

## Camping Specific Rules



### Arrival and check in

- Please park your vehicle to right of the driveway. For those with limited mobility, disabled parking is available to the left of the driveway, close to the pavilion.
- Ring the large bell on the left of the gate (next to the pavilion) and a member of staff will come and let you in.
- The member of staff will ask you to sign-in at reception and show you around the site. The balance for your visit are made on arrival by Cash or Credit / Debit Card.
- You will be provided with a key to the camping area and your camping pod.
- You will be able to drive over to your pod to unload your belongings.
- Check in is between 3:30pm and 4:30pm.

### Health and Safety

- Parents and carers are fully responsible for the health, safety and behaviour of their children **at all times**.
- Should you or the children in your care need first aid whilst on site, some Thomley staff are first aid trained and may administer basic first aid, with your consent.
- In the event of a fire, all rooms must be evacuated as quickly as possible. The designated meeting point is outside the camping area fence line by the designated post.
- Thomley operates a restricted Smoking Policy. If you wish to smoke please do so only by the social area within the camping area fence line and dispose any cigarette waste in the provided dispenser.
- Your pod will have a fridge for you to store your own medication.

### Eating

- For refreshments during the any day visit please use the café in the pavilion between the hours of 10am and 3:30pm.
- You can add on a Breakfast Box; BBQ Box or Snack Box to your booking.
- There is a microwave and toaster in your pod.
- There is a BBQ in the social area that you are welcome to use to cook any of your meals on.

### During Thomley opening hours (generally 10am-3:30pm)

- Thomley staff will always be available at reception
- The café will be open
- You may use the Thomley facilities outside of the camping area fence line if you have added this on to your stay
- Please keep all gates and doors locked behind you. This is absolutely essential for Thomley visitors to be able to relax.

### Out of hours (generally 5pm-8:30am)

- Thomley will generally have staff on site until 5pm most evenings and someone will be on site from 8:30am most mornings. If there is an emergency overnight, please contact us on our emergency phone line (number is in your pod)
- You are welcome to leave the site and return throughout the evening and overnight period, however do not leave any gates unlocked or open.

### Departure and check out

- Check out must be completed by 10am on the day of departure.
- Please return all keys to reception prior to leaving or in the key box outside the gate which you will be shown on arrival.
- You will be able to drive over to your pod to collect your belongings.
- Please leave the pods in a respectful manner and report any breakages or accidents to reception.