

# Booking Terms and Conditions 2020 - Campsite and Eco Pods

## Arrival and Departure

For pods, please come to Reception in the main Hall between 4pm and 9:30pm on the day of arrival to sign in, collect your key and parking permit.

Campers, please come to Reception after 1pm to sign in and collect a parking permit. To avoid disturbing others, guests must arrive no later than 10:00pm. If you are going to be late please let Reception know of your estimated time of arrival as soon as you know. Pods and pitches must be vacated by 10:00am on the day of departure. Pod residents must return the key to Reception.

## Tent sizes and Pitches

Prices are based on a maximum tent size of 7m x 7m. If your tent is larger than this, please book two pitches. Due to fire safety, each tent must be pitched three metres apart. Because of restricted space, marquees and gazebos are only permitted by prior arrangement and at an additional cost. Although we will try our best to reserve a pitch you may specifically request, we reserve the right to change that location if necessary. We will try our best to contact you and discuss this with you.

## Minimum Stay

**Pods** Two nights minimum stay at weekends and Bank Holiday weekends.  
**Camping** There is a minimum stay of 3 nights on Bank Holiday weekends.  
and a minimum stay of 2 nights on weekends

## Groups

Small family groups of up to four adults and four children are welcome. We accept some organised groups with prior agreement. All group leaders must complete and return a group booking form including full details of the number of people, number and size of tents and number of vehicles. Please note that if final guest numbers differ from the ones given at the time of booking, this must be confirmed no later than 4 weeks prior to arrival. If guest numbers reduce and Rydal are not informed at least 4 weeks before arrival date, Rydal Hall is unable to offer any price reductions, refund or transfer of payment. Final payment must be paid no later than 4 weeks before arrival date. To preserve the tranquillity of our campsite, we do not accept stag, hen or birthday parties.

## Methods of Payment

All camping and pod bookings must be paid in full at the time of booking and are non-refundable and non-transferable. Rydal Hall accepts payment by bank transfer, debit card, credit card, cheque or cash. Please quote your booking reference on all communications and on any BACs payments.

Cheques should be made payable to "Rydal Hall Ltd".

Our BACS details are as follows: Account Name: Rydal Hall Ltd / Account number: 51373684 / Sort Code: 40.16.22

Group bookings can be invoiced after their stay, but only with prior arrangement.

## VAT

Quoted prices include VAT at the prevailing rate

## Cancellations

If we have to cancel a booking due to circumstances beyond our control, we will refund the payment as soon as possible.

## Extreme Weather

In the unlikely event of a Meteorological Office Severe Weather Warning or unforeseen extreme weather event the campsite may have to close at short notice. In these circumstances tents and pods must be vacated immediately. A full refund for the remainder of the stay will be offered and we will try our best to help find alternative accommodation, but this cannot be guaranteed.

## Insurance and Liability

Rydal Hall strongly recommends guests take out insurance to cover their stay in the event of cancellation. The company and its employees cannot accept liability for loss or damage to any property belonging to any person or organisation whilst on any part of Rydal Hall's estate.

## Damages

The company reserves the right to charge for the cost of repair or replacement for any damage or for the loss of pod keys.

## Vehicles

All vehicles must be parked in designated parking areas and kept off the grass. Please clearly display the parking permit throughout the entire stay. We do not accept liability for damage caused to any vehicle using our site either stationary or in transit. Campervans and motorhomes are not permitted on site. Sleeping in vehicles overnight is not permitted.

## Dogs

Dogs are welcome in the campsite in tents and pods at an additional charge. They must be kept on a lead at all times. They must not be left in cars unattended at any time. All mess must be bagged and removed from the site.

## Smoking

Rydal operates a no-smoking policy, Smoking is not permitted inside tents, pods or the shower and toilet block.

**Drones**

For the protection of wildlife, livestock and of all our guest and visitors, the use of drones is not allowed anywhere on Rydal Hall property or within the grounds.

**Showers and Toilets**

The use of the shower and toilet block is included in the tariff. There are sockets for charging electrical equipment.

A freezer is available for refreezing ice blocks. Belongings are left at the owner's risk. Each day during the peak season the shower and toilet block will be closed for an hour for cleaning. Please check times on the notice board or with Reception.

**Site Etiquette**

Rydal Hall is a quiet site and we insist that campers help keep the peace and tranquillity of our estate and respect the natural environment. We ask all guests to be quiet between the hours of 22.30 and 07.30 and refrain from excessive noise at all times. Anyone engaged in drunken, offensive or excessively rowdy or loud behaviour will not be admitted and those onsite may be asked to leave immediately. Rydal estate hosts a number of rare plants, some of which are protected by law. We also have valuable ancient trees. Guests must not bring or use saws or axes as there is no legitimate need for them on our campsite. If a guest is found damaging the environment, we may ask them to leave immediately.

**Fires**

Open fires are only permitted in the dedicated fire pit, for which there is no charge. Sustainable firewood can be purchased from Reception. Scavenging firewood disturbs the natural habitat and is not permitted. Pod residents, please use the barbecue stand outside the pod. Campers, please raise any barbecue off the grass by at least 60cm to prevent killing the grass and sterilising the soil beneath. The burn mark takes over three years to recover. Disposable barbecues are only permitted on the benches, where a slate has been provided. Lighting a fire or cooking inside tents or pods are dangerous to life and are not permitted at any time.

**Recycling**

We ask campers and pod residents to take their rubbish away when they leave. However, we do offer limited space in our recycling area beside the Tea Shop. Please sort into paper, glass and cans or general waste. Any unwanted large items must be taken away.

**Data Protection**

Rydal Hall does not share guests' personal information with any third party. Data collected from guests in connection with their booking will be retained in accordance with the current Data Protection legislation.

**Complaints**

In the unlikely event you are not satisfied with any aspect of your stay, please let Reception know immediately so that we can do our best to help.

**Feedback**

In order to ensure we are meeting the needs of our campers and pod residents, we would be grateful if you could provide us with feedback about your visit. Rydal Hall campsite can also be found on Trip Advisor and Facebook.