



our terms & conditions

When you make this booking, you're entering an agreement with Nyth Robin, so it's important you read our terms and conditions of booking below.

- **Booking**

Your stay at Nyth Robin is only confirmed upon receipt of deposit or full payment.

Touring and camping

We require a non-refundable 50% deposit to reserve a pitch at Nyth Robin. Balance payments are to be paid when checking in at Nyth Robin.

Glamping

We require a 50% deposit to reserve your glamping accommodation at Nyth Robin. Full payment is due 6 weeks before arrival date, or at the time of booking if arrival date is within 6 weeks. Both deposits and full payment are non-refundable.

- **Cancellation**

Once you have booked your stay at Nyth Robin, our agreement is a legal contract and your deposit or full payment is non-refundable. We strongly recommend that you take out cancellation insurance, which is inexpensive and is widely available.

If for whatever reason you need to cancel your booking, we may offer to transfer your deposit/ payment to another date, but this is at the discretion of Nyth Robin management only and will incur a £15 admin fee.

If you have booked our glamping accommodation and we're able to 're-sell' your dates then we will refund your deposit/ payment less a £15 admin fee.

- **Cancellation by Nyth Robin**

We reserve the right to cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative dates or accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

- **Arrival & Departure**

Check in for our pitches and accommodation is between 2pm and 7pm only. If you arrive outside of these times, there may not be a member of staff on site to check you in. If you would like to arrive earlier than 2pm or later than 7pm please get in touch in advance of your stay to check feasibility.

Touring & camping

When you arrive please stop at Reception to check in and pay the remainder of your stay (if any). Please vacate your accommodation by 12pm/ noon on the day of departure.

Glamping

When you arrive please stop at Reception to check in and we'll show you to your accommodation. Please vacate your accommodation by 11am on the day of departure.





- **Damages and Breakages**

You are responsible and liable for any damage to Nyth Robin property whilst on site. Please report any damages as soon as they occur

Glamping

Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We understand accidents happen so don't normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

- **Dogs**

We welcome dogs at Nyth Robin both for touring, camping & glamping accommodation, with the exception of the Gwdihw hut, where dogs are not allowed. Dogs must be supervised at all times, must be on a lead, must not be dangerous and must not cause a nuisance or threat to anyone. Please clear up after your dog and never leave dogs unsupervised whilst at Nyth Robin. We accept a maximum of three dogs at any one time.

- **Children**

A responsible adult must accompany all under 16's staying at Nyth Robin. No under 16's should be left at Nyth Robin without an adult and must be supervised in all areas of the site, especially around the lake areas.

- **Safety on site**

There is strictly no smoking allowed inside any of glamping accommodation or in the or around the facilities building.

Whilst at Nyth Robin you are responsible for the safety, behaviour and whereabouts of anyone under your care or any pets that you have brought with you. You are also responsible for your valuables and any valuables left in any accommodation are at the owner's risk. Please inform staff immediately of any loss of or damage to valuables and/ or property

We have CCTV cameras operating at Reception and at our site entrance only and footage is stored for no more than 31 days.

Glamping

If deemed necessary by Nyth Robin management, a member of staff has the right to enter any of our glamping accommodation at any time. Where possible/ feasible we will endeavour to notify guests prior to this happening.

- **Liability**

Nyth Robin does not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.





- **Data**

Nyth Robin complies with GDPR and securely stores only necessary personal details you provide to us when booking. This enables us to process your booking. We never pass on your details to any third party. Please see our Privacy Policy for full details on how we store and use your data.

- **Firepits & barbeques**

Firepits and barbeques are welcome but must be kept off the ground and fires should be in a suitable firepit or similar and be kept under control. Fires and barbeques should never be unsupervised or left unattended. A suitable firepit and barbeque is provided with all glamping accommodation.

Nyth Robin management reserve the right to not permit fires and barbeques should they deem the current conditions unsafe.

Wood burning stoves – Glamping accommodation

Some glamping accommodation come with a wood-burning stove. Please read instructions provided before using and if you do not have experience of lighting / operating wood burning stoves, please ask a member of staff who'll gladly show you what to do. Do not allow children to play with or operate the wood burner. When lit please take extra care when moving around the wood burner as they get very hot, always make use of the safety equipment provided and never leave a lit wood burner unattended. All accommodation is provided with a fire extinguisher, fire blanket and carbon monoxide detector

Please do not use wood from the surrounding woodlands in any firepit, barbeque or woodburning stove as is often not suitable for burning and can provide important habitat for wildlife and forms part of our woodland eco system.

- **Fire procedures**

In the event of a fire, please leave the campsite by following signs to the nearest fire exit and gather in the designated area. There are fire extinguishers, buckets of sand and means to raise the alarm at Reception and the Facilities block. In the event of finding a fire please raise the alarm and inform a member of staff as soon as possible.

- **Noise & late night access**

We are a small, family friendly site so please be considerate of your neighbours. No amplified music is allowed, and any outside noise be kept to a minimum after 11pm. We ask for no vehicles to be moved onsite between 11pm and 7am. Any taxis must stop at the entrance gates between these times.

We reserve the right to ask any guest to leave should any of these terms and conditions not be adhered to.

Terms & Conditions correct as at 14th October 2018

