

## Camping Pod 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. Any balance for your visit should be settled on arrival by Cash or Credit / Debit Card.
- You will be provided with a key that lets you into the overflow carpark and your pod only.
- You will be able to drive over to your pod to unload your belongings.
- Check in is between 3:30pm and 4:30pm. If you arrive later than 4:30pm Thomley staff will not be on site and you will miss the check in period.

### 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.

### Some practical information

- We will have all bedding, sheets and covers ready in your pods for your stay.
- Please bring your own towels as we do not provide these.
- We will leave a pint of milk, tea, coffee and sugar in the pod ready for your stay.
- The WIFI is available to connect to, the code / QR code can be found on the inside of the kitchen cupboard.
- There is air conditioning available.
- There is a television with freeview and Netflix available.
- There may be other visitors on site accessing other areas of Thomley throughout your stay.

### 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.

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- You are welcome to use the outdoor facilities in the evening.

### **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.
- If you have used the BBQ please ensure it is cleaned and left as it was found.