

AWDURDOD PARC CENEDLAETHOL ERYRI  
SNOWDONIA NATIONAL PARK AUTHORITY



## PLAS TAN Y BWLCH

### Canllawiau Ymweliadau

### Visitation Guidelines



#### ECO-GANOLFAN

Rydym yn Eco Ganolfan.  
Ymdrechwn i Arbed, Ailddefnyddio ac  
Ailgylchu ble gallwn ni.  
Gobeithiwn y gallwch ein cynorthwyo.

- ✓ Diffoddwch y golau a'r tap dŵr pan nad oes eu hangen,
- ✓ Ail ddefnyddiwch bapur cyn ei roi yn y biniau papur,
- ✓ Gosodwch boteli/caniau yn y biniau pwrpasol os gwelwch yn dda



#### ECO-CENTRE

We are an Eco Centre.  
We strive to Reduce, Re-use and  
Recycle whenever possible.  
We hope you can assist us.

- ✓ Turn off the lights and tap water when you don't need them.
- ✓ Re-use paper before putting them in the paper bins.
- ✓ Put bottles/cans in the relevant bins.

## CYFLWYNIAD A CHEFNDIR

Bwriad y ddogfen hon yw rhoi'r wybodaeth berthnasol i chi ynglŷn â'ch ymweliad.

Plas Tan y Bwlch yw Canolfan Astudiaethau Amgylcheddol Parc Cenedlaethol Eryri. Caiff ei weinyddu gan Awdurdod Parc Cenedlaethol Eryri. Mae'r ganolfan yn darparu cyrsiau sydd o ddiddordeb i bawb sydd yn caru cefn gwlad ac a hoffai wybod mwy am yr ardal hudol hon o Gymru, ynghyd a chynnig Gwasanaeth i ysgolion a cholegau i ddysgu mwy am Eryri ..

Mae'r ddogfen wedi ei rhannu i adrannau sy'n hawdd eu trin. Mae'n egluro yn union

- Beth mae staff yr Awdurdod yn ymrwymo i'w wneud cyn ac yn ystod eich ymweliad
- Beth yr ydym yn gofyn i chi ymrwymo i'w wneud cyn ac yn ystod eich ymweliad

**Cyn eich ymweliad dylech ddarllen y rhannau sydd yn berthnasol i chi**

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## INTRODUCTION AND BACKGROUND

The purpose of this document is to provide you with relevant information about your visit.

Plas Tan y Bwlch is Snowdonia National Park's Environmental Study Centre. It is administrated by Snowdonia National Park Authority. The centre provides courses for anyone that loves the countryside and would like to know more about this magical part of Wales, as well as providing a service for schools and universities and other learning groups to learn more about Snowdonia.

The document has been separated into sections that are easy to manage. It explains exactly

- What the Authority's staff are committed to do before and during your visit
- What we ask you to commit to before and during your visit

***Prior to your visit you should read the sections that are relevant to you***

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## 1.0 Ymweliadau Dydd

Cynhelir ymweliadau a chysiau dydd ar safle Plas Tan y Bwlch, ac mae'r staff Addysg yn cyfarfod a grwpiau mewn lleoliadau eraill .

Boed chi'n trefnu eich cwrs eich hun ac yn defnyddio'r Plas fel lleoliad, neu'n defnyddio staff yr Awdurdod i drefnu ymweliad i chi, dyma ein hymrwymiad i chi.

- Cyn eich ymweliad byddwch yn derbyn llythyr / e-bost gyda'r trefniadau a drafodwyd ar gyfer eich ymweliad arno i chi ei wirio.

Bydd hyn yn cynnwys

- ✓ Dyddiad eich ymweliad
- ✓ Amseriad eich ymweliad
- ✓ Lleoliad eich ymweliad (ystafell neu fan cyfarfod)
- ✓ Niferoedd a ddisgwylir
- ✓ Anghenion eich ymweliad – cyfleusterau, trefniadau cinio
- ✓ Asesiad risg o'r lleoliad gan gynnwys map lleoliad
- ✓ Rhifau cyswllt brys
- ✓ Beth i'w wneud os ydych angen gohirio

- Byddwn yn cadw copi o'r trefniadau yma mewn ffeil ganolog.
- Byddwn yn sicrhau fod y trefniadau ar gyfer eich ymweliad yn eu lle
- Gwnawn bob ymdrech posibl i sicrhau fod yr ymweliad yn un esmwyth effeithiol.

## 1.0 Day visits

Day and course visits are held on site at Plas Tan y Bwlch, and the Education staff meet groups at other locations. Whether you're arranging your own course and using the Plas as a location, or using the Authority's staff to arrange your visit, this is our commitment to you.

- Before your visit you will receive a letter / e-mail including the arrangements discussed about your visit for you to check.

This will include

- ✓ The date of your visit
- ✓ The timings of your visit
- ✓ Location of your visit (room or place for assembling)
- ✓ Expected numbers
- ✓ Your needs during your visit – facilities. eating arrangements
- ✓ A risk assessment of the location including a location map
- ✓ Numbers to call in an emergency
- ✓ What you should do in the event that you need to defer your visit

- We will keep a copy of these arrangements in a central file.
- We will ensure that the arrangements are in place for your visit
- We will endeavor to ensure that your visit runs as smoothly and as efficiently as possible.

## **Er mwyn sicrhau ein heffeithlonrwydd ni, rydym yn gofyn i chi**

- Sicrhau fod y trefniadau hyn yn gywir, yn addas i'ch disgwyliadau a bod copi yn cael ei adael yn eich gweithle.
- Ymrwymo i'r trefniadau hyn.
- Roi rhybudd digonol am newidiadau mewn niferoedd / amseroedd.

## **Ac os ydych ar ymweliad a Phlas Tan y Bwlch, eich bod yn**

- Rhoi rhybudd digonol os byddwch angen benthyca offer arbenigol
- Gadael i'r dderbynfa wybod eich bod wedi cyrraedd a chyflwyno cofrestr o fynychwyr
- Sicrhau fod amseroedd a drefnwyd e.e. cinio yn cael eu parchu.
- Parcio yn y maes parcio isaf os cyrhaeddwch mewn car. Gallwn drefnu cludiant o'r maes parcio i'r Plas i chi.

## **2.0 Cyrsiau preswyl – Oedolion**

Pan fyddwch yn archebu lle ar unrhyw un o'n cyrsiau, ymgeisiwn ein gorau i wneud eich ymweliad yn un pleserus. Ymrwymwn y byddwn

- ✓ Yn sicrhau fod trefniadau archebu lle yn rhwydd i chi trwy gynhyrchu rhaglen cyrsiau blynyddol, roi manylion cyrsiau ar y we, a'ch galluogi i archebu lle trwy'r post neu arlein
- ✓ Ar ben arall y ffon i ateb eich ymholiad a derbyn eich archeb
- ✓ Yn rhoi ystyriaeth lawn i'ch anghenion iechyd a dietegol boed hynny yn sicrhau ystafell addas i chi neu gynhyrchu prydau cartref addas i'ch diet
- ✓ Yn anfon rhaglen y cwrs i chi ymlaen llaw fydd yn nodi amseroedd, manylion ac anghenion y cwrs boed yn ddillad addas, yn offer neu yn lyfrau.
- ✓ Yn eich croesawu gan eich cyfeirio at eich ystafell wely, yr ystafell ymgynnull ar gyfer y cwrs a'r Lolfa Tudor ynghyd ag ystafelloedd pwysig eraill.

## **In order to ensure our efficiency, we ask you to**

- Ensure that the arrangements are correct, suit your expectations and that a copy is left at your workplace.
- Commit to these arrangements.
- Give sufficient notice of any changes in numbers / timings.

## **And if you are visiting Plas Tan y Bwlch, you shall**

- Give sufficient notice if you need to borrow specialist equipment.
- Let reception know you have arrived and present delegates register.
- Ensure that the times arranged e.g. lunch time is honoured.
- Park in the lowest car park if you arrive in a car. We can arrange transport from the car park to the Plas for you.

## **2.0 Residential Courses– Adults**

When you book a place on any of our courses, we will do our best to make your visit a pleasurable one. We commit to

- ✓ Ensuring that arrangements for booking a place are made easy for you by producing an annual programme of courses, providing course details on the internet, and enabling you to book by post or online
- ✓ Being on the other end of the line to answer your enquiry and receive your booking
- ✓ Give full consideration to you health and dietary needs be it ensuring that you have a suitable room or providing you with home cooked food that suits your diet
- ✓ Sending you the course programme beforehand to include course timings, details and needs of the course be this suitable clothing, equipment or books
- ✓ Welcoming you and directing you to your bedroom, the assembly room where the course is held, the Tudor Lounge and

- ✓ Gyda swyddog ar ddyletswydd 24 awr gydol eich ymweliad sy'n gymhorthydd cyntaf ac wedi eu hyfforddi mewn delio gydag argyfwng.
- ✓ Gwrando ar unrhyw gwyn pa mor bynnag fach ydyw gan wneud nodyn ohono, ceisio ei ddatrys a'ch cyfeirio at ein Polisi Cwyno os yn berthnasol.

### **Er mwyn ein cynorthwyo ni fel Canolfan Amgylcheddol gyda rhediad esmwyth cyrsiau, gofynnwn i chwi ymrwymo i**

- Ein hysbysu o unrhyw anghenion iechyd/dietegol sydd gennych o leiaf 24ain awr cyn eich ymweliad.
- Adael yr adeilad trwy'r fynedfa agosaf ac ymgynnull o flaen y Stablau petai'r larwm tân yn canu. Bydd Swyddog yn galw cofrestr i sicrhau eich diogelwch.
- Nodi lleoliad y ffôn argyfwng i gysylltu â'r swyddog sydd ar ddyletswydd rhag ofn y bydd argyfwng.
- Fod yn gyfarwydd gyda lleoliad ac amseroedd eich prydau bwyd. Fel ar eich rhaglen cwrs. Byddwch yn arlwygo a chllirio eich byrddau eich hunain yn y bore ac amser cinio oni fydd pecyn bwyd ar eich cyfer. Bydd gwasanaeth arlwygo gyda'r hwyr.
- Yn cyfarwyddo eich hun gyda mynedfeydd y Plas. Bydd y rhain yn cael eu cloi rhwng 11yh ac 8 yb. Os bwriadwch fod allan yn hwyrach dylech sicrhau fod eich goriad yn agor y drws ochr ymlaen llaw a hysbysu'r swyddog sydd ar ddyletswydd o'ch bwriad.
- Ein hysbysu o flaen llaw os ydych am fetu pryd bwyd neu aros yn rhywle arall dros nos.
- Fynd a dillad gwlyb i'r ystafell sychu hydrach nag i'ch ystafelloedd.
- Nodi na chaniateir ysmegu yn unrhyw ran o'r adeilad nac o amgylch yr adeilad. Os ydych yn dymuno ysmegu, edrychwch ar y map o'r Plas sydd yn dangos ble cewch wneud hynny.
- Gymryd sylw o amseroedd agor y bar, fel arfer rhwng 6 a 6.30 a 9yh ac 11yh. Gofynnwn i chi beidio â mynd a diodydd y tu hwnt i'r bar a'r ystafell fwyta.
- Ddangos ystyriaeth tuag at eich cydwesteion yn enwedig ar ôl 11yh.

other important rooms.

- ✓ Providing a 24 hr duty officer during your visit that is also a first aid official and trained to deal with an emergency.
- ✓ Listening to your complaint no matter how small – making a note of it, trying to resolve it and referring you to our Complaints Policy if relevant.

### **In order to assist us as an Environmental Centre with the smooth running of courses, we ask you to**

- Advise us of any health / dietary needs that you have at least 24 hrs prior to your visit.
- Leave the building via the nearest exit and assemble in front of the Stables if the fire alarm rings. An official will do a roll call in order to ensure you are safe.
- Note the location of the emergency telephone in order to contact the duty officer in the event of an emergency.
- Be familiar with the location and the timings of your meal times as on your course programme. You will serve and clear up after yourselves at breakfast time and lunchtime unless a packed lunch is provided for you. A waitress service is provided at dinner.
- Familiarise yourself with the entrances of the Plas. These will be locked between 11pm and 8 am. If you intend to be out later than this you should ensure that your key opens the side entrance door beforehand and advise the duty officer of your intention.
- Let us know beforehand if you intend to miss a meal or stay elsewhere overnight.
- Take wet clothes to the drying room rather than to your rooms.
- Note that smoking is not permitted in any part of the building or in the surrounding areas of the building. If you do wish to smoke, we have a map of the Plas that shows where you are allowed to do so.
- Note the bar opening times, usually between 6 and 6.30 and 9pm and 11pm. We ask you not to take drinks beyond that bar area and the dining room.
- Show consideration towards other guests especially after 11pm.

### 3.0 Canllawiau preswyl - Schools

Pan archebwch le gwnawn ein gorau i wneud eich ymweliad yn un pleserus.

Ymrwymwn y byddwn

- ✓ Yn sicrhau fod trefniadau archebu lle yn rhwydd i chi trwy fod ar ben arall y ffon i ateb ymholiadau neu e-byst yn brydlon.
- ✓ Yn rhoi iechyd a diogelwch eich disgyblion yn gyntaf yn ystod eich ymweliad
- ✓ Yn rhoi ystyriaeth lawn i anghenion iechyd a dietegol staff a disgyblion yr ysgol.
- ✓ Yn anfon rhaglen y cwrs i chi ymlaen llaw fydd yn nodi amseroedd, manylion ac anghenion y cwrs, ynghyd a'n Polisi Gweithio gyda Plant
- ✓ Yn anfon copiâu o asesiadau risg gweithgareddau i'r ysgol o flaen llaw.
- ✓ Yn trefnu trafniadaeth i chi ble bo hynny'n addas
- ✓ Yn eich croesawu i'r Plas ac yma i arwain eich cwrs yn ystod y dydd.
- ✓ Yn trefnu gweithgaredd / cynnig arweiniad gyda gwaith yr hwyr.
- ✓ Yn gofalu fod offer gwaith maes addas ar eich cyfer fydd mewn cyflwr da.
- ✓ Yn gofalu fod dillad addas i'r gwaith ar gael i'w benthyc.
- ✓ Yn sicrhau arweinydd sydd yn gymhorthydd cyntaf, yn gyfarwydd â'r gweithgaredd ac wedi cofrestru gyda'r 'CRB'.
- ✓ Gyda swyddog ar ddyletswydd 24ain gydol eich ymweliad.
- ✓ Yn diogelu eich disgyblion trwy eu lleoli ar wahân i westeion eraill tu ol l ddrysau diogelwch.
- ✓ Gwrando ar unrhyw gwyn pa mor bynnag fach ydyw gan wneud nodyn ohono, ceisio ei ddatrys a'ch cyfeirio at ein Polisi Cwyno os yn berthnasol.

### 3.0 Residential courses - Schools

When you book, we will do our utmost to make your visit a pleasurable one.

We strive to

- ✓ Ensure that booking arrangements are made easy for you by being on the other end of the phone to answer your queries or e-mails promptly.
- ✓ Give priority to the health and safety of your pupils during your visit.
- ✓ Give full consideration to the health and dietary needs of staff and pupils of the school.
- ✓ Send you the course programme beforehand which notes times, details and requirements of the course as well as our Working with Children Policy.
- ✓ Send copies of risk assessments of activities to the school beforehand.
- ✓ Organize transport for you wherever appropriate.
- ✓ Welcome you to the Plas and be present to lead your course throughout the day.
- ✓ Organize activity / offer guidance with evening work.
- ✓ Ensure that the appropriate field work equipment for you is in good condition.
- ✓ Ensure that appropriate clothes for the work are available for loan.
- ✓ Ensure that the leader of your group is a first aider, is familiar with the activity and has registered with the CRB.
- ✓ Provide a duty officer twenty four hours a day throughout your visit.
- ✓ Ensure the safety of your pupils by separating them from other guests and behind security doors.
- ✓ Listening to your complaint no matter how small – making a note of it, trying to resolve it and referring you to our Complaints Policy if relevant.

## **Er mwyn ein cynorthwyo ni fel Canolfan Amgylcheddol gyda rhediad esmwyth eich ymweliad, gofynnwn i chwi a'ch disgyblion ymrwymo i**

- Ein hysbysu o rifau eich grŵp, ynghyd a nifer o fechgyn a genethod a staff fis cyn yr ymweliad.
- Ein hysbysu am anghenion iechyd /dietegol wythnos cyn eich ymweliad.
- Wneud yn siwr fod digon o athrawon i nifer y disgyblion.
- Ddod a dillad ac offer addas.
- Arael yr adeilad trwy'r fynedfa agosaf ac ymgynnull o flaen y Stablau petai'r larwm tân yn canu. Bydd Swyddog yn galw cofrestr i sicrhau eich diogelwch.
- Nodi lleoliad ystafell eich staff a'r swyddog dyletswydd a'r ffôn argyfwng i gysylltu â'r swyddog sydd ar ddyletswydd rhag ofn y bydd argyfwng gyda'r nos. Nid yw'r swyddogion addysg ar ddyletswydd yn dilyn y sesiwn olaf (fel arfer ar ôl 9.30)
- Sicrhau nad yw disgyblion yn gadael ardal y prif adeilad / stablau heb hysbysu neu fod yng nghwmni athro.
- Dylai disgyblion ymgynnyll gyda'u hathrawon cyn mynd i'r ystafell fwyta am brydau.
- Ein hysbysu os digwydd damwain yn ystod eich ymweliad, gan lenwi ffurflen ddamwain y Plas cyn gynted a phosibl.
- Fynd a dillad gwlyb i'r ystafell sychu yn hytrach nag i'ch ystafelloedd.
- Ddangos ystyriaeth tuag at eich cydwesteion yn enwedig ar ôl 11yh trwy fod yn eich ystafelloedd erbyn hyn.
- Ddefnyddio bin eich ystafell ar gyfer sbwriel. Disgwylir i'r ystafelloedd fod mewn cyflwr taclus ar ddiwedd eich ymweliad.

## **In order to assist us as an Environmental Centre with the smooth running of your visit, we kindly request that you and your pupils**

- Let us know how many are in your group, including the number of boys and girls and staff, four weeks before your visit.
- Tell us about any health / dietary needs at least one week before your visit.
- Ensure that there are enough teachers in relation to the number of pupils.
- Bring suitable clothes and equipment.
- Leave the building via the nearest exit and gather in front of the Stables should the fire alarm sound. An officer will do a roll call to ensure your safety.
- Note the location of your staff and duty officers room and emergency phone number to contact the duty officer in the event of an emergency during the night. Education officers are not on duty after the last session (usually 9.30pm)
- Ensure that pupils do not leave the vicinity of the main building / stables without the knowledge of or being accompanied by a teacher.
- Pupils should be assembled by their teachers before entering the dining room for meals.
- Notify us in the event of an accident during your visit, and complete the Plas' accident form as soon as possible.
- Take your wet clothes to the drying room rather than to your rooms.
- Show consideration for other guests especially after 11pm by being in your rooms by that time.
- Dispose of rubbish in the bin provided in your room. Your rooms are expected to be tidy at the end of your visit.

## 4.0 Argyfwng

### **Beth os aiff rhywbeth o'i le?**

Boed chi yn aros ym Mhlas Tan y Bwlch, ar ymweliad dydd neu yn cael eich arwain gan staff ar leoliad, mae gennym weithdrefn frys petai unrhyw beth yn mynd o'i le.

**Tân** - petai tân yn digwydd yn yr adeilad, bydd y larwm dân yn canu. Mae hwn yn swinio fel 'seiren'. Bydd staff sydd wedi eu hyfforddi fel swyddogion tân yn sicrhau fod yr adeilad wedi ei wagio ac yn gwneud yn siŵr fod pawb allan o'r adeilad. Dim ond pan fydd sicrwydd nad oes tân yr adeilad y caiff pawb fynd yn ôl i mewn.

**Damwain** - mae staff y dderbynfa a'r staff addysg yn Gymhorthiaid cyntaf. Mae blychau cymorth cyntaf wedi eu lleoli yn y swyddfa, yn y gegin ac mae'r staff addysg yn eu cario pan ar leoliad. Os digwydd damwain, mae'n bwysig eich bod yn hysbysu staff ohono cyn gynted a phosibl fel y gallwn weithredu. Bydd y staff yn asesu'r sefyllfa gan un ai drin yr anaf neu alw am gymorth brys allanol. Bydd angen llenwi cofnod o'r ddamwain a'r rheswm dros y ddamwain ar gyfer ein cofnodion.

**Canllawiau Argyfwng** - petai damwain/argyfwng yn digwydd gyda grŵp ar leoliad, neu wrth deithio i/o leoliad bydd staff yn sicrhau fod pawb yn iawn/gweini cymorth cyntaf cyn hysbysu'r Plas/gwasanaethau brys a bydd y drefn argyfwng yn cael ei rhoi yn ei lle.

## 4.0 Emergencies

### **What if something goes wrong?**

Whether you're staying at Plas Tan y Bwlch, are visiting for the day or are being led by staff on location, we have an emergency procedure in the event of something going wrong.

**Fire** – should a fire start in the building, the fire alarm will sound. This sounds like a 'siren'. Staff who have been trained as fire officials will ensure that the building has been cleared and will make sure that everyone is out of the building. Only once it has been confirmed that there is no fire in the building will anyone be allowed to go back in.

**Accident** – reception, and education staff are trained first aiders. First aid boxes are located in the office and kitchen, and education staff will also carry one with them when out on location. In the event of an accident, it is essential that you notify staff as soon as possible so that we can take appropriate steps. Staff will assess the situation by either treating the injury or calling for urgent external assistance. A note of the accident will need to be made as well as the reason for the accident for our records.

**Emergency Guidelines** – in the event of an accident / emergency with a group on location, or when travelling to / from a location, staff will ensure that everyone is fine or will provide first aid before notifying the Plas / emergency services, and the emergency procedure will be put in place.



## 5.0 Dillad addas

Ar gyfer llawer o'n cyrsiau, boed yn gyhoeddus, proffesiynol neu ysgol, byddwch yn ymweld â safleoedd y tu hwnt i'r Plas. Oherwydd hyn, argymhellwn eich bod yn dod a'r dillad yma gyda chi fydd yn addas ar gyfer hinsawdd Eryri. .

- ✓ Haenau tenau o ddillad e.e. crys T, Crys chwys, haen isaf mynydda, 'fleece'
- ✓ Cot law a throwsus dal dŵr (os ar gael)
- ✓ Trowsus addas, cyfforddus – dim denims, 'flares', shorts na sgert/ffrog haf os am fynd am dro.
- ✓ Esgidiau addas gyda gafael da – esgidiau mynydda os yn bosibl
- ✓ Cap rhag ofn haul/oerfel (dibynnu ar y tywydd)
- ✓ Potel o ddŵr / fflasg y gallwch ei llenwi/ail lenwi yma.
- ✓ Sach gefn i roi eich pecyn bwyd / diod/ dillad sbâr ynddynt
- ✓ Lliain ar gyfer ei ddefnyddio allan.

## 5.0 Appropriate clothing

For many of our courses, either public, professional or school, we will visit sites beyond the Plas. Therefore, we suggest that you bring the following clothes with you, which will be suitable for Snowdonia's climate.

- ✓ Thin layers of clothes e.g. T-shirt, sweatshirt, base layer, 'fleece'.
- ✓ Rain coat and waterproof trousers.
- ✓ Suitable, comfortable trousers – no denims, flares, shorts or skirt / summer dress if you're going for a walk.
- ✓ Suitable footwear with good grip mountaineering footwear if possible.
- ✓ A cap to protect you from the sun / cold (depending on the weather).
- ✓ Bottle / flask of water you can fill / re-fill here.
- ✓ Rucksack to carry your packed lunch / drink / spare clothes
- ✓ Old towel to be used outside.

# Plas Tan y Bwlch

Cynllun Tŷ House Plan

- DD Drws ddiogelwch / Security door
- F Allanfa Dda / Fire Escape
- C Ysfaell ynnol / started Bathroom

