**THE MEADOW**

**Glamping**

***www.themeadowglamping.co.uk***

**FAQs**

* **What steps are in place at The Meadow with regards to COVID?**

We want to ensure that you feel safe at The Meadow, so following Government guidance and a risk assessment, we have made some revisions to how we operate the site to ensure we are COVID secure:
\*\*If you feel unwell with COVID type symptoms please do not travel, but do contact us about your reservation\*\*
- We are fortunate that we have just 2 glamping units over 2 acres at The Meadow, so guests will be naturally far apart in their own areas.

- Check in / out will be completed 1m+ socially distanced.
- After every occupancy each unit receives a comprehensive anti bac treatment using a sanitising fogger and/or atmospheric room sanitising spray.

- Where possible gaps are left between bookings.

- Each unit undergoes a 6 hour deep clean before every new guests arrive.
- There are not many communal areas at The Meadow, as each unit has separate showers and private toilets; however areas such as the tennis court and rowing boat will be thoroughly cleaned and sanitised between guests.
- Anti bacterial hand gel and wipes will be provided at these areas, plus in your unit.

- In addition, we have increased the cleaning / anti bacterial regime before each rental, this includes all the outdoor areas inc seating/benches, the communal areas and showers.
- Mattress & pillow protectors are changed after every guest and bedding & towels are washed at 60 degrees using Dettol laundry cleanser (kills 99.9% of bacteria).

* **Standard booking and cancellation policy**

Payment is required at time of booking.

All bookings are fully cancellable for any reason whatsoever, as long as you cancel more than 5 days in advance.

I’m afraid we cannot offer a refund for cancellations made within 5 days of check in.

* **COVID cancellation policy**

If government guidance means we have to close the glampsite at any other time due COVID, all guests with reservations during these affected periods will have the following options:

- Moving your reservation to another date;

- A credit note for another stay (ie. if you don’t have alternative dates worked out yet);

- A no quibble immediate refund for the full amount paid.

For cancellation under any other circumstances, our standard cancellation policy applies (as above).

* **The Meadow is off grid – what does that actually mean?**

In a nutshell, getting away from it all without the distractions of modern life!

So instead of electric lights, you have solar and battery alternatives; instead of music from a Wifi speaker, you have the sounds of the woodpeckers, kingfishers, ducks and owls!

But don’t worry, we have supplied everything you need to have a very comfortable and relaxing stay.

* **Is there no electric at all on site?**

Not quite! There is no electric in Wild Billy’s, however, a picturesque 90 second walk away along Gypsy Angel Row brings you to The Old Store which has electric sockets (if you *really* need to check your phone/device!), a hairdryer and a fridge freezer for your milk / food.

The summer house at Mary’s Place does have 2 sockets (a hangover from its previous life!).

We also supply ice packs so you have the option of keeping food cold in the glamping units.

* **What are the cooking/food options on site?**
* Each unit has a large fire pit and traditional Romany tripod to cook/bbq your own meals from scratch.
* There is also a gas ring to give you the option of cooking/boiling vegetables picked straight from our garden or re heating any prepared food you would like to bring. All pots & pans, cooking utensils and a kettle are supplied.
* There is a mini kitchen prep area set up amongst the trees and an outside table and chairs for each unit.
* In case of inclement weather, for Wild Billy’s you have the option of eating in the wagon or under the shelter; for Mary’s Place you can use the beautiful summer house.
* Dishwashing is available in the butler’s sink next to the Old Store and showers where you’ll find hot running water.
* There are 2 good pub/restaurants in the village within a 5 minute walk and many other food / take away / delivery options slightly further afield. Details of local restaurants will be in your unit, if you would like this info in advance, we can email it to you.

*Our advice? Look at the weather and plan ahead ☺*

* We can also supply a breakfast / dinner hamper from our excellent local community shop, which can be here waiting for you when you arrive. A bespoke hamper or specific items can also be ordered.
* For something different, we have teamed up with local company Wild’s, who provide gourmet picnic hampers, available for you to directly pre order (minimum 3 days’ notice) and delivered directly to The Meadow.
* For a special occasion to remember, we can set up a table for a romantic meal in the stunning setting of The Meadow. The local pub the Tally Ho, Italian restaurant Prego, or excellent local caterers McCrimmon & Reid can then deliver a menu of your choice.

*Please let us know if you would like further details on any of the above options.*

* **What about showers?**

A picturesque 90 second walk away along Gypsy Angel Row (our little wooded walkway) you will find the new showers. Each shower is themed and dedicated solely for use by one unit, so there is no sharing, you and your travel companion will have your own beautiful private hot shower.

* **How do the compost toilets work? Do they smell??**

They don’t smell! All you have to do is throw a handful of sawdust into the bucket after each use and this provides the balance of carbon and nitrogen required for the decomposition process – and that’s it (no need to empty any containers)!

Just think of it as a toilet without a flush which is chemical free, is easy to maintain and gives an environmentally friendly solution – all in an attractive hut that blends well with all surroundings.

Definitely an important part of your glamping experience, nothing to be daunted by!

* **How big is Wild Billy’s inside?**

As it is a Showman’s caravan, it has significantly more room than the traditional and more common gypsy (‘bow top’) caravan.

There is plenty of room to stand up inside and for 2 people to walk around and no shortage of storage space for clothes, food, drink etc.

Bed size is just slightly under double sized, but full length at 6’ 3’’, so a good size to cosy up as a couple, but still absolutely comfy enough to get a good night’s sleep. However, if you both like to starfish or want to avoid your sleeping partner it may not be ideal for you (although do-able)!

Mary’s Place has a standard size super comfy double bed!

* **How do we stay warm?**

The glampsite is unheated, so please check the weather and pack appropriate clothing. Outdoors, both units have a large fire pit to gather round to keep you warm; inside Wild Billy’s there is a brand new wood burner that pumps out the heat.

At Mary’s Place you have the summer house, we have a small electric heater we put in here just in case during the later months of the season, just ask if you’d like this.

We have found that in both units, with the 20 tog duvets and fur throws, you will be nice and toasty even on a cool evening!

* **What about pets?**

There is a lot of wildlife around the glampsite, therefore we are afraid pets are not permitted.

* **Is it strictly no kids on site, what about a family?**

The Meadow is advertised as a relaxing retreat, therefore we have decided to generally make it adults only, to ensure any guests get peace and tranquillity.

However, in certain circumstances, for instance if a family was to book both units, or be the only guests on site, kids would be welcome - please enquire to see if we can accommodate.

Please bear in mind that it is not a suitable venue for very young kids as there is a small river running through the glampsite, plus a lake and lots of natural trip hazards (tree roots etc).

* **What are the check in / out times?**

Check in is from 4pm, check out is 1100. Please let us know what time you will be arriving on the day to ensure we are here to meet you.

A late check in / check out may be available, feel free to request if you are interested in this option. A small fee may be charged.

* **What is provided on site?**
* Units are fully equipped with vintage crockery and all the cutlery, pans and cooking implements you should need for your stay.
* A significant amount of wood for the fire pit and wood burner, lighters and kindling (additional wood can be purchased for £5 a crate)
* Gas for the gas ring
* Towels and bedding
* Drinking water, water for cooking
* Solar lights, 2 LED lamps
* Ice packs
* Fridge freezer (in The Store)
* Washing up liquid, bowl, sponges etc
* Starter tea and coffee
* Antibac gel/wipes
* **You won't have to bring much, but perhaps consider packing:**
* Head torches / extra torches (some are provided), charger / batteries
* Sun tan lotion, caps, sunglasses
* Wellies
* Slippers (for inside the caravan)
* Easy slip on shoes, dressing gown / loungewear (for early morning toilet / shower trips)
* Blankets / throws (for sitting round the firepit)
* Food & drinks (inc coffee / tea / sugar)
* Kitchen roll
* Any medication / medicines required
* Toiletries
* Your own antibacterial products (there will also be some on site)