

CRE8

# Glamping

Redricks Lake

SAWBRIDGEWORTH

## Camping, Glamping FAQ's & T&C's

To make the most of your stay with us and so you can prepare for your adventure on a real working site, it's important that prior to arrival everyone in your booking familiarises themselves with our Camping, Glamping T&C's below. Please also review our Health & Safety Guidelines. Both detail important points you will need to know as part of your stay with us.

If you are the lead guest / booker for your family / group, please ensure all your guests read the T&C's and Health & Safety Guidelines and children are briefed before arrival.

Please don't hesitate to contact us prior to your stay if you have any queries and we will do our best to assist.  
Email : [info@cre8-glamping.co.uk](mailto:info@cre8-glamping.co.uk)

### CHECK IN / OUT

What time can I check-in? Check in Times are:

Glamping: between 3pm - 8pm

Please advise us beforehand if you are arriving after 6pm. Remember to bring your booking confirmation / receipt (e-copy is fine)

What time is check-out? Glamping check out is by 10am

### CHILDREN

Yes! We are a family-friendly glamp site.

However children and under 18s must not wander the site alone as there are various hazards including ponds, ditches, electric fences, vehicles, camp fires & more in the area.

Children and teenagers must be supervised by an adult at ALL TIMES. Please take extreme care and accompany your children always.

### DOGS

Yes, your dog can come with you but must be kept on a lead at all times. Please clean up after your dog, and please don't throw poop bags in our hedges.

Please note that there is a small charge if you are bringing a second dog but please note that it is a 2 dog maximum per tent.

### CAMPFIRES & BBQ's

Yes, we are one of the few campsites that allow campfires. The fire must be at least 10m away from trees and hedges etc. If you are planning on having a campfire you must have a means of extinguishing it at hand (e.g. bucket of sand or water).

Firewood logs are available to purchase on site - Please do not gather wood from the woodlands, it is not free, or cut down living trees as this has a very negative impact on the wildlife.

Can I have a BBQ? BBQ's are included on your glamping plot

### **NOISE & MUSIC**

Our glampsite is a place for quiet glamping and enjoyment of the countryside however each tent is provided with a bluetooth speaker. We ask you to please be courteous to our other guests and adhere to site rules.

Please note this is a quiet site as of 10pm.

Many of our guests have young children and we ask that noise is kept to a minimum after 10pm, thank you.

### **GROUP BOOKINGS**

Do you accept group bookings? Large groups should contact us in advance to notify us of the number of people in the party and the type of group, and if necessary, discuss booking a private section in the camping field.

### **ACTIVITIES**

Can I go into the other fields? Can we go for walks? There are miles of walks to enjoy, we can give you a map when you arrive and point them out. You should not enter fields with animals in them. In particular, stay away from cattle as they can be extremely protective of their calves. Do not enter fields which have crops growing.

### **TOILETS & SHOWERS**

What are the toilet & shower facilities at the campsite / cabin / glamping areas? Sinks with cold water, field showers, chemical toilets are located very close to the cabins, bell tents and campsite. Its recommended you bring your own torches

All facilities are cleaned throughout the day. Please ensure you bring with you the below and wipe the facilities prior and post use: Hand Sanitiser, Toilet Roll, Antibacterial Spray and Hand Soap.

### **RUBBISH**

All remaining rubbish must be removed from the site when you check out.

We do however have facilities to dispose of rubbish on site.

Failure to do so will result in you losing your deposit

## HEALTH & SAFETY

**What are your health & safety guidelines, especially in light of Covid-19?** Please read our Health & Safety Guidelines thoroughly prior to booking and before your visit (remember to make all your party aware of our H&S requirements) as there is important points you will need to know as part of your booking.

**Insects & Bugs** - Insects are part of camping and outdoor life and there is no way to avoid them completely, unfortunately the odd bug will doubtless find its way inside your tent, cabin or glamped bell tent. You can minimise their impact by doing the following:

- Wear long-sleeved shirts and long trousers and treat your clothing with insect repellent, especially around the openings at your neck, ankles and wrists. Remember to do this at night.
- Always keep the tent / cabin doors shut.
- Keep food sealed and dispose of rubbish properly.
- Use insect repellents.
- Allergies - very common, please ensure you have adequate medication.

## OTHER FAQ'S

**Is there an electrical hook-up?** Yes! You will have usb points to charge your mobile phones. There is colour changing LED lighting in every tent and we supply a bluetooth speaker for you to enjoy your music during your stay with us. You're strongly advised to bring a torch, as it can get very dark in the countryside at night however we sell these on site if you forget yours.

**Is there access to drinking water?** Yes, there are taps in all the camping fields and near the glamping tents and cabins. Be sure to bring a container with you to collect water.

**What is the maximum duration of any stay?** Please contact us to discuss stays longer than two weeks.

**Do you have pot/clothes washing facilities?** There are mobile sinks in the fields as well as drinking water, cold water only. No washing machines though:)

**Can I bring a car up to the camp site?** Free car parking is available on site only a short walk from your accommodation

**Can I have fireworks or sky lanterns?** No, for health and safety reasons and the protection of our animals, we do not allow these.

## BOOKINGS / REFUNDS / CANCELLATIONS / T&C's

- 30% deposit on booking. Full payment 8 weeks prior. Cancellation or date move is 15% of total admin fee.
- Glamping - is based on a min of 3/4 nights stay.
- Deposit will be taken 14 days before arrival and returned 48 hours after departure.
- COVID-19 - if we are closed due to Covid-19 lockdown then glamping and camping bookings can postponed to another date of your choice at no extra cost.
- Damage - if we must replace or repair anything, do any extra cleaning or collect rubbish, or receive any complaints from other campers and neighbours about you, we will have to ask you to leave the site and to pay any amounts owing.

**Bell Tents, Glamping** - Bell Tents are currently only available to hire from Friday (check in) - check out Monday (3 nights) and the 4 night package is Monday to Friday (you don't have to stay all nights but it is a package price).

Where are the Glamping Bell Tents located? Our Bell Tents are in two set locations around the lake and cannot be moved.

If several of you are booking Bell Tents please let us know so we can place you in tents next to one another. We will do our best to accommodate requests for specific locations although cannot guarantee requests will be fulfilled.

Can I smoke in the bell tents? No, this is not permitted. Anyone caught smoking within the tents will be asked to leave the site with immediate effect and will forfeit their security deposit.

Can dogs stay in the bell-tents and cabins? 1 dog per booking is free, a second dog can be booked for an additional charge. (Our limit is 2 dogs per booking) Dogs are very welcome everywhere unless signage states otherwise. Please keep dogs on leads when walking around the fields and wipe their paws before they go into the bell tent. Please clean up after your dog, and please don't throw poo bags in our hedges (see above ref rubbish removal).

#### COVID 19

Please do not visit the site at all if you or anyone in your family has symptoms of Covid-19 or is otherwise unwell.

Social distancing must be practised at all times by staying at least 2m away from anyone who is not a member of your household.

Wash or sanitise your hands on arrival and when leaving the farm.

Hand washing facilities are available for you during your visit at the farm.

Only use the designated toilets for visitors (not those for staff). We will be frequently cleaning and disinfecting the toilet, as well as objects and surfaces in the toilet that are touched regularly. AnH-bacterial spray and paper towels will be provided in all toilets and wash areas for your use. Alcohol hand sanitiser is available to purchase in the shop. Avoid touching all surfaces and supervise your children to ensure they don't touch surfaces and items in the shop.

**CHECK IN** - One family or group member only can check in at the office. A one-way system has been carefully laid out to help with social distancing, please follow this at all times.

On entering the shop or office, please use hand sanitiser and wear a mask or face covering. Only 5 people (including staff) are allowed in the shop at any one time. We will ask that children do not enter the shop unaccompanied.

On check-in you will receive: Car park pass (to be displayed on car dashboard at all times), wrist bands to be worn at all times, Farm Map and Activity Sheets. Additional activities can be downloaded and printed at home if preferred.

Please note that the shop will be operating as card and cash transactions.

**BE SAFE** - Beware of electric fences, barbed wire, cattle grids and other hazards — there are real working farms adjacent.

**PROPERTY** - We accept no responsibility for any property or person damaged or injured while on the site. Visitors enter the site and leave their belongings at their own risk.

**INJURY** - Please be safe on site at all times and if injured or require assistance please contact the office immediately. We accept no liability for any injury on site.

The first aid point is the office on the glamping site.

**DRIVING** - When driving through the site to the car park it is important that you keep to the speed limit (5mph) and only drive in designated areas. Cre8 Glamping at Redricks is intended to be a quiet, safe, traffic free zone.

The entrance is via a dirt track so please be careful on how you drive and access the site.

We accept no liability for any damage onsite to cars or property.

**GATES** - These will be locked for security at night (9pm latest) and there will be no vehicular access after this time. The gates will reopen at 7am.

Once on site please try to refrain from using the vehicle and never use just on site.

**WORKING SITE** - Please be aware this a working site and farm vehicles (quad bikes, tractors and other farm vehicles) operate continually on the site.

**STAY ON THE FOOTPATHS** - Please keep to the footpaths and follow the signs round the site or one of the walks shown on the farm map. Never walk through fields containing crops or cause damage to crops, this is someone's livelihood. Never enter designated no go areas and please abide by the rules at all times. There are unsafe areas all around the lake sites and hazards everywhere.

**CATTLE** - Do not enter any cattle fields (especially if you have a dog) so will be extremely protective and will see you or the dog as a threat to their young.

**HAZARDS** - Please beware of electric and barbwire fences. As well as other trip hazards such as uneven surfaces and stumps. Avoid any stinging nettles and brambles and beware of cattle grids and any other hazardous items that may be around the farm.

**PREGNANT** - If you are pregnant then we would please ask that you avoid touching the animals and keep your distance especially from ewes and lambs. (Please refer to NHS guidelines)

**SOCIAL DISTANCING & FIRE SAFETY** - Tents in the camping field must be placed a minimum of 6m apart from each other and from any other fixtures.

**FACILITIES** - Toilet and Shower Facilities at the campsite, cabins, and glamping areas - Sinks with cold water and field showers are located very close to the units, and tent areas. Torches are recommended at night, as there is no lighting in the facilities and none around the farm. Conventional toilets and a shower block are available at the site.

Please note, there is no hot running water at the camping and tent areas. Drinkable, cold water is available — remember to bring a water carrier.

**SHOOTING** - There are two shooting ranges on site and whilst they are perfectly safe these areas have high safety levels and regulations. These areas must never be entered without express permission of the event owners.

**SWIMMING** - Please report to the main Cre8 Glamping offices for rules and guidelines on open water swimming

Never swim without permission or in non designated areas and please ensure you are always accompanied.

Never swim at night.

Failure to comply with any of the above rules could result in automatic eviction and loss of booking.

Cre8 Glamping at Redricks does not tolerate any abusive, aggressive or drunken behaviour of any kind. Any abuse of alcohol or drug use is a strict breach of policy and will not be tolerated.

All activities are totally at the guests own risks and we accept no liability for any injuries sustained on site.