

River room FAQ

When is the river room available for hire?

The river room is available from 9am until 9pm. If your event finishes at 9pm we appreciate it if you could leave the river room promptly after the 15 minute close down window.

What equipment is available in the river room studio?

There are bolsters, mats, blocks, blankets, chairs and eye pillows in the yoga studio. There is enough equipment for a full yoga class of 9 participants. Use of equipment is included in the hire charge.

Do you allow time for set and close down?

Yes. We allow 15 minutes for free either side of your booking. This will be added automatically to your booking.

Please add more time to your booking if you would like more than 15 mins.

Are there toilets available?

Toilet facilities are shared with the rest of the park. There are 2 toilets, one of them is disabled access.

Are there facilities for preparing food and a dining area?

Yes, there is a kitchen/dining area where there are basic facilities for preparing/reheating food. It is attached to the studio, there are 2 doors at the back of the studio, one leads through to the dining room. The dining area can seat 9/10 people. There are plates and cutlery available. You will be charged the hourly rate for use of the river room (£15 an hour/£10 off peak) which will include use of the space. If you would like to use the kitchen/dining area, please add the time to your booking and be sure that both the studio and dining area are vacated at your allotted time.

Can you provide hot drinks in the river room?

There is a kitchen/dining area attached to the studio, there are 2 doors at the back of the studio, one leads through to the dining room. There is a kettle and mugs, and also a tea set with teapots, tea cups and saucers which you are welcome to use. Please bring your own tea bags, coffee and milk etc.

Does the park offer catering services for retreats?

No, sorry we do not offer catering.

Do you allow outside caterers to come in?

Yes, you can bring in outside caterers.

Is there an area for doing crafts/journaling etc?

You are welcome to use the kitchen/dining area for crafts.

Is the river room available to hire all year round?

Yes. It is available to hire all year round.

Can we use an outdoor space as well?

If you hire the river room, and wish to use an outdoor space as well that is possible, however if you want to secure the outdoor space for exclusive use then you would need to pay for the space. If someone wants to pay to hire the space then they would get priority.

Do you hire for all day retreats?

Yes. That is possible. We give a 10% discount for bookings of 6 hours+.

Can you help with promotion?

Yes, we can help promote your classes/retreats. Tag us in any social media posts on Facebook @wwpfbristol and Instagram @westburywildlifeparkfoundation and @river.room.studio. (If you would like us to collaborate on a post please tag @river.room studio). Also we can put your business in the wellbeing section of the website, and a flyer for your event in the upcoming events section. You are welcome to put flyers up in the park.

What is your cancellation policy?

Cancellations within 30 days - full refund Cancellation within 14 days - 50% refund

Less than 14 days - No refund

In the event that the booking is cancelled due to conditions outside of the parks control and no refunds will be offered. For example - adverse weather conditions, natural disasters, restrictions enforced by the government, pandemics etc.

In the event of a refund only the face value of the booking, not including booking fee, postage costs or any other surcharges, will be refunded using the same method used to purchase them.

Do you allow the use of candles/incense?

You can burn candles and/or incense. Please be careful not to spill the wax.

Can I bring a vehicle into the park?

If we are not open to the public (November-March) you may bring 1 vehicle into the park.

If we are open, you may bring a vehicle in for off-loading, but then the vehicle must be taken out and parked elsewhere.

Please let us know if you need to bring a vehicle into the park.

What parking options are available?

We have a small carpark available opposite Trymwood studios. There are limited spaces available as there are other businesses operating in the park who use the car park so we cannot guarantee there will be spaces available. It is also unavailable for the general public on Sunday mornings.

Alternative parking is available in Westbury village by the doctor's surgery, a short walk from the park.

Booking system and Payment.

Please note that our terms and conditions state that we require upfront payment. Your booking will remain pending until payment is received. This means that until we receive your payment someone else will still be able to book in your slot. Prompt payment will ensure that the slot is secure.

We use a booking system called Lemon Booking.

You can use the system to see availability, make and change bookings.

For repeat bookings you will get an email with a payment link once a month with the dates for the month included. Please let us know before the payment link is sent out if there are any dates you don't want to be included in the booking.

Step-by-Step Guide for Clients

1. Find the Venue's Portal: Go to the specific website or portal for the venue you want to book (e.g., a community hall, studio, or sports center using LemonBooking).
2. Create an Account: Look for a "Register" or "Sign Up" option on the login page and create an account, possibly by selecting a customer group first.
3. Check Availability: Use the online calendar to see available dates, times, and rooms for hire, classes, or activities.
4. Submit a Booking Request:
 1. Fill out the online booking form with details: event type, number of people, desired dates/times, and any extra equipment or services needed (projectors, etc.).
 2. Be as detailed as possible to help the admin team.

5. **Await Confirmation:** Your request isn't confirmed yet. The venue's admin team will review it, confirm pricing, check for conflicts, and send you an approval and payment link.
6. **Manage Bookings:**
 1. Once approved, you can see pending requests, approved bookings, and cancellations on your "Your bookings" page.
 2. Download PDF summaries and make changes to requests before approval.
7. **Make Payments:** Pay online via the links provided