

# Frequently Asked Questions

## Accommodation

### Is there WiFi in the cottages and log cabins?

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

### What is provided in the cost of our stay?

All linen and towels, including separate hot tub towels are provided. We also provide cosy bathrobes for you to enjoy 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:**

- The White Company toiletries (hand soap, body lotion & shower gel in 30ml bottles)
- A hairdryer in all bedrooms
- A local welcome basket including: milk, loaf, butter, jam, biscuits, fresh coffee and a bottle of wine (slight variations may occur based on availability)
- Your own private hot tub available all year round
- 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 and 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 access to **NETFLIX**.

### 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 which can be added on as extras via the booking extras page found in your guest login area. Further details can be found on our website at [www.rivercatcher.co.uk/baby-toddler-friendly-cottages-north-wales/](http://www.rivercatcher.co.uk/baby-toddler-friendly-cottages-north-wales/)

### Can my baby stay with us in a log cabin or Ghillies cottage?

Our 2 person, holiday lodges and Ghillies Cottage are designed exclusively for two adults, offering an indulgent retreat. To ensure guest safety, we only permit 'babes-in-arms', infants up to 11 months old. The log cabins and Ghillies cottage are not child-friendly as they have open-plan layouts and features unsuitable for young children. By limiting guests in these properties to adults and non-mobile infants, we can preserve the luxury experience while ensuring safety and comfort for all guests. We appreciate your understanding and look forward to welcoming you for a relaxing stay.



**RIVERCATCHER**

LLANDRILLO | NORTH WALES

Luxury Holiday Cottages & Log Cabins

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## 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 log cabins. If you have more than 2 dogs and you wish to bring them to stay, please call or email and we may be able to accommodate your needs. Dogs are charged at an additional £30 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.

## 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.

## Do you have EV charging points?

Yes, we have 4 electric charging points in our car park. Further details can be found on our website at [www.rivercatcher.co.uk/cottages-cabins-ev-charging/](http://www.rivercatcher.co.uk/cottages-cabins-ev-charging/)

### ***EV charging at Rivercatcher is priced at 75 pence per kWh\****

Using the Fuuse app is very simple. On first download, to ensure smooth delivery of a charge Fuuse will preauthorise a refundable £25 payment (like standard petrol pumps) to validate the payment card as active.

Download the intuitive Fuuse EV Driver App to begin, pay for and track the progress of your charging sessions. <https://fuuse.io/driver-app>

\* Prices accurate as of 7th February 2025.

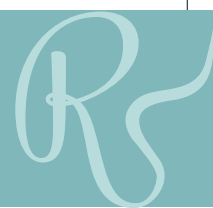
For more information see our Terms & Conditions.



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# Arrival

## What time is check in/check out?

Check in is 4.00pm and check out is 10.00am. 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 4.00pm 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.

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# Booking

## How do I pay for my holiday?

Upon booking, should your arrival date be more than 4 weeks away we require a non-refundable 15% deposit and the remaining balance would be due 4 weeks prior to arrival. If you book with less than 4 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/](http://www.rivercatcher.co.uk/booking-terms-conditions/).

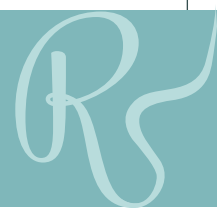
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## Is there flexibility on arrival days?

We have flexible arrival days and stay lengths depending on the property.

### Log Cabins / Ghillies Cottage / Shepherds Cottage

#### ARRIVAL DAYS

Monday, Wednesday or Friday

#### STAY LENGTH

2, 3, 4 or 7 nights \*

### Gamekeepers Cottage / Cilan Farmhouse

#### ARRIVAL DAYS

Monday, Wednesday, Friday, Saturday

#### STAY LENGTH

Minimum 2 nights \*

\* During school holidays we will have set arrival days and the minimum night stays may change

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## General Enquiries

### Do you have a shop on-site?

No, but we do have an online shop where you can order local Welsh products to your property ready for your arrival or on next-day delivery during your stay. Visit [shop.rivercatcher.co.uk](http://shop.rivercatcher.co.uk).

### Can we order groceries to be delivered?

Yes, you can pre-order your groceries via Tesco or Asda or Sainsburys.

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.

If you pre-order from our own online shop, [shop.rivercatcher.co.uk](http://shop.rivercatcher.co.uk), we will put all your shopping into your cottage or cabin prior to your arrival, or if already here, you can select next day delivery and a member of the team will deliver your items to the door.

### Where is the nearest shop?

There is a shop in the village (1/2 mile walk) which sells essential items. There is a farm shop located 10 minutes' drive from Rivercatcher called the Rhug Estate Farm Shop. Here you can use your complimentary 20% off voucher that can be found in your welcome hamper. There's also a Supermarket (Co-op) in Bala which is 8 miles and then a Supermarket (Co-op) in Bala which is 8 miles away.

### Do the cottages and log cabins have BBQs?

Yes, the cottages and log cabins have BBQs. The cottage BBQs use charcoal (not provided) and the log cabins have gas BBQs (provided).



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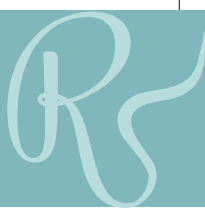
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# Fishing

## 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](http://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/](http://www.corwenanddistrictanglingclub.co.uk/)

## Can I fish locally?

Fishing is free on our stretch (about 300 yards) as guests of Rivercatcher but if you would like to fish further afield then you do require day passes to fish. The most popular places to fish is run by Llangollen and Maelor Angling which vary between 10-30 minutes away. You can buy day passes online which start from £22. [www.llangollen-maelor-angling.com/tariff-booking.html](http://www.llangollen-maelor-angling.com/tariff-booking.html)

For more local stretches nearer to Rivercatcher you can buy day passes from The Bryntirioninn Pub starting at £15, [www.bryntirioninn.co.uk](http://www.bryntirioninn.co.uk) for the Bala and District Anglers Club.

You can also buy day passes from The Corwen Manor from £20, [www.corwenmanor.co.uk/contact](http://www.corwenmanor.co.uk/contact) for selected stretches around Corwen.

For more information visit [www.corwenanddistrictanglingclub.co.uk/](http://www.corwenanddistrictanglingclub.co.uk/)

## 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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