



### **When are you open?**

We are open from 01 May through to 31 October annually.

### **Do you accept group bookings?**

Yes, however specific restrictions apply. If you are looking to book for more than 6 people please call us to discuss your requirements before booking - 01634 685862

### **Is music allowed on site?**

No amplified or live music is allowed on site. This includes from mobile phones, ipod docks, stereos and bluetooth speakers. This is strictly enforced to ensure the enjoyment of all our guests. If it is your intention to have a noisy all night party please do not book with us.

### **What should I bring?**

Food & condiments, wellie boots or sensible walking shoes, umbrellas, sun cream, chargers for your electrical items (mobiles, etc.), torch, lumpwood charcoal & firelighters for the BBQ & wood burning stoves and towels.

### **What else is provided for your stay?**

Tables & chairs, crockery, cutlery and BBQ cooking utensils, washing up facilities and equipment, BBQs and Fire Pits, cool boxes, linen, hair dryer. Complimentary tea / coffee and toiletries are provided during your stay.

### **Is Wi-Fi available**

Yes - Free Wi-Fi is available throughout the site.

### **What about food?**

Breakfast Hampers either continental or full English ingredients can be provided. (Ordered in advance. £10 charge applies per adult, £5 per child). Children's food options can be provided if requested.

Cream Teas can be provided on your arrival. - All butter scones with an individual pot of clotted cream and a choice of jam. Served with a selection of teas in your very own "tea for one" tea pot. Please order in advance. £5.50 charge applies per head.

### **Do you provide Vegan and Vegetarian options**

Yes, both vegan and vegetarian options can be provided on request. We are also happy to provide information on our hampers for those suffering with allergies and food intolerances.

### **What is the age range for guests in the accommodation.**

The minimum age for adults in the accommodation is 18. Anyone younger than 18 must be accompanied by an adult. Children must be 12 or under to stay in the bunk beds in Gretel - The Woodland Retreat.

### **Can I get there early?**

You may arrive at anytime after your check in time of 4pm. We are unable to offer early check in due to the time required to ensure the site is perfect for your arrival following the departure of previous guests.

### **Can I book more than one tent at a time?**

Yes - Please book via our online booking system however please be aware that you will need to contact us if you are booking for more than 6 people.

### **What are the check in and check out times?**

We invite guests to check in between 4 and 9pm. Check out time is 10 – 10:30am.

### **Can I bring children?**

Yes - Providing you do not exceed the maximum capacity of each accommodation. We are a family friendly site. Cots, high chairs, night lights, child friendly crockery, cutlery and drinking cups can be provided on request.

### **Can I bring a small tent to go alongside?**

No.

### **Can we cook directly outside the accommodation?**

Yes, BBQ's and cooking rings are provided. There are fire pits outside your accommodation and a communal wooden gazebo for cooking under in case of rain. No cooking is permitted inside any of our units. You can take your food back to either the snug or the dining area in front of your tent or the Alice in Wonderland covered seating area if you wish.

### **When can I order breakfast hampers / Cream Teas and how much are they?**

We ask that you order your first breakfast / cream tea at time of booking. Additional days can be booked on arrival. Breakfast hampers are charged at £10 per adult (£5 per child). Cream teas are charged at £5.50 per person.

### **What is in a breakfast hamper?**

You have a choice between all the ingredients for a full English, with most ingredients fresh from our small holding or a cold option with croissants, jams and spread, fruit, porridge or cereal. Both are served with orange juice and condiments and delivered at your chosen time. Children's food options can be provided on request.

You can also add a small bottle of bubbles to your hamper for an additional £5.

### **Food Storage – What is available?**

A fridge is available in the communal kitchen area. Cool boxes and ice packs are also provided for your use. You can refreeze your ice packs in the freezer located in the washing up area.

### **Is fuel provided?**

Within the price of your stay, we provide you with one large basket of firewood for wood burners and fire pits per night. If you require more wood than this extra baskets can be purchased from reception at a cost of £5 per basket. You will need to provide firelighters, matches & charcoal.

### **Can we come and go as we please?**

Yes. Access is not a problem at any time.

### **What happens if it rains?**

A communal cooking gazebo is provided to cook / eat under. If you are willing to cook out in the rain then you are more than welcome, but you will need to bring large umbrellas to cover yourselves & the BBQs. You can then take your food to your accommodation to eat. Alternatively there are several pubs / restaurants locally to choose from.

### **What is your cancellation policy?**

If you need to cancel your booking, please email or phone 30 days prior to your arrival date. After this time no refunds will be provided and the full booking cost will be payable.

### **Is the site secure?**

All accommodation is lockable and there is a safety deposit box in each accommodation for securing small valuables.

### **Do I need to bring a hairdryer?**

No - A hairdryer is available for you to use in your accommodation.

### **Do I need to bring towels?**

Towels can be provided on request.

### **Are dogs allowed on the site?**

Visually and hearing impaired visitors can be assisted by their guide and hearing dogs. We regret that no other dogs are permitted.

### **Can I bring Visitors to site?**

Only named persons booked into accommodation at reception are allowed on site. Please do not invite visitors to site.