

Glamping information & guidelines

Please carefully read the following to ensure that all guests have a pleasant and safe stay with us.

You have been provided with all of the bedding, extra blankets, cutlery, crockery and glasses you need along with lamps, tea lights, Firelighters & logs for one night on the fire pit. If you think there is anything missing or not right when you arrive please notify staff as soon as possible. You can obtain a gas burner for your stay from reception if you require it.

Extra gas canisters can be purchased for £2.50. Extra firewood can also be bought and we sell netted bags of wood for £5.00 which you are welcome to take from the store at the side of the site if you need them. You can pay for them at the end of your stay.

Cleaning, Tidying and damage

Items need to be left as you found them at the end of your stay i.e washed and tidied. You have been provided with Washing up Liquid, along with a bowl and utensils for washing up. A charge will be made for any washing up left for us to do.

We require notice of any breakages or damages prior to your departure as they may need to be paid for, as will any missing items.

Please take care of your pitch so that your damage / loss waiver does not become payable when you leave.

Please ensure all rubbish is separated & general waste is put in the large refuse bin along the side of the site at the end of your stay, &

please ensure that no refuse is left at your pitch. **There will be a charge incurred if we have to sort out and move your rubbish.**

Please also take your bottles away with you (unless you have bought them from us in which case you may dispose of them in the glass recycling bins next to the general waste bins along the side of the site).

N.B It is very important that glass and food waste is separated and is NOT put into the general waste.

Smoking

There must be no smoking or naked flames at any times inside any of the Yurts, Tepees, Soul Pads, Caravans or toilet block.

You may of course smoke outside under the Gazebos, but please dispose of cigarette butts into the fire pits.

Fire pits must be kept to a reasonable size and under control. Under no circumstances is plastic to be burned.

Please ask for assistance if you are struggling to make a fire and we will be happy to help.

Respect for each other, the area and the environment

Please respect the fact that this is a quiet and residential area that you share with other guests, and that although we want you to enjoy your stay with us, noise levels must be kept to a minimum after 11.30pm and music must be turned off by 11.00pm.

Guests who behave in an inconsiderate, discourteous, unreasonable and rowdy way will be asked to leave.

For groups larger than 2 a pre-designated group leader must take responsibility for the entire party and accept these conditions, signing a form on arrival.

The toilets are unisex so all guests must treat them with equal respect. Please leave them as you would wish to find them.

The pitches have all been provided with electricity and water. Please treat it respectfully and only put electric appliances on when absolutely necessary and turn them off when not in use. Please ensure taps are turned off after use.

Hazards

There are potential hazards on site, including ponds, barbed wire, sharp metal objects, uneven ground, trip hazards & open fires. Please take care at all times, particularly if you have been drinking.

Under 12's must be accompanied at all times, and parents are responsible for ensuring that all children are behaving appropriately.

We will not be held liable for any injury caused through Parental negligence.

Fire procedures

In the event of Fire please ring the bell mounted on the Toilet block, or upon hearing it leave your pitches and make your way to the muster point outside the Shower block. Fire extinguishers are located in the Toilet block & centrally mounted in the Campsite.

Do not attempt to tackle a fire unless you feel competent to do so, but seek assistance instead.

Opening, closing & booking

Bloomsburys restaurant is open to the public from 9.00 am to 5pm Wednesday to Sunday. It is also open for evening service from 7pm on Friday & Saturday evenings, but we advise prebooking if possible so we can set up a table for you.

Prior arrangements can be made for earlier breakfasts in the cafe but please ensure you have discussed and confirmed this with Bloomsburys the previous night.

Please fill in the form for the special glampers breakfast if you require it.

The main gates will be kept unlocked at night for emergency access and the side gate allows access at any time onto the footpath alongside our site for walks in the surrounding fields, to the ponds and into the village of Biddenden.

Please ensure the key remains in the lock at the inside of the site and the gate remains locked.

Contact information

Phone lines - general & restaurant 01580 292992 / 05601 269810 Glampsite office - 01580 291020 Mobile: 07711 668159.

Thanks for taking the time to read through this – we hope you have a wonderful stay.

*****Please note that your acceptance of the terms and conditions outlined above is automatically assumed unless we are notified in advance of the booking*****