



Ryeford Ponds Glamping

Ross-on-Wye, Herefordshire HR9 5SX

www.ryefordponds.co.uk tel. 07873331796 email: stay@ryefordponds.co.uk

Ryeford Ponds Terms and Conditions

(ver.01/06/2021)

Tees & Cees (rules and guidance to keep everyone happy and safe)

A Humble welcome to Ryeford Ponds and thank you much for choosing us to spend your break with. We have tried to think (very hard) of anything you might need to know prior and during your stay so here are some tips, rules and conditions for all guests staying with us. If you have any further queries, we are more than happy to answer them – please don't hesitate to drop us an email or ring. We (currently) haven't got a magic wand for any crazy ideas - but endeavour to help with most request so don't be afraid to ask!

Copy of our T's&C's is sent to you when your booking is confirmed and is available for anyone to read on our website (ryefordponds.co.uk), so save some trees - there is no need to print it. It is however a collation of terms and condition of a binding contract between you (the guests) and us (the hosts) so do please read it carefully. **We will take it as read, understood and agreed.** Copy will also be to view at the premises.

Check In and Check Out

Your accommodation will be ready for you by 4pm on the day of arrival. Please arrive between 4-7pm, and we'd appreciate if you could ring us about 30mins before ETA if possible. We will try, of course, to accommodate late arrivals but please communicate that clearly so we are prepared.

Check-out time is 10:30am (unless late checkout is arranged at the booking, midday - 12:00).

If we have no reservations on the day of your departure, we will try to arrange the cleaning to be done a little later and will be in touch to extend your check-out time free of charge, if you wish.

Please also note we do not accept any caravans, motorhomes or general camping.

Directions

A clear map with location and directions is provided on our website. We are located 3.5 miles East of Ross-On-Wye, just off the A40. After the villages of Weston-under-Penyard and Ryeford, opposite the turning for Drybrook/Cinderford. Please ring closer to arrival and we will give you more detailed directions if needed and meet you. Nearest postcode HR9 5SX.

On arrival, please park in a designated area, the rest of the site is generally vehicle free. Parking at the tent is not allowed and we currently allow only one car per family but please let us know if you'd like to arrive in two vehicles and we will try to accommodate that.



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Site – Essential info on Risks and Hazards

The site is exclusively to be used by our guests and no visitors are allowed unless previously agreed with us. As always in our everyday activities there are plenty of hazards and risks around and so they are present here too. This list is in no-way restricted – **please we ask you to be sensible as we can't take responsibility for your wellbeing if you aren't attempting to keep yourself and your family safe in the first place.**

You are staying on a **working farm** and you can expect moving machinery and tractors on fields around the site, these areas are generally out of bound but you have an easy access to all wonderful footpaths around us so please use and enjoy these accordingly to Countryside Code.

As the name suggests... **THERE ARE PONDS** here! Most ponds are natural and some are part of our water and flood risk management on the farm, that includes the watercourse/brook which can fill up quickly after a heavy storm. **PLEASE SUPERVISE THE CHILDREN** at all times and follow all safety signage provided. Pools are deep and you are not allowed to enter the water. We encourage you to enjoy pond dipping, wildlife watching and similar activities with the children but only when supervised closely by responsible adult and at your own risk.

Ground can be extremely uneven in places. We are continually managing meadows and trees at the site, but trying to keep it as natural as possible so bumps, mole hills, burrows and uneven areas are to be expected. Please go steady and wear suitable footwear at all times to avoid trips and falls.

As much as we encourage children to take calculated **risks at play** especially in the natural environment please **supervise at all times**. Only climb singular logs where placed, and don't play on log-piles gathered to season the wood for your campfires next year. Read and respect all signage placed for your information. If using a **treehouse**, do it at your own risk, weighing out your children's age, fitness and ability to calculate risks. Please don't play on the steep old-railway bank, occasionally branches become loose or parts of old railway infrastructure appear after rain and this might not be safe to play on. We check it periodically.

Dark evenings – we are an off-grid site and although there are fairy lights and solar lights placed around for your convenience, please **HAVE GOOD, CHARGED TORCHES** handy as it is very dark at night. We minimise the artificial lighting and light pollution to lower the impact on local habitats and nocturnal wildlife around but obviously you need some light at night, also familiarise yourself with the area as soon as possible.

Ticks – please be aware of ticks and check your children's and your own bodies regularly for any signs of ticks and unusual redness. We have provided a tick removal implement in the first aid kit for you to use should you need to.



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General Fire Safety and Emergencies

Please take extreme care with any naked flames and fires, especially with young children around and take time to familiarise yourself with location of any fire equipment. There are buckets provided for you to fill up with water when using fires and barbecues (no disposable BBQs are allowed). **REMEMBER ABSOLUTELY NO** naked flames, fires, bbq, cooking equipment or heaters are allowed in or near tents and there is a strict no-smoking policy in or near any accommodation, awnings, toilet/shower facilities or in/around shared areas like the kitchenette.

If we are blessed with a hot summer and a very dry weather spell, we reserve the right to withdraw allowing fires at our site at a very short notice. We ask you to be responsible with flames as grass burns and fires spread uncontrollably.

Please always make sure you put the fire and bbq out before going to bed and never leave them unattended.

Any even minor incidents must be reported. Should you believe there is an emergency you are welcome to use the extinguisher provided in the kitchenette. In case of a major emergency please ring us and the appropriate services – fire brigade, ambulance or police giving them your location.

Gas cylinders – the gas cylinders are secured and provided for running gas fridges and hot water boiler – never allow children to play near them and don't attempt to switch/reconnect them on your own, contact us immediately if you notice the gas has run out.

Cancellation policy

Any cancellation made more than 30 days before the holiday start date will be subject to a 40% admin fee equal to the non-refundable deposit paid.

- Any cancellation made within 30 days of the holiday start date will not be refunded.
- We suggest you take out holiday insurance to cover any losses.

Damage deposit

Please report all damage. We understand the usual wear and tear – no problem! However, if any damage caused has a significant impact on our next guests arriving imminently, we need to repair and replace the items asap, so all damages have to be paid for. We secure a damage deposit of £150, which will be automatically refunded when no damages are found. We specifically ask you to look after the tent canvas and zips. Don't pull on any zips and keep the sides of the tent clean. These are most costly items to repair.



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Some more general rules

We want all our guests to have a great and restful break at Ryeford ponds, however we can't always count on everyone's common sense so here are some more guidelines and rules to keep you and your fellow guests safe and happy.

- **Medical attention** – If you happened to hurt yourself, we are here to support you but are not first aiders. We have provided you with a general First-Aid Kit located in the kitchenette, you are welcome to use it – please let us know if you find something needs replenishing. PLEASE also note if in a highly unlikely and unfortunate circumstances you happen to fall ill we reserve the right to ask you to leave the site immediately and no refunds will be made. This is to protect our staying and arriving guests.

- **Noise** – out of respect to fellow guests, our neighbours and wildlife please keep the noise to minimum at all times as it travels much further in the open and especially at night. We ask there is no loud noises and no music between 9pm-7am. If you chose to play any music during the daytime please also be respectful.

- **Shared Kitchenette and washing up facilities** are located in the wash-hut. Kitchenette is a communal area so please try to keep it tidy for other users, adhere to social distancing rules if still in place and always make sure all taps are always turned off after use to preserve the water. We are connected to water mains and the tap water is drinking water – we advise you run the tap for a few seconds before filling up water bottles etc. There should be plenty of hot water for all users as it is on-demand but if all hot taps are used simultaneously, you might experience lower temperature – so be aware especially if someone else is having a shower. We have equipped your tents with your own utensils, crockery etc but should you need any other equipment there is plenty of spares and extras in the dresser and hung for you to use and we ask you to return them for other users clean and dry. Also please don't leave any general washing-up on your departure. Please minimise glass usage and clean up thoroughly any breakages.

- **Covid-19** – the government guidelines are subject to change and we are closely monitoring any new restrictions, outbreaks and regulations. We are following strict cleaning policies, deep cleaning between guests and putting extra measures to ensure risks of any contamination are minimal we also ask you to do the same and always be aware of the threat of passing any infections.

- **Waste and rubbish** – On the farm we are very much committed to minimising waste, recycling and composting when possible. We ask you to compost any FRESH food waste (no meat) and place all mixed recyclables in a bin provided (as per additional instructions). Only what doesn't fall in these categories should go in general waste. Please don't tip any fat into the sink drain, let it cool and dispose in the general waste bin. Please keep the place tidy, don't drop litter, cigarette butts or other rubbish and use the bins provided.

- **Showers/toilets** - for your comfort, convenience and safety we are providing private shower/toilet facilities in the wash-hut. Please watch out for slippery surfaces when wet and some sharp edges of the corrugated shower surrounds and natural cladding. Under ANY circumstance **do not flush** any wet wipes (even the ones deemed 'flushable'), sanitary products or similar in the toilets. We reserve a right to bill you should we need to use sub-contractor company to clear any blockage caused by misuse of these facilities.