

Information for Campers

**A warm welcome from Wiston Lodge to all Campers
Please read these guidelines to help you to enjoy your stay here.**

Office (09:00-17:00): 01899 850228 Emergency On-call: 01899 850693

- **Arrival.** Please follow signs and **report to Reception** in the Main Lodge (09:00 – 17:00). If arriving after office hours, please pitch your tent/s and report to reception the following morning.
- **Parking.** Head north out of the back car park, up the track. Then turn left after the detached house which is signposted 'Cabins' down onto the campfield. Face your car down the hill to enable easy exit on wet ground. The exit is downhill at the left corner of the field.
- **Privacy.** Please respect the privacy of other campers, the cabins and the private house nearby when pitching your tent and **leave no trace** from pitching, cooking, litter etc.
- **Toilets and showers** are in the new wooden building overlooking the main carpark. There is also a sink for **dishwashing**.
- **Drinking water** is available from this sink, from the tap at the bottom of the camp field and from a new hose attachment below the cottage.
- **Showers** are generally left open throughout – although due to other groups onsite, some possibly containing young people who may need to use these facilities to change and shower, we ask that campers use the showers only between 8am and 9am and after 5pm.
- **Fire Safety.** A Fire equipment trolley is located by the cabins. Please familiarise your entire group with its location and do not use any items for any other purpose. Do not put yourself at risk by fighting a fire unless you deem it safe to do so – phone 999 immediately. The fire assembly point is on the front lawn by the Main Lodge.
- **First Aid** facilities are available at the Lodge, should you require assistance. There will be an on call Duty Manager available for emergencies throughout your stay on the number above.
- **Noise.** We ask you to observe a **noise curfew from 11pm to 8am**
- **Alcohol.** Alcohol can be consumed on site **by arrangement**. Sensible, monitored consumption in designated areas only, taking into account other groups on site and their needs. At times the estate is a no alcohol zone so **please check** on booking to avoid disappointment.
- **Fires.** Please only light fires in designated areas, marked on the map. Fire sites must be pre-booked. You can bring your own wood or pre-order a load from the office in advance of arrival.

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- **Swimming** is *strictly prohibited* in the Canoe Pond; please take responsibility for your group at all times. Instructors can be booked in advance through the office so you can enjoy the activities on site.
- **Grounds.** Please walk in the grounds (52 acres) with respect and do not disturb other groups working, wildlife or pick any plants or fungi. Maps area available at reception which show where you are able to access.
- **Built Activity Structures.** Please stay off all structures unless under supervision of a Wiston Lodge Instructor. Activity sessions can be arranged for groups in advance of your visit.
- **Path of the Little People.** If this woodland area is not in use by a group, we invite you to walk through and explore. However we politely request that you do not interact with the activity structures without a Wiston Lodge instructor. For more information, see the office or the signs at each entrance gate to the Path of the Little People.
- **Rubbish Bins** are located in the main Car Park. We encourage you to respect the environment and to reuse and recycle wherever possible. Please take with you any items for recycling, bottles, paper, tins and plastics as we have limited amenities.
- **Payment:** your total fee will be confirmed by the office **prior** to the date of your arrival, after which numbers can go up but not down. You may pay by BACS prior to your visit or by cash / cheque on arrival. Please note that in the event of cancellation less than 28 days prior to your stay, full payment is required.
- **Further information.** Please contact Reception or see a member of Wiston Lodge Staff.
- **Emergencies.** Please contact Reception during working hours. After working hours please contact the Duty Manager on call: **01899 850693**.
- **Charitable Purpose:** Wiston Lodge is a Charity and Social Enterprise, which exists to provide a safe, welcoming, positive environment in which vulnerable children and young adults can develop and grow. We also welcome a range of groups to enjoy the facilities and their visits, in turn, support our charitable work. To find out more about our work and to get involved in 'Helping us to Grow' as a charity, please visit www.wistonlodge.co.uk or speak to a member of staff.

We hope that you enjoy your stay at our Place to Grow!