

## Terms & Conditions

Welcome to Pencwm Escapes. We want all guests to enjoy a relaxing and respectful experience in our peaceful, off-grid setting. Please take a moment to read through the following guidelines before your stay.

### Vehicles & Parking

Pencwm Escapes is a car-free campsite, with the exception of two dedicated campervan pitches.

- **Campervan Pitches:** These two pitches each allow for one light vehicle or campervan.
- **General Parking:** All other guests are asked to park in the designated car park near the entrance.
- **Luggage Transport:** Wheelbarrows are provided to help move your belongings to your pitch.
- **Accessibility:** If you require assistance with luggage due to mobility concerns, please contact us in advance to arrange support from a member of the team.

### Motorhomes & Caravans

We are unable to accommodate caravans or motorhomes. Our grass pitches and site access are not suitable for larger vehicles, and we do not offer chemical waste disposal facilities.

### Dogs & Pets

We welcome well-behaved dogs, with a maximum of two per booking.

- **Supervision:** Dogs must be kept on a lead and under control at all times, including while at your pitch.
- **Noise & Behaviour:** If a dog causes repeated disturbance or is the subject of guest complaints, we reserve the right to ask for immediate departure without refund.
- **Cleaning Up:** Owners must clean up after their pets. Red waste bins are available around the site. Biodegradable waste bags can be purchased at reception.
- **Unattended Dogs:** Please do not leave your dog alone in your tent, glamping accommodation, or vehicle.
- **Dogs in Season:** We advise against bringing dogs that are in season, as this may cause disruption to other guests and dogs.

### Music

To preserve the calm and quiet atmosphere of the site:

- **Amplified Sound:** Radios, speakers, or any form of amplified music are not allowed at individual pitches.
- **Acoustic Instruments:** You're welcome to play acoustic instruments, such as guitars, quietly by your fire.
- **Exclusive Hire:** If you have booked the entire site for exclusive use, amplified or live music may be permitted with appropriate licences and prior arrangement.

### Noise & Conduct

Quiet hours are between 10:00 PM and 8:00 AM to ensure all guests enjoy a restful stay.

- **Unacceptable Behaviour:** We reserve the right to cancel bookings or ask guests to leave without refund if there is disruptive behaviour, damage to property, or inappropriate conduct toward other guests or staff.
- **Damage Liability:** Guests may be charged for any damages or losses caused during their stay.

## **Recycling & Environmental Responsibility**

We're committed to minimising waste and protecting our surroundings.

- Recycling Points: Recycling bins are available throughout the site and near your accommodation.
- Waste Sorting: Please follow the recycling guidance posted at each bin station.
- Leave No Trace: Ensure your pitch or glamping space is left clean and tidy when you leave.

## **Campfires, Barbecues & Fire Safety**

- Campfires: Permitted only in designated fire pits provided. You may use your own raised fire pit (min. 100 cm off the ground), but it must be placed in the fire-designated area.
- Dry Weather Bans: Temporary bans may be put in place during very dry periods for safety. We'll inform guests if this occurs.
- BBQs: Disposable barbecues are not allowed. BBQ tripods for fire pits are available to hire.
- Firewood: Only dry, seasoned wood may be used. Kiln-dried logs can be purchased on-site. Please do not collect firewood from the woodland or fields.
- Safety: Never leave fires, children, or pets unattended near open flames.
- Smoking & Fire Risk: Smoking is strictly prohibited inside glamping accommodations and the Dutch Barn communal space. Please dispose of cigarette butts responsibly.

## **Day Visitors**

- Day visitors are welcome by prior arrangement only and must leave the site by 10:00 PM.
- Overnight stays by day guests are not permitted.

## **Smoking & Vaping**

To keep shared and indoor spaces clean and safe:

- No Smoking Areas: Smoking and vaping are not allowed inside any accommodation, the Dutch Barn, or communal areas.
- Disposal: Please extinguish cigarettes fully and use the bins provided.

## **Contact:**

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