

# SITE RULES

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Our site rules apply to everyone onsite.

Please respect the site, its staff, and its users so that everyone is safe and happy here.

Riverside reserve the right to refuse entry or ask guests to leave if rules are broken, Health & Safety is at risk, or there is disruption to others.

## Arrival and departure:

- Arrival is between 1.30pm and 7:30pm. Later check in can be arranged with prior notice. If you are delayed and will arrive late, please phone us as soon as possible to warn us, and do not disturb other guests when you arrive and set up on your pitch.
- If you arrive early, you are welcome to park in our carpark, but pitch access will not be possible until 1.30pm
- Please have ID with you to confirm you are the person who made the booking
- Payment of the balance of your pitch fee is due on check-in
- We allocate your pitch in advance and we will show you to your pitch
- When leaving, ensure your pitch is left clean & tidy, with all waste put in appropriate recycling bins or (for large items) taken home
- Checkout is by 10am for pods and by 11am for all pitches

## Booking/payment:

- When booking, check you book the correct pitch, as we cannot guarantee availability to change you from one type of pitch to another when you arrive
- Payment of the balance of your pitch fee is due on check-in

## Site safety:

- Children are always the responsibility of their parents or guardians. They must be supervised so they do not disturb others & are not a danger to themselves or others.
- Children under 12 must be accompanied by a responsible adult in the toilet/shower block and in the river area
- Use of the river is entirely at your own risk
- Vehicle speed limit at Riverside is 5mph. Pedestrians & cyclists have priority.
- Children must not use scooters/bicycles after 8pm and never in a way to endanger others
- Do not drive on the grass without permission – please keep to the tarmac or as directed by us
- The shower/toilet block floor is regularly cleaned/checked, but be mindful and take care when using the facility as splashes and wet footwear can leave water on the floor between cleaning/checking
- The track around the site has speed bumps and is not a smooth tarmac road so be mindful when using it
- Fireworks and Chinese lanterns are not permitted
- Firearms of any sort (including air rifles) are not allowed at Riverside.
- BBQs and firepits must be attended at all times when lit/hot
- BBQs and firepits can be used on gravel/hardstanding pitches. On grass pitches you must ask us for a concrete slab to protect the grass from heat
- There are multiple fire extinguishers located around the site
- Your dog's mess must be picked up, as it's a health hazard & unpleasant for others
- To avoid trip hazards, keep all cables neat and tidy and ensure no excess cable is on or near your pitch
- The Herb Garden contains common culinary herbs: you are welcome to use these herbs if you wish and at your own risk. Some blackberries might be growing on site: foraging for these is at your own risk. Other plants on site are either native British plants or plants commonly found in British gardens: none should be eaten.
- In adverse weather conditions we may need to enforce certain measures for the safety of you and the site: please respect them
- In adverse weather/ground conditions, access to part of the site may be stopped
- The fields surrounding the site belong to the working farm next door and there is no public right of way across them. Please respect our neighbour's land, livestock, and property.
- Access on foot to the shingle beach in the adjoining field is by kind permission of our neighbour. Use of the shingle beach is at your own risk. Children must be supervised at all times on/near the shingle beach. NO DOGS ALLOWED IN THE FIELD so do not attempt to take them to the beach.
- There is always livestock, usually sheep, nearby. DO NOT GO IN THE FIELDS AROUND THE SITE OR LET YOUR DOGS OFF. DO NOT APPROACH OR FRIGHTEN LIVESTOCK. SHEEP CAN DIE IF FRIGHTENED BY YOU OR YOUR DOG.

### **On site:**

- To help everyone enjoy their stay and stay safe, please note information/instruction signs placed around the site to help you
- Respect the comfort, privacy, and enjoyment of all guests, for example:
  - Do not play on or cut across/behind occupied pitches
  - Take care with noise levels so you do not disturb other guests
  - Keep radios, TVs, musical instruments etc at a considerate volume
  - Use of Gazebo, especially in evenings, must be considerate of others
  - We have a no noise policy after 10.30pm
  - Be aware of guests' privacy when taking photographs
- Anyone causing persistent disturbance to others will be asked to leave
- Anyone using (or suspected of using) illegal drugs anywhere on site will be asked to leave immediately
- Respect all site property; respect everyone's private pitches
- Be mindful of the impact of lights. Llangammarch Wells is proud of being a Dark Skies area and we encourage guests to respect that. Please turn off any decorative lights overnight. We advise that when going to toilet block in the dark you use a torch.
- All chemical waste and grey waste must go in the labelled waste disposal point located near Reception; nothing else must go in this disposal point
- The recycling and bin area contains labelled bins. Welsh recycling laws specify recycling must be sorted and put in the correct bins: paper/cardboard, plastic/cans, glass. We will be fined (and will pass fines on to those responsible) if this is not done properly, so please take care to use the right bins and not cross-contaminate.
- Garden waste must be bagged and taken away. There is a Council Recycling site at Llandrindod Wells.
- You must safely remove and dispose of clinical/medical waste off-site
- Day-to-day cleaning of your unit with a bucket and sponge is allowed but full-scale washing of caravan/motorhome etc with a hose is not allowed
- If you are going out for the day (e.g. motorhome) and leaving your pitch empty please leave something such as steps or a cable to show you are returning
- Use of drones is not allowed on site. We reserve the right to use a drone for commercial photography.
- To protect the environment and to avoid trips caused by overloading the wiring, please be thoughtful and moderate in your use of the 16 Amp electric hook-ups
- All your electrical devices/cables should be safety-checked and are used entirely at your own risk; Riverside is responsible for the hook up only
- Help us protect the grass by lifting groundsheets/tents/awnings at frequent intervals or as requested
- Grass cutting and grounds maintenance is carried out to keep the site presented appropriately. We try to do this work when the site is not busy, but some activity and noise during your stay may be unavoidable.
- Any damage caused by you to the site or to other people's property must be reported to us straight away
- New guidance/rules might need to be introduced and enforced at short notice (e.g. due to adverse weather conditions, new legislation, an emergency, or safety reasons).
- The fields surrounding the site belong to the working farm next door. Please respect our neighbour's land, livestock, and property. Do not allow your dog near livestock.

### **Recycling/refuse:**

- The recycling/refuse area has recycling bins labelled for different materials, general waste bins (for small items only), and a charcoal/ash disposal area.
- Large general waste (e.g. white goods, carpet) must be taken home/taken to tip. Charges will be made for excess waste left in the bins/refuse area.
- Welsh recycling laws are enforced with fines for incorrect recycling, which we'll pass on to those responsible for cross-contamination

### **Let us know in advance if:**

- You have a supermarket delivery (delivery to carpark only)
- You have a postal/courier delivery (we will then arrange a time for you to collect your item from Reception)
- Your planned departure date changes
- You have any visitors on site (contact details needed for emergency use)
- You are leaving your unit unattended overnight

**Vehicles:**

- Only private vehicles allowed; no commercial vehicles/lorries allowed
- All vehicles must be appropriately taxed and insured and drivers have a current full driving licence
- There is one parking space per caravan/pitch. Extra cars are charged per night and must park in designated areas, which may be off-site.
- No sleeping overnight in cars is allowed.

**Pet etiquette:**

- Pets are permitted at Riverside's discretion
- Dogs must be kept on a short lead and under control, and all fouling cleared up as it is a health hazard. We can advise you of local dog-walking areas/routes.
- There is always livestock, usually sheep, nearby. We do not own the fields next to the site and there is no public right of way through them. **DO NOT GO IN THE FIELDS OR LET YOUR DOGS OFF. DO NOT APPROACH OR FRIGHTEN LIVESTOCK. SHEEP CAN DIE IF FRIGHTENED BY YOU, YOUR DOG, OR OTHER PET.**

**Liability, security, damage:**

- Guests are solely responsible for the property and possessions they bring onto the site, and are advised to have appropriate insurance and take appropriate security measures
- We accept no liability/responsibility for, nor can pay compensation for, any injury, loss of/damage to property, possessions, pets onsite due to events beyond our control
- Any damage caused by you to the site/site property or to other people's property must be reported to us straight away
- If damage is caused by you to the site/site property, we will recover from you or your insurers the cost of repair/replacement
- If damage is caused to your property, you must immediately tell us the details of the damage and the cause/circumstances.
- If damage is caused to your property onsite by another guest of third party, we cannot pay for such damage and cannot share guest/third party details because of data protection legislation

**IF YOU HAVE ANY QUERIES, DO GET IN TOUCH WITH US - WE'LL BE PLEASED TO HELP.**

**THANK YOU / DIOLCH**