Children must be accompanied by an adult from their household at all times.

Laundry Room:

This area will be monitored, cleaned & disinfected twice, daily. Hand sanitiser will be available at this location. Please use the drier and do not hang out lines of washing.

Kitchen:

This area will be monitored, cleaned & disinfected twice, daily. Hand sanitiser will be available at this location.

Chemical Toilet:

This area will be monitored, cleaned & disinfected twice, daily. Hand sanitiser will be available at this location.

Bin area:

We ask that people **separate their waste into plastic, metal, glass and general waste.**

Office area:

The office will be monitored, cleaned & disinfected twice, daily. Landline phone, payment terminal and computer will be cleaned after each use. Hand sanitiser will be available at this location.

Hand sanitiser will be available across the site. Please keep washing and sanitising your hands.

Cleaning: Staff have been trained in cleaning protocol requirements in response to COVID-19. Toilets and showers will be closed at intervals, while cleaning takes place. Please bear with us.

Health Concerns: Reception has details of health authorities and local medical facilities, should a guest fall ill.

We ask guests to tell us their **planned arrival times** - this is so that we limit the possibility of large numbers arriving at the same time. So, we may need to stagger your time to a little later than you intended.

Arriving and Leaving:

Check-in time is 1 pm, departing guests should vacate the site by 11 am on the morning of departure. If you need a late check-out, please check with me to ensure it's possible. If it is possible, a charge will apply. **Only registered guests can be on site, for the protection of all our guests - any visitors must be signed in.**

We reserve the right to cancel any booking where details of booking submitted, change on arrival. This is a holiday site and working vans can only be accommodated by prior arrangement.

Some general concerns:

Caravans , Motorhomes and Campervans, should have a **fire blanket and fire extinguisher.**

Children must be accompanied by an adult at all times - **particularly in the vicinity of the water.**

Childrenand everyone else....should wear life jackets/flotation vests. The water can become very deep, very suddenly.

Dogs are welcome but they must be kept on a lead.

Camp fires are forbidden, however, **an enclosed chiminea or a safe fire-pit**, properly supervised by an adult, that doesn't damage the grass and does not interfering with neighbours' safety and enjoyment, **is allowed**.

The **lake and river** are amazing on-site facilities, however, we must respect them to keep safe - for the safety of guests' families and friends, **a life jacket must be worn** for those who wish to swim in the lake. Swimming in lake water is very different to swimming in sea water - or indeed a swimming pool. **There is no life guard available** and, apart from any potential underwater hazards that weeds can present, the effort required to swim distances can quickly become exhausting, even for strong swimmers.

In order to maintain the peace and safety of the lake, we **do not allow the use of jet skis from the site**.

Neighbours' jetty and property is strictly off-limits for guests of Lough Ree East Caravan and camping. Anyone who breaches this trust may be asked to leave, without refund.

Noise must be kept to a minimum at all times....no radios - absolute '**quiet time**' is from **11.30 pm**.

Everyone's right to a good night's sleep must be respected.

If one of our team asks that you turn off music, or to be quieter, please recognise that it's for good reason and not to ruin anyone's fun.

Wifi Policy: Wifi is provided as a free service to registered guests at Lough Ree East Caravan and Camping. The purpose of this Wi-Fi policy is to establish guidelines for the use of the Wi-Fi network provided at Lough Ree East Caravan and Camping. The policy aims to ensure the efficient and responsible use of the Wi-Fi network while maintaining a secure and reliable connection for all users.

Acceptable Use : All users of the Wi-Fi network at Lough Ree East Caravan and Camping must adhere to the following guidelines:

- a. Use the Wi-Fi network in a responsible and lawful manner, respecting the rights of other users and complying with all applicable laws and regulations.
- b. Do not engage in any activities that could compromise the security, integrity, or performance of the Wi-Fi network or other connected devices.
- c. Do not download, access, or distribute any illegal or unauthorized content, including copyrighted materials, without appropriate permissions.
- d. Refrain from engaging in any activities that could result in network congestion or excessive bandwidth usage, such as streaming large media files or engaging in bandwidth-intensive activities.
- e. Do not engage in any activities that could harass, defame, or otherwise harm other users or violate their privacy rights.

Security: To ensure the security of the Wi-Fi network and protect users' personal information, the campsite will:

- a. Implement appropriate security measures, such as encryption and firewalls, to safeguard the Wi-Fi network from unauthorized access and cyber threats.
- b. Regularly update and patch network equipment and software to address any known vulnerabilities.
- c. Monitor network traffic and logs to detect and respond to any suspicious or unauthorized activities.
- d. Encourage the use of secure connection protocols (e.g., WPA2).

Fair Usage To ensure a fair and equitable distribution of network resources, Lough Ree East Caravan and Camping management may implement reasonable usage limits or bandwidth management measures. These measures may include bandwidth restrictions during peak times or limitations on certain types of high-bandwidth activities. Lough Ree East Caravan and Camping reserves the right to prioritize network resources to maintain a satisfactory Wi-Fi experience for all users.

User Responsibility: Users are responsible for:

- a. Safeguarding their own devices and personal information when accessing the Wi-Fi network.
- b. Using strong passwords for their devices.
- c. Using up-to-date antivirus and security software on their devices to prevent the spread of malware or viruses.
- d. Reporting any suspicious or unauthorized activities to t Lough Ree East Caravan and Camping staff, promptly.
- e. Complying with any additional instructions or rules provided by Lough Ree East Caravan and Camping, regarding the use of the Wi-Fi network.

Limitations and Disclaimers: Lough Ree East Caravan and Camping does not guarantee the availability, speed, or reliability of the Wi-Fi network at all times. The Wi-Fi network may be subject to environmental factors, technical limitations, or interruptions beyond the control of Lough Ree East Caravan and Camping management and staff. Users acknowledge that the Wi-Fi network is provided on an "as-is" basis and that Lough Ree East Caravan and Camping or its management or staff shall not be held liable for any losses or damages arising from the use or unavailability of the Wi-Fi network.

Compliance and Enforcement Lough Ree East Caravan and Camping reserves the right to monitor and enforce compliance with this Wi-Fi policy. In the event of any violations or misuse of the Wi-Fi network, Lough Ree East Caravan and Camping management may take appropriate actions, including but not limited to, warning the user, temporarily suspending or permanently revoking Wi-Fi access, and reporting illegal activities to the appropriate authorities.

By adhering to this Wi-Fi policy, users at Lough Ree East Caravan and Camping can enjoy a secure and reliable Wi-Fi connection while maintaining a respectful and fair usage environment for all.

CCTV Policy: The purpose of this CCTV (Closed-Circuit Television) policy is to establish guidelines for the use of CCTV systems at Lough Ree East Caravan and Camping, **in the event that such a system should be installed and operational.** The policy aims to ensure the protection of visitors, employees and property, while respecting privacy rights and complying with applicable laws and regulations.

Scope: This policy applies to all CCTV systems installed and operated on the premises of Lough Ree East Caravan and Camping. It covers the use of CCTV cameras, monitoring practices, data storage, access to recorded footage and the rights of individuals whose personal information may be captured by the CCTV system.

Objectives: The objectives of the CCTV system at Lough Ree East Caravan and Camping are as follows:

- a. Deter and prevent criminal activities, such as theft, vandalism, personal threat and trespassing.
- b. Enhance the safety and security of visitors, employees and property within the boundaries of Lough Ree East Caravan and Camping campsite (also referred to as 'the campsite').
- c. Aid in the investigation of incidents or accidents that occur on the site.
- d. Assist in the enforcement of campsite rules and regulations.
- e. Protect the rights and privacy of individuals in accordance with applicable laws and regulations.

Placement of CCTV: CCTV cameras will be strategically placed throughout the campsite to cover common areas, entry/exit points, and other sensitive locations as determined by the management. Camera placement will be designed to maximise security, while respecting privacy of staff and guests.

Use of CCTV Footage: CCTV footage will only be used for the purposes outlined in the Objectives Section , above, and in compliance with applicable laws and regulation. Access to CCTV footage will be restricted to authorised personnel. It will not be used for purposes other than those specified in this policy, except where required by law.

John Kelly, has been designated as the **Data Protection Officer (DPO)** for Lough Ree East Caravan and Camping. The DPO is responsible for overseeing the implementation and compliance of this policy, as well as ensuring that all data protection obligations are met.

Data Storage and Retention: CCTV footage will be stored securely and retained for a limited period, as required by applicable laws or regulations. Lough Ree East Caravan and Camping management will maintain appropriate security measures to prevent unauthorised access, disclosure, or alteration of CCTV data - **60 days, now, but may be extended should circumstances indicate that this period is inadequate or too relaxed for the intended purpose.**

Access to CCTV Footage: Access to CCTV footage will be restricted to authorised personnel who require it for legitimate purposes, such as security monitoring, incident investigation, or law enforcement. All requests for access to CCTV footage must be made in writing and approved by the management. Access will be

assessed and, if granted, logged and monitored to ensure accountability. Authorisation must be signed off by two staff members, one of whom must be John Kelly (DPO).

Data Protection and Privacy: Lough Ree East Caravan and Camping is committed to protecting the privacy and rights of staff and guests. Lough Ree East Caravan and Camping will comply with all applicable data protection laws and regulations. All CCTV activities will be conducted in accordance with Lough Ree East Caravan and Camping's privacy policy, ensuring that the rights of individuals captured by the CCTV system are respected.

Notification and Signage: If operational, Lough Ree East Caravan and Camping will prominently display signs informing visitors and employees that CCTV cameras are in operation. The signs will indicate the purpose of the CCTV system and provide contact information for enquiries or requests relating to CCTV activities and footage.

Compliance and Review: The management of Lough Ree East Caravan and Camping will regularly review and update this CCTV policy to ensure its continued effectiveness and compliance with applicable laws and regulations. Employees and authorised personnel will receive training on the proper use of the CCTV system and their responsibilities regarding privacy and data protection.

By adhering to this CCTV policy, Lough Ree East Caravan and Camping aims to maintain a safe and secure environment, while safeguarding the privacy rights of individuals.

CCTV GDPR Policy: This CCTV GDPR (General Data Protection Regulation) policy establishes guidelines for the use of CCTV systems at Lough Ree East Caravan and Camping in compliance with GDPR and other applicable data protection laws and regulation. The policy aims to protect the rights and privacy of individuals whose personal information may be captured by the CCTV system.

John Kelly, has been designated as the **Data Protection Officer (DPO)** for Lough Ree East Caravan and Camping. The DPO is responsible for overseeing the implementation and compliance of this policy, as well as ensuring that all data protection obligations are met.

Lawfulness, Fairness, and Transparency Lough Ree East Caravan and Camping management will ensure that the use of CCTV systems complies with the principles of lawfulness, fairness, and transparency, as outlined in GDPR. This includes obtaining a valid legal basis for processing personal data captured by the CCTV system and providing individuals with clear and concise information about the purpose, duration, and rights related to the processing of their personal data.

Purpose and Justification: The purpose of the CCTV system at Lough Ree East Caravan and Camping is to enhance the safety and security of visitors, employees, and property within the boundaries of Lough Ree East Caravan and Camping property. Lough Ree East Caravan and Camping will maintain a legitimate interest as the legal basis for processing personal data captured by the CCTV system. Having explored

other options, this was deemed the most appropriate to monitor and secure property and reduce the potential of personal threat of harm to guests and staff of Lough Ree East Caravan and Camping.

Data Minimisation The campsite will ensure that the CCTV system captures only the necessary personal data for the purposes outlined in Section headed 'Purpose and Justification', above. The number and placement of CCTV cameras will be carefully determined to minimise the collection of personal data unrelated to the stated purposes.

Storage and Retention: CCTV footage will be stored securely and retained for a limited period, as necessary for the purposes for which it was collected. The specific retention period will be determined based on operational requirements and compliance with applicable laws and regulations - **60 days, now, but may be extended should circumstances indicate that this period is inadequate or too relaxed for the intended purpose.** After the retention period has elapsed, the footage will be securely deleted /destroyed.

Access to CCTV Footage: Access to CCTV footage will be limited to authorised personnel who require it for legitimate purposes, such as security monitoring, incident investigation or law enforcement. All access to CCTV footage will be **authorised by the DPO, logged and monitored to ensure accountability** and prevent unauthorised access or use.

Individual Rights: Lough Ree East Caravan and Camping recognises and respects the rights of individuals captured by the CCTV system. Individuals have the right to request access to their personal data, rectification of inaccurate data, erasure of their data under certain circumstances, and the right to object to the processing of their data.

Requests related to these rights should be addressed, in writing, for the attention of the Data Protection Officer - John Kelly at loughreeeastcamping@gmail.com, providing the following information (forms are available, on request):

Access Request:

Request for a copy of Personal Data under the GDPR and the Data Protection Act 2018

Date:

Full Name:

Address:

Contact number:

Email address:

We ask for this as we may need to contact you to discuss your access request

I,[insert name] wish to be informed whether or not Lough Ree East Caravan and Camping holds personal data about me and to be provided with a description of this data and to be informed of the purpose for holding such data.

I am making this access request under Article 15(1) of the General Data Protection Regulation.

AND/OR

I, [Insert name], wish to make an access request for a copy of any personal data that Lough Ree East Caravan and Camping holds about me. I am making this access request under Article 15(3) of the General Data Protection Regulation.

Any other information relevant to your access request (e.g. if requesting images/recordings made by CCTV, please state the date, time and location of the images/recordings (otherwise it may be very difficult or impossible for Lough Ree East Caravan and Camping to locate the data).

Signed Date

Checklist:

Have you:

- 1) Completed the Access Request Form in full?
- 2) Signed and dated the Access Request Form?
- 3) Included a photocopy of official/State photographic identity document (driver's licence, passport etc.) *.

*Note: Lough Ree East Caravan and Camping will satisfy itself as to the identity of the individual and make a note in the records that identity has been provided. It **will not retain a copy** of the identity document.

Information will be provided **within 30 days/1 month of receipt of the request**, subject to:

1. it still being available and not deleted or destroyed on the date the request is received.
2. all third-party individuals providing consent, where required, enabling their images to be shared with the requester.

Third Party Data Protection: Where images of parties other than the requesting data subject appear on the CCTV footage the data controller (DPO) needs to consider, on a case-by-case basis, whether the release of the unedited footage 'adversely affects' the rights or freedoms of the third parties, such as their data protection rights, trade secrets, or intellectual property rights such as copyright. The controller needs to conduct a balancing test between the right of the data subject (requester) to access his or her personal data as against the identified risk to the third party that may be brought about by the disclosure of the footage. As per the GDPR, these considerations should not result simply in a refusal to provide all relevant information to the data subject. Where necessary, measures may include pixelating or otherwise de-identifying the images of other identifiable parties before supplying a copy of the footage from the footage to the requester. Alternatively, the data controller (DPO) may seek the consent of those other parties whose images appear in the footage to release an unedited copy containing their images to the requester.

Security Measures: Lough Ree East Caravan and Camping will implement appropriate technical and organisational measures to protect personal data captured by the CCTV system from unauthorised access, disclosure, alteration, or destruction. These security measures will be regularly reviewed and updated as necessary to ensure the ongoing confidentiality, integrity and availability of the personal data.

Compliance and Review: The Data Protection Officer, John Kelly, will oversee the compliance of this CCTV GDPR Policy. Regular audits and reviews will be conducted to ensure adherence to the policy, as well as to monitor changes in applicable data protection laws and regulations. Any necessary updates or revisions to this policy will be made promptly.

By implementing this CCTV GDPR policy, Lough Ree East Caravan and Camping aims to protect the privacy rights of individuals while maintaining a safe and secure environment within the campsite.

Some of our guests take **amazing photographs** of the site and our sunsets, in particular (....the occasional sunrise!). We'd like to showcase some of them - all of them, if we could! If you have an objection to us including these photos, taken by you, on our website or on our social media - just let us know.

Complaints Policy: Written complaints should be addressed for the attention of John at loughreeeastcamping@gmail.com. All guest complaints or concerns are important to us at Lough Ree East Caravan and Camping. Each one will be prioritised, thoroughly investigated and any resolution will be discussed with and communicated to the complainant within a reasonable length of time for the nature of the complaint involved. Regular updates on progress will be agreed with the complainant, at the outset. Any internal process involved in the cause for complaint will be reviewed and revised to correct the issue and prevent its recurrence. This will be confirmed with the complainant.

Directions:

From Athlone direction - we're on the N55 heading out of Athlone, towards Ballymahon - in Ballykeeran (just before the Dog and Duck pub), take a sharp left before and behind the stone house on the bend and we're there.

If you're cycling from Dublin - consider a detour to Mullingar, to link up with the **Old Rail Trail** - an old railway that has been converted to a cycle and walk way that stretches between Mullingar and Athlone. (<https://greenwaysireland.org/old-rail-trail-westmeath/>)

Come off the trail at Garrycastle Bridge. We're 4.3km away. Proceed through Blyry on the R916 (Bushfield Road) to the roundabout at Cornamaddy National School. Take the 3rd exit off the roundabout, on the N55. Cycle past Colm Quinn's BMW garage and straight on to Ballykeeran village - take a sharp left before and behind the stone house on the bend and we're there.

From Glasson, pass the Dog and Duck pub on your right and indicate right because you're taking a right turn (just over the bridge and right on the bend that veres left towards Athlone) behind the stone house on your right.

Our Eircode - for your sat nav or your map app - is **N37 TX45**....much easier!

Contact Details:

John: Ph +353 86 4106282

(*Texting is infinitely better than voicemail for making contact on the phone!*)

E-mail: loughreeeastcamping@gmail.com

Via the 'Check Availability' tab on the Home page on this website.

Facebook

Instagram

We aim to answer all booking queries within 24 hours of submission - check Spam!

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