
RULES AND GUIDELINES FOR YOUR STAY AT GRAIGLWYD

PETS

Well trained Dogs are welcome in Yew, Elm, Oak and Ash cottages only, with a maximum of 2 dogs per cottage. Please ensure you keep your pet off Sofas and beds and please do not leave them unattended at any time. In the event of damage caused by pets, you are responsible for any repair costs. Outside, dogs must be kept on leads at all times and waste bins are on site. In the interests of hygiene, please clean up any mess, but use the roadway and public footpath access to exercise your dogs and do not allow them to use the lawn areas as a toilet where possible. Please ensure that they do not become a nuisance to other guests. Sorry, but dogs on the dangerous dog's register are not permitted. Where possible please ensure you bring your pet's bedding with you and or their travel cage. Please ensure your pet doesn't become a nuisance to others.

STANDARD OF BEHAVIOUR

All guests are expected to behave in a reasonable way and not do, or allow to be done, anything that in our opinion is detrimental to the quiet, safe, enjoyment of others staying here. Excessive noise and bad language will not be tolerated. We do not allow late night parties, loud music or anything that detracts from the peace and quiet of the area, and our customers enjoyment of it. Anyone who does not abide by this policy after a reasonable request to do so will be asked to leave the complex and no refund of their holiday will be given.

CARS

We operate a maximum speed limit of 5 mph. So please drive carefully on site and be aware that a Public Footpath runs alongside our main driveway. All vehicles must be insured, taxed and hold a valid MOT certificate.

Parking spaces are provided at each cottage and are marked. There is an overflow and secure car park on site if needed. Please park in the bays marked for you cottage. If you have visitors please inform us so we can ensure they park in our overflow car park when necessary.

BBQ'S

For safety reasons, no open fires are allowed and only BBQ's provided by us can be used. If a BBQ is required, with a deposit of £25, we will provide BBQ and utensils. Charcoal Bag is £5 extra. We will make a full refund if the BBQ is returned to us on your departure in a clean state and ready for re use. Please allow ashes to cool completely before disposal. Into the metal bin provided. Please use it responsibly given wind direction and consideration of other guests. NO BBQ's are allowed on our deck areas or wooden surfaces.

BIKES AND SAFETY

Please take care when using sporting equipment such as bicycles and skateboards and do so with due consideration for others and their own safety. The road to the front of the property can be busy occasionally with cars visiting the Fishery. Children must be supervised whilst on bikes etc.

CHARGING OF ELECTRIC VEHICLES

We do not offer the facility to charge electric vehicles, however there is a fast charger next door on Graiglwyd Caravan Park which our guests are welcome to use. Please do not plug your car into the mains within your cottages.

GUESTS

Only guests declared on your booking form may stay overnight in the cottages. Please let us know of any day visitors so we can make parking arrangements if necessary. Currently guests from another household may not visit .

REFUSE BINS

Each property has its own outside bin. Please bag all rubbish in the black bin bags provided. No loose rubbish should be deposited in the bins. Do not leave bags outside as they will be ripped open by birds !

FISHING

There is Trout Fly Fishing available on site, with prior booking at our Fishing lodge. However, unless you are fishing, spectators cannot visit the lake area, due to safety reasons from casting as well as maintaining a quiet area for Anglers.

WATER SAFETY

Please be aware we operate a Fishery, on site so, please keep an eye on Children and pets and be aware of the potential dangers of the pond and lake. Unless fishing, children cannot have access to the Lake.

TV

We offer a digital TV in each accommodation with DVD player.

ELECTRICAL APPLIANCES

Customers are not permitted to use their own electrical appliances in our cottages. Phone chargers may be used, but please switch off chargers at the mains when not in use as some can overheat.

DRONES/VIDEO

No drones are permitted to be flown on site or over our property.

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NO SMOKING

A "No Smoking" policy operates throughout the cottages and deck areas.

FIRE SAFETY

Please read the "In the event of fire" notices in each cottage and familiarize your guests with this as well as emergency exits and fire assembly point and what to do in the unlikely event of a fire.

GARDEN AREAS

The communal garden areas are for the use of guests however we do not allow ball games, or the exercising of pets on these. There is a public footpath just off site which can be used to exercise your pets. For Ball games there is a fabulous beach 5 mins drive away or a football field in Penmaenmawr which we can direct you to.

WIFI

Free wifi is available to each cottage.

BREAKAGES/CLEANING

As a guest you are responsible for any accidental or deliberate damage or breakages during your stay, so, please report any instances to us as soon as possible and we can arrange replacements or repair.

Accommodation left in a dirty state which requires a deep clean will be invoiced to the guest.

Please leave your accommodation as you have found it and please let us know of any breakages or damage. Minor breakages will not be charged if we are informed.

COMPLAINTS

Please notify us of any issue you may have with any aspect of your holiday as soon as possible, so that we can resolve the issue. We will always do our best to make sure your stay is safe and enjoyable.

Thank you for taking time to read through our Conditions and Rules as they are here for your safety, information and enjoyment, and we hope you have a safe and enjoyable stay here with us at Graiglwyd Springs.