

# TERMS & CONDITIONS

Arrival: after 2pm, Departure: by 11am



## **PAYMENT (DIRECT BOOKINGS)**

**A 50% deposit is payable to confirm an advance booking.** You will be sent a link to make payment by card, or you can pay over the phone or by bank transfer if you prefer. Full payment will be due 14 days before your arrival date, or straight away if the booking is made within this period. You can pay the full balance up-front if you prefer.

We do not accept card payments on site.

## **CANCELLATION POLICY**

If you want to cancel a booking prior to your arrival date, please contact us directly.

**If you cancel more than 14 days before your arrival date,** we will issue you with a refund (less any booking fees). **If you cancel within 14 days of your arrival date,** you will not be offered a full refund. A partial refund may be offered depending on the circumstances of the cancellation.

If unforeseen circumstances affect your booking, we can try our best to reschedule your holiday, but we would appreciate as much notice as possible, so we can offer your original booking to someone else.

## **BOOKING TERMS**

**We do not generally accept group bookings (3 or more adults) where members of the group are aged 18–29.** Large group bookings are allowable, but only where all three pods are booked for the same duration. Hen and Stag parties are not permitted.

**Under 18s must be accompanied by an adult.**

Please be aware that **loud, drunken, disorderly or offensive behaviour is not allowable,** and we may ask you or your entire group to leave if we feel this is the case, even if you are part of a group booking.

**Damages must be reported,** and we reserve the right to ask the person or group leader responsible for a payment to cover the cost of damage, even if you have already checked out.

We will do our best to ensure that all services and facilities connected with the site are available to you during your stay. If services and facilities are not available due to circumstances beyond our control we will not be liable and will not offer a refund.

We reserve the right to terminate your permission to stay on site in the event that you or those in your party are in breach of any of our terms and conditions. **We will offer no refund if your stay with us is terminated early, whether we have asked you to leave or if you have left of your own accord.**

## **DOG POLICY**

There is a charge of **£5 per night per dog.**

All dogs staying in pods are **fully house/toilet trained.** Any damage must be paid for.

All dogs **must be kept on their lead at all times** with no exceptions, for their own safety.

**We will not be responsible for your dog** during your stay with us. You will be wholly responsible for your dog throughout your stay.

Please **do not leave your dog unattended** for ANY amount of time, especially in the pods.

**Please bring a bed or mat** for your dog to sit/sleep on whilst in the pod. Do not allow them to sit or sleep on any hired camp beds or on the mattresses in Ardwyn.

**All dogs MUST be wormed** before coming onto the campsite. The wormer you use must contain Praziquantel to kill tapeworms, and ideally your dog will need to have been treated within 3 weeks of your stay (or as recommended by your vet).

Our farm dogs have lovely natures, but **WILL be protective of their territory** (as well as of us and one another). When you arrive, please bear in mind that the dogs will bark initially, and most dogs bark back, especially if they are in the confines of a vehicle. This is to be expected.

**DO NOT let your dog out of the car straight away when you arrive.** If there are farm dogs loose, they will usually come to greet you. If you do find yourself in a situation where another dog has come to greet your dog, restrain your dog so that they do not approach too quickly, and remove your dog calmly. Never use your own body as a shield between two dogs.

### **CAMPSITE RULES (THESE WILL ALSO BE ON YOUR CHECK-IN FORM)**

There are some important rules that we must ask you to follow while staying at Powys Pods to ensure that you and other guests have a safe and enjoyable stay. Please take the time to read them, as they are very specific. If these rules are not adhered to, we may ask you to terminate your stay immediately and you will be charged for any damage caused.

- ≈ **Keep to the designated areas. DO NOT enter the farmyard** - which is the area past the farmhouse and farm office, and stay away from any areas that are marked with a keep out or no entry sign. **DO NOT enter or cross any fields**, especially those that contain crops, without prior consent. This includes the field below Bryn-Gwyn and Allt Dderw pods, and the fields beside Ardwyn and Cae Bell (expect for marked paths). Elsewhere, you can only walk across (fenced in) farmland if you are following a designated footpath.
- ≈ **Children must be supervised at all times.** This is a working farm. For their safety, please ensure that they keep to the designated areas. Please do not allow them to play on or by the farm lane, or on the area in front of the farmhouse/office (even if the dogs are there).
- ≈ **Take care with traffic on the road or in the car park**, especially when walking from the main campsite area to the Barn where the fridge & freezer are located, or driving from the car park (ask someone to stand and check for oncoming traffic if you are unsure).
- ≈ **Please park your vehicle/s on the car park**, unless you have made other arrangements with us (such as for motorcycles). All vehicles (including bicycles) and contents are left at owner's risk, whether parked on car park or elsewhere.
- ≈ **Please look after your belongings** - we will not be held liable for any loss or damage.
- ≈ **Please be considerate of other guests** - remember that the communal areas are shared spaces, so please leave space for others if you choose to leave items in these areas. Please mop over toilet floors after use if muddy. **Keep any noise to a minimum, especially after 9pm.** Drunken and disorderly behaviour is not permitted, whether or not there are other guests staying – this is also for your own safety while you are staying on a working farm.
- ≈ **If you have a dog with you, please keep it on a lead at all times.** This is for the safety of your dog as well as for the safety of the livestock. There are working dogs on the farm who may bark at your dog initially. It is essential that your dog is on a lead so you have full control of the situation should they be caught unaware. **Do not leave your dog unattended** in a pod or elsewhere. **If a member of your group is unsure of dogs**, please let us know, and we will try our best to restrict the farm dog's access to the campsite during your stay.
- ≈ **Respect the animals.** Do not feed any of the animals, including the dogs. Do not try to chase or play with the sheep or cows (even from the other side of the fence). If you find a sheep straying, don't worry, try to keep it off the campsite and let us know when you can. In the highly unlikely event that a cow approaches you unexpectedly, maintain eye contact and remove yourself from the situation calmly. If the cow is straying, let us know urgently.

- ≈ **Please leave all gates as you found them.** This includes the gates to Ardwyn pod and Cae Bell pitch, and the ones on the campsite, in case we are moving livestock along the road. We also recommend keeping the double gates and small gate on the campsite **closed when children are playing.**
- ≈ **Please take care on uneven or slippery banks, paths and decking.** Please do not walk down the roped walkway to the lawn if it's been raining (walk past Allt Dderw pod instead). Please take extra care on the Woodland Walk to Cae Bell pitch. Note solar lights work for up to 5 hours after dark. **Please ask if you need to borrow a torch.**
- ≈ **In the event of an accident** please notify Jess as soon as possible.
- ≈ **Fires and BBQ's** - please abide by the following very important rules.
- **The barrel BBQ** must left where it is and must be used for BBQ's only (no high flames).
  - **Do not light open fires** anywhere other than the firepit located on the lawn and the in fire-bowl provided for Ardwyn pod.
  - **Portable BBQ's or stoves** should be positioned with great care so that they do not scorch the surface that they are sat on (especially the decking) or burn nearby items.
  - **Do not leave fires or BBQs unattended.**
  - **Do not place any stones** near a source of heat as they may explode when they get hot.
  - **Put BBQ ash in the bucket provided.** Do not put any ashes in the rubbish bin.
  - **Tents should be 6 metres away** from naked flames, and be pitched at least 6m apart.
- ≈ Be aware that the barrel BBQ, firepit, disposed ashes and hot plates will **remain hot for some time after use.** Remember that other guests may have used them. Take care with young children.
- ≈ **Take care with our water supply,** and ensure all water is turned off after use. We are on a spring fed supply, which can run low. **If you notice any problems with the water, even just a drop in water pressure, please let us know as soon as you can.**
- ≈ **In the event of a power failure please do not drink water straight from the tap;** our water is filtered to remove any pathogens and the filtration system will not be working. Please use boiled water. This includes power failure in the toilet/shower pod nearest the farmhouse.
- ≈ **Do not smoke in the pods or toilet units.** Please be considerate when smoking in other areas, and **dispose of used cigarettes safely** in the bin provided.
- ≈ **If you are hiring camp beds,** please refer to instructions on the label in the storage bag – do not exceed the specified weight limit. Do not stand or walk on them. Ensure that the legs are full extended and clipped into place (on single beds) before use.
- ≈ **Our toilets use a septic tank.** Please do not flush any non-biodegradable items or paper hand towels. Please place nappies and sanitary products in a bag and in the bin provided.
- ≈ **Please consider the environment** when using the electric fans and heaters. Switch off all electrical items when they are not in use and before you leave your pod for the day.
- ≈ **Keep the campsite clean and tidy.** Put all rubbish in the bins provided and make use of the recycling bins. You can find information about what to recycle by the sinks. Please pay special attention to this as it may be different from what you are used to (we do not recycle soft plastic bags and wrapping). **Please take any bulky items (airbeds etc) home with you.**
- ≈ **If you invite friends or family to visit you,** please let us know.

By making a booking with Powys Pods you will be accepting all the terms included within this document.