

Frequently Asked Questions

Accommodation

Is there WiFi in the cottages and log cabins?

Yes there is free WiFi to all of our guests. Signal is generally good but can be affected in extreme weather conditions.

What is provided in the cost of our stay?

All linen and towels, including a separate hot tub towel are provided. We also provide robes too. Under the kitchen sink we provide washing up liquid, hand soap and kitchen spray for you to use throughout your stay. Also dishwasher tablets (1 per day), sponge, cloth, bin bags, tea towels, hand towel and oven gloves.

Other items include:

- Orla Kiely toiletries (hand soap, body lotion & shower gel 30ml bottles)
- Hairdryer in all bedrooms
- A local welcome basket including; milk, harvester loaf, butter, jam, biscuits, fresh coffee and a bottle of wine (content may change)
- Your own private hot tub available all year round
- We provide logs and kindling free of charge for the duration of your stay

Is there a TV/DVD/Sky in the rooms?

There is a smart TV in all properties in the main living area. Cilan Farmhouse and Gamekeepers Cottage also have a second TV in one of the living spaces. TVs are also located in most bedrooms but not all. Log cabins have one TV but this can be seen from the bedroom as they all have an open plan living space. All main TV's have **NETFLIX** which is why we don't provide a DVD player as standard. Should you wish to bring your own DVD's then we do have a DVD player available upon request. **We do not have SKY TV.**

Is our accommodation baby/toddler friendly?

We know how many items you need when you travel with young children. We have baby and toddler packs available free of charge for you to borrow throughout your stay. Details of these can be found on our website at www.rivercatcher.co.uk/baby-toddler-friendly-cottages-north-wales/

Are dogs welcome at Rivercatcher?

We love dogs at Rivercatcher and think this is a perfect place to bring your four-legged family members. We allow 2 well behaved dogs in all our cottages and due to the space and open plan nature we recommend one dog in our Log Cabins. If you have 2 dogs and you wish to bring them to stay in a log cabin, please call or email us and we may be able to accommodate your needs. Dogs are charged at an additional £25 each. We provide you with a dog bowl, blanket, toy and a few doggy bags. There is a dog bin in each cottage/cabin garden and a dog wash area by the car park with dog shampoo and dog towels for you to use after those muddy walks.



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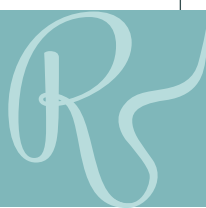
Luxury Holiday Cottages & Log Cabins

t: 01490 440498

e: info@rivercatcher.co.uk

Rivercatcher
Llandrillo, Denbighshire LL21 0SY

www.rivercatcher.co.uk



Can I park outside my property?

When you arrive at Rivercatcher you will be able to drive up to your cottage where there is plenty of space to park and unload. There is also a drop off point by the log cabins for you to do the same. Once unloaded we ask that you move your car to the Rivercatcher residents parking spaces which are a short walk from your front door. You will see these on the right as you drive through the gates into Rivercatcher.

Are the cottage and log cabins centrally heated?

All cottages and log cabins are centrally heated as well as having log burning stoves available with free logs. There are thermostats located in each room.

Smoking Policy

All of our cottages/log cabins are non-smoking. Smoking is permitted in outdoor areas only excluding outside other guests' cottages in respect of other guests and children.

Arrival

What time is check in/check out?

Check in is 5pm and check out is 9:30am. On occasion we may be able to extend these times but this will have to be by prior arrangement if possible.

Will a security deposit be charged?

We ask to take a security deposit at the time we take your balance payment. This is in case of any damages or breakages during your stay. Upon inspection of your property after departure we aim to refund your money as soon as possible but at the most within 10 days.

What do we do when we arrive at Rivercatcher?

You should have all your arrival information on an email which we sent to you 10 days prior. This will have your property key code and map of your property location. You may also have a text message the morning of your arrival with the code. Key safes are located by the front door of each property.

What facilities can we use if I arrive early?

If you arrive earlier than 4pm you are free to use The Lodge games room.

I booked the holiday but my other party members will be arriving before me will they be able to check in?

You must obtain the details from the person who booked your property to gain access.

Booking

How do I pay for my holiday?

Upon booking, should your arrival date be more than 8 weeks away we require a non-refundable 25% deposit and the remaining balance would be due 8 weeks prior to arrival. If you book with less than 8 weeks to arrival then the full balance is due at the time of booking.

Payment can be made by credit or debit card with no fees or also by bank transfer. You can choose which option when you make your booking online.

Cancellation Policy

Should you wish to cancel, all deposits paid are non-refundable. For full details of our terms and conditions please visit www.rivercatcher.co.uk/booking-terms-conditions/. You will also be offered Booking Protection cover at the time of your booking.

Is there flexibility on arrival days?

When booking our Log Cabins or Ghillies Cottage we have set arrival and departure days. These can be booked from a FRIDAY or a MONDAY. Friday arrival can be booked for 3 or 7 nights and Monday arrivals 4 or 7 nights. Flexibility on these days is subject to last minute availability. Please call or email for details.

All other Cottages have a flexible start day and can be booked for a minimum of 2 nights. During school holiday time we will have set arrival days and minimum night stays may change.

General Enquiries

Can we order groceries to be delivered?

Yes, you can pre-order your groceries via Tesco or Asda or Sainsburys. Our local butchers also have a range of items that can be delivered ready for your arrival. Download our additions pdf for more information, www.rivercatcher.co.uk/rivercatcher-additions.pdf.

To order online you need to use the post-code LL21 0SY and select Rivercatcher, making sure, if you can, state which cottage/log cabin you are staying in the Delivery Instructions.

Where is the nearest shop?

There is a shop in the village (1/2 mile walk) This sells essential items only as well as some fantastic Thai take away food. There is a farm shop located 10 minutes' drive from Rivercatcher and then a Supermarket (Co-op) in Bala which is 8 miles away.



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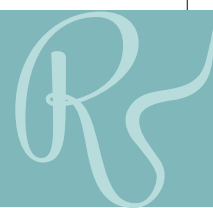
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Fishing

Can I fish at Rivercatcher?

As we are located on the banks of the River Dee it is possible to fish at Rivercatcher. There is no charge for this. The area to fish is limited but is suitable for any type of fishing as long as you fish by the rules of the Environment Agency. www.gov.uk/topic/environmental-management/fisheries-rod-licensing

What can I fish for on the River Dee?

The simple answer is trout and grayling although for further details please visit the Corwen and District Anglers website or the Bala Anglers website. www.corwenanddistrictanglingclub.co.uk/

Can I fish locally?

If you have your own tackle etc then you may wish to purchase one of our 2 passes for C&DAC. This allows you to fish a further 15 miles locally. Details can be found following the link above. Day tickets for Bala Anglers can be purchased in the Bryntirion pub in the next village on the way to Bala.

I don't have a rod or any equipment, can I hire some?

There are no places to hire the equipment but if you wish to have a go on our small stretch at Rivercatcher then you can buy an inexpensive starter kit in the local fishing shop located in Corwen.



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