



House Rules

For Our Properties

Friendly guidance for a safe, comfortable and enjoyable visit

Please take a few moments to read these House Rules before arrival and once you get here. They are here to help you have a safe, comfortable and respectful visit.

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Welcome to RoR Escapes. We want you to feel comfortable, relaxed, and able to enjoy the Property and its surroundings during your stay. These House Rules help protect the Property, respect our neighbours, and ensure every guest has a safe and enjoyable visit. While using the Property, please make sure you and all members of your group follow the House Rules below.

Respectful Behaviour

- You must ensure that all members of your group, including anyone under the age of 18, are supervised at all times while using our spaces.
- You must use the Property responsibly and carefully, and leave it, including all contents, in the same state of repair and cleanliness as at the start of your stay.
- You must respect the local community by keeping noise to a minimum, especially between 10:00 pm and 8:00 am.
- Drones and other unmanned vehicles must not be used on, over, or from our site without our prior written consent.
- While visiting or staying at the Property, you must treat everyone with respect. You must not act in any way that is abusive, violent, destructive, menacing, or harassing towards any member of the RoR Escapes team, the local community, or anyone acting on our behalf.
- Kindly, ensure muddy boots/wellies and dirty/wet outdoor wear are removed upon entry to the Property and stored in the spaces provided.
- We recognise that accidents can happen. You must report any damage or breakages promptly during your stay. We may ask you to cover the cost of repair or replacement, except where the issue is due to fair wear and tear.
- No more than the maximum number of people or pets stated on our Website and confirmed as part of your booking may stay at Ardwyn Bach or Plas Tirion. If you would like to invite additional visitors during your stay, you must contact us first.
- Intended use and number of guests expected for an event, workshop, retreat, team meeting or away day, course or similar activity at any Property, must be confirmed with us at time of booking.



Property Features

- We want every guest to have a comfortable, memorable experience. Each Property has its own character, layout, and features, so please refer to the relevant Welcome Guide for property-specific details during your visit.
- Each Property is an older building, and much of its character and charm comes from its age. In particular, Ardwyn Bach and Plas Tirion are over 200 years old. Although they have been restored to a high standard, they were built before modern building techniques, so some features may differ from those in a modern home.
- Traditional features may include uneven floors, lower doorways, steps, changes in floor level, thicker walls, and other original details. Please take care when moving around the Property, especially on arrival and when using unfamiliar areas.
- We are located in Ruthin, in the Vale of Clwyd, with plenty of opportunities for hiking, cycling, sightseeing, and outdoor pursuits. Guides and local literature are provided for use during your stay. Please leave these in the Property on departure so future guests can enjoy them too.
- If you notice anything that concerns you, or if something does not seem to be working as expected, please let us know as soon as possible so we can advise or assist where appropriate.
- Please consult our Accessibility Statements if you think any traditional property features may be difficult for a member of your group.



Practicalities

- Wi-Fi is available throughout Ardwyn Bach and Plas Tirion, although it is not currently available at Ymestfan. As our Properties are old and have thick walls, extenders are used to help boost the signal. Wi-Fi is provided for leisure use only and is subject to availability and network conditions, so it must not be relied upon for business purposes.
- You must ensure that the Property is secure, including all windows and doors, whenever you leave. At the end of your stay, you must return the keys to the place where you collected them, whether that is a key safe or another agreed location.

- Please let us know if infants are travelling with you. Travel cots and high-chairs are available at Ardwyn Bach and Plas Tirion. We will provide a sheet for each travel cot, but guests must bring any other bedding needed for infants.



No-Smoking, Vaping or Incense

- We operate a non-smoking and non-vaping environment. Smoking, including the use of e-cigarettes and vaping devices, is not permitted inside the Property.
- If you wish to smoke or vape, you must do so outside only and must ensure that cigarette butts are fully extinguished in the flower-pot holders provided.
- Incense must not be lit inside the Property.



Fire Risks, Heating and Cooling Systems

- To help preserve each Property, smoke alarms and carbon monoxide alarms are installed in the property. Additionally, at Plas Tirion there is a commercial fire alarm system. Fire extinguishers and fire blankets are provided in each Property. In the event of a fire, please call 999 and follow the evacuation signs to leave the Property promptly.
- Scented and other candles may be used inside the Property, provided they are never left unattended and are fully extinguished after use.
- Domestic power sockets must not be used to charge electric or hybrid vehicles, including electric bikes and scooters.
- A charcoal BBQ is provided for Ardwyn Bach and Plas Tirion. If you use it, you must use the BBQ equipment provided, such as tongs and forks, for cooking on the BBQ only. You must clean the BBQ after use and dispose of any residual charcoal ash in the metal ash bucket at the Property.
- Ardwyn Bach only – Guests are welcome to use the wood burner. You must not leave it unattended or leave the Property while it is in use. Ash must be disposed of in the metal ash bucket at the Property. A starter pack of logs, matches, and firelighters is provided to help you get the fire going.

- Plas Tirion only – Guests are welcome to use the electric log burner. You must ensure it is turned off after use and must not leave the Property while it is still turned on.
- Ardwyn Bach and Plas Tirion are heated by pre-programmed gas central heating. Additional electric heaters can be provided upon request, and electric fans are provided in each bedroom at each Property for use in hot weather.
- *Ymestfan* is heated and cooled via a heat-pump and air-conditioning system. You must follow the instructions provided in the Property, ensure the remote control is left at the Property on departure, and switch the system off using the remote control unless we advise otherwise.
- You must ensure that all electrical heating and cooling devices are switched off whenever you leave the Property and again on departure.
- The Guide for each Property explains where the relevant electrical fuse boxes are located in the event of an electrical trip.

Pets

- RoR Escapes is a dog-friendly environment, and we are pleased to welcome dogs at Ardwyn Bach and Plas Tirion. Due to the nature of our activities at Ymestfan, however, this remains a dog-free environment, except for registered assistance dogs.
- If you or anyone in your group has a dog allergy, please note that while each Property is cleaned as thoroughly as possible after every stay, we cannot guarantee that a dog has not previously stayed there.
- The maximum number of dogs permitted at each Property is stated on our Website. No other animals may stay without our prior written consent.
- Any dogs accompanying you must be declared at the time of Booking, and the additional dog charge shown on our Website must be paid before your stay.
- Dogs must be kept under close control at all times while in or around the Property. All dog mess must be cleared up and disposed of in the dog waste bin provided at the Property.
- Dogs must not be left alone in the Property, in the grounds, or elsewhere at any time.

- Dogs are not permitted in bedrooms unless we have agreed this in advance. You must ensure that any dog hair is cleaned up before departure.
- We know dogs often like to snuggle, so they may sit on the downstairs sofas and chairs, provided the throws supplied are used to protect the furniture first.
- Dog owners must ensure their dogs are free from parasites and fleas before arrival. If additional treatment or cleaning is required as a result, charges may apply.
- Young dogs, including puppies under six months old, must be declared at the time of booking and approved by us in advance.
- Muddy paws must be wiped or washed before dogs enter the Property. Dog towels are provided for this purpose.
- Pets other than dogs may be considered at our discretion and must be approved before a booking is made.

Use of Outside Spaces

- At RoR Escapes, we want you to enjoy our outside spaces as much as the Property itself. Please use them respectfully and in accordance with these House Rules.
- Outdoor seating and tables are provided for guest use, and garden cushions are available. Please take any cushions inside after use to help keep them dry and in good condition.
- Ardwyn Bach: guests have use of a courtyard area for relaxing and dining and are welcome to explore the shared garden. Dogs may exercise in the garden, provided they are kept under close control. Please note that the large BBQ area and seating outside the owner's home are for private use only.
- Plas Tirion: guests have exclusive use of the private garden.
- Ymestfan: guests are welcome to explore the lower garden.
- You must ensure that dogs do not trample on the flower beds and that any children's play activities in the garden are supervised at all times.

Parking

- Guest parking directions will be provided when your booking is confirmed. If you are staying at Ardwyn Bach, please be considerate of other users of the parking area at the Property, including the owner.
- Where visitor parking permits are provided for use in long-stay council car parks, you must return them to the Property on departure. A charge may apply for any permit that is lost, damaged, or not returned.
- At present, electric vehicle charging is not permitted or provided at the Property. If this changes in the future, you will be advised at the time of booking.

Ymestfan Facilities

- Shoes must be removed on entry to Ymestfan and stored tidily, unless we advise otherwise.
- You must wipe all kit and equipment using the sanitising materials provided and return equipment to the place where you found it on arrival.