



**Ryeford Ponds Glamping**  
**Ross-on-Wye, Herefordshire HR9 7PY**

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

## **Ryeford Ponds Terms and Conditions**

(ver.01/05/2022)

### **Tees & Ceas** (rules and guidance to keep everyone happy and safe)

A humble welcome to Ryeford Ponds! Thank you much for choosing to spend your break with us. We've 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, 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 available on our website (ryefordponds.co.uk). Please read it carefully, **we take it as read, understood and agreed**. Copy will also be to view at the premises.



We operate as Greener Camping Club, members-only site and a small membership fee of £12 is added to your booking, please make sure it is paid before you stay with us. THANKS.

### **Check In and Check Out**

Glamping accommodation and camping pitches will be ready for you by 4pm on the day of arrival, we always try to have it ready earlier and WILL let you know on the day if you can arrive before 4pm.

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 for glampers is 10:30am and for campers midday - 12:00.

Please also note we do not accept caravans and motorhomes.

### **Directions**

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. We advise to use google maps for directions or what3words (///bundles.rice.dried – bell tent glampers, main gate - ///verve.trails.mascots)

On arrival, please park in a designated area. We allow one vehicle per accommodation and try to keep the site car-free. You are welcome to bring your car near your pitches to off-load and set up and then also for packing away, but please park away otherwise.

### **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**, please 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 respecting 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.

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.

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. Don't climb the **treehouse** platform or 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 please HAVE GOOD, CHARGED TORCHES handy as it is very dark at night, 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.

### **General Fire Safety and Emergencies**

Please take extreme care with any naked flames and fires, especially with young children around. 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, tunnel and roofed eating area.

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 and fire blanket provided in the kitchen. In case of a major emergency please the appropriate services – fire brigade, ambulance or police giving them your location and immediately ring us.

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. 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.

## 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 porch by toilet 3, 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, no music between 9pm-7:30am and there is no movement of the vehicles. If you chose to play any music during the daytime, please also be respectful to our neighbours and fellow guests.
- **Summer Kitchen and washing up facilities** are located in the wash-hut. Kitchenette is a reserved for our bell tent glampers – please try to keep it tidy, and always make sure all taps are always turned off after use to preserve the water. We are connected to water mains and all tap water is drinking water. 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. 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.
- **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 litter, cigarette butts or other rubbish and use the bins provided.
- **Showers/toilets** – we are providing private shower/toilet facilities for the bell tents guests and a large shared shower room for campers and shepherd's hut glampers. Shared shower is cleaned daily when there are two or more independent groups, but do please keep these clean. 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. **YOU WILL BE CHARGED** to unblock any drains and empty the tank.

WE HOPE YOU HAVE A PLEASANT STAY AND ENJOY YOUR BREAK.  
Please don't hesitate to ring us if you have any questions or need anything.