

Rydal Hall – Booking Terms and Conditions

Applicable to Campsite, Cabins, and Eco Pods

Arrival and Departure

Cabins and Eco Pods:

- Check-in: Between **4:00pm – 8:00pm** at Reception in the Main Hall.
- Check-out: By **10:00am**. Please return your keys to Reception on departure.

Campsite:

- Check-in: Between **2:00pm – 8:00pm** at Reception.
- Check-out: By **10:00am**. Collect tent tags and parking permits on arrival.

To maintain peace on site, all guests must **arrive by 8:00pm**. Late arrivals must contact Reception in advance at **015394 32050**.

Site Etiquette

Rydal Hall is a quiet retreat. Guests must:

- Respect the **tranquillity** of the estate and the **natural environment**.
- Observe **quiet hours** from **9:00pm – 8:00am** daily.
- Refrain from excessive noise/music at all times.
- **Drunken, offensive, or rowdy behaviour** will result in refusal of entry or removal from the site without refund.

Not Permitted:

- Use of **generators, saws, or axes**.
- Damaging flora or fauna, climbing trees – some species on the estate are protected by law.

Right of Admission:

Rydal Hall reserves the right to refuse bookings or ask guests to leave if rules are violated.

Vehicles

- **No pitch-side parking.** Designated parking areas are nearby.
- **Rooftop tents and trailer tents are not permitted.**
- Display the **parking permit** at all times.
- **We are not licensed for Campervans and motorhomes**, they cannot be used to sleep in. Overnight sleeping in any vehicles is prohibited and guests will be removed if found in breach of our licence.

Rydal Hall is not liable for vehicle damage onsite or in transit.

Tent Sizes and Pitches

- Maximum pitch size 5 x 5 meter. Tents larger than this requires an additional pitch booked.
- Tents must be **3 metres apart** for fire safety.

Marquees/gazebos allowed by **prior arrangement** and for an **additional fee**.

Please be advised that requests for specific pitches, cabin or pods are noted, but cannot be guaranteed. Final assignments are based on availability and operational considerations on the day of arrival.

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Minimum Stay Requirements

- **Campsite:** Minimum **2-night stay** on weekends and Bank Holidays during mid to high season.
 - **Cabins and Pods:** Minimum **2-night stay year-round**.
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Groups

- Small groups of up to **4 adults and 4 children** are welcome.
- Organised groups accepted **with prior agreement** only.
- Group leaders must complete a **Group Booking Form** with full details.
- Final numbers must be confirmed **4 weeks before arrival**.
- Payment due **no later than 4 weeks** prior to arrival.
- Changes to guest numbers after this point will not result in refunds or price reductions.

Stag, hen, same sex, or birthday parties are not accepted.

Groups failing to comply with quiet hours (9pm – 8am) will be asked to leave without refund.

Methods of Payment

- **Full payment is required** at the time of booking.
- **Non-refundable and non-transferable.**
- Payment accepted by **bank transfer, debit/credit card, or cash.**
- Include booking reference with all communications and BACS payments.

BACS details:

Account Name: *Rydal Hall Ltd*

Account Number: *51373684*

Sort Code: *40-16-22*

VAT

All prices include **VAT at the prevailing rate.**

Cancellations

Campsite and Eco Pods

- All payments are **non-refundable** and **non-transferable.**
- **Holiday insurance** is strongly recommended.
- If Rydal Hall cancels due to exceptional circumstances, a **full refund** will be issued.

Cabins

25% deposit at time of booking will be taken, which is non-refundable and non-transferable.

- Cancellations within **14 days of arrival (4:00pm on check-in day)** are **charged in full.**
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Extreme Weather

If a **Severe Weather Warning** or extreme weather event is issued, Rydal Hall may close the site at short notice.

- Guests must **vacate immediately.**

- A **refund for unused nights** will be issued.
 - Rydal will assist with alternative accommodation where possible but cannot guarantee availability.
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Insurance and Liability

- We advise guests to take out travel insurance to cover their stay.
 - Rydal Hall is **not liable** for loss or damage to personal property.
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Damages

Guests are responsible for damage to:

- Land, accommodation, site equipment
- Loss or replacement of **keys**

Charges may apply.

Dogs

- Maximum **2 well-behaved dogs per booking**.
 - Only **1 cabin and 2 pods** are dog-friendly – please specify at time of booking.
 - Dogs must be **kept on leads at all times** and **never left unattended**.
 - Clean up after your dog.
 - **Livestock may be present** – any uncontrolled behaviour may result in being asked to leave.
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Smoking and Vaping

- **Prohibited indoors**, including cabins, pods, and all toilet/shower facilities.
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Drones

- Drones are **strictly prohibited** due to wildlife, livestock, and guest privacy.
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Showers and Toilets

- Facilities included in the tariff.
 - Charging sockets and freezer for ice packs available.
 - **Please note, Belongings are left at your own risk.**
 - Facilities may be temporarily closed for daily cleaning in peak season.
 - Lost property will be kept for a maximum of 30 days.
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Fires and Barbecues

- Fires permitted in **contained firepits** raised **2 feet off the ground**.
- Free firepit available on lower campsite.
- Pods and cabins have their own firepits.
- **Sustainable firewood** available at Reception.
- **No scavenging** of firewood allowed.
- Barbecues/stoves must be **raised off the grass**.
- **No fires or cooking inside tents or pods** – risk to life.
- Cabins have outdoor cooking stoves.

Firepit curfew: 10:30pm.

Please note, Fire bans may apply during dry periods.

Waste and Recycling

- Guests are encouraged to **take rubbish home**.
 - **Limited bins** available beside campsite toilets and Tea Shop.
 - Please separate **glass**, **mixed recycling**, and **general waste**.
 - **Food waste** must go into dedicated bins near sinks.
 - **Do not leave camping equipment** – extra charges may apply.
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Data Protection

- Rydal Hall complies with **current Data Protection laws**.
 - We do **not share personal data** with third parties.
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Complaints and Feedback

If you're dissatisfied during your stay, please speak to Reception **immediately** so we can assist.

Feedback is always welcome and helps us improve.
Find us online and on social media to share your experience.