

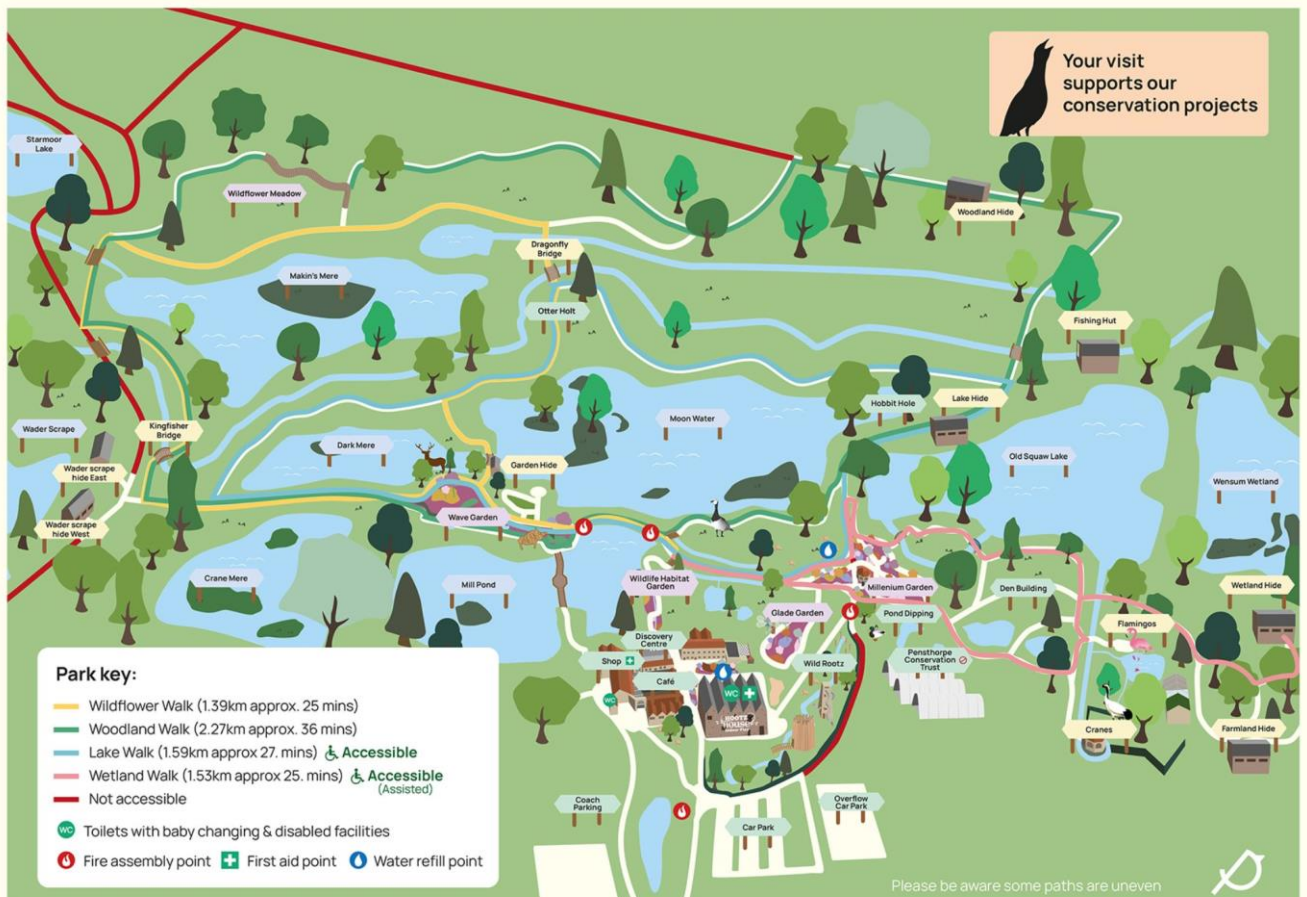


## Welcome to Pensthorpe's Pop up Camping and Glamping site 2024

Welcome to your camping experience with us, we are really pleased you have chosen to stay.

Pensthorpe is the ultimate destination for discovery and an action-packed day out for the whole family. We are a 700 acre, award winning diversified nature reserve.

Everything you need to know about our site, facilities and local area can be found in this welcome pack. If you need anything during your stay, please don't hesitate to ask a member of our team.





## Arrival

Pitches are available from 5pm on the day of your arrival, with check-in no later than 7pm.

Your pitch/Bell Tent will be allocated prior to your arrival. If you wish for your pitch to be allocated next to another booking, please contact us in advance and we will endeavour to do our best to accommodate this.

You are able to drive onto the campsite to unload on your arrival and for pickup. You will then be required to park in the designated car park adjacent to the campsite so we can keep the campsite car free during your stay

On arrival to our campsite, you will see our camping host Bell tent. please head here to be greeted by our camping host

On arrival to our campsite your camping host will provide you with a Pensthorpe wristband, if you are glamping. Please put these on immediately as this will give you VIP access to nature reserve and play

The reserve and play are open daily from 10am to 5pm

2 nights is the minimum stay for camping or glamping;

you either choose to arrive Tuesday evening between 5pm – 7pm and leave Thursday by 5pm, you can add 1 additional night taking you to Friday, where you will need to have vacated your pitch by 11am.

Or, you will arrive Friday evening between 5 – 7pm and leave Sunday by 5pm, you can add 1 additional night taking you to Monday, where you will need to have vacated your pitch by 11am.

## Camping

Your pitch is a 10m x 10 metre square, we have provided these spacious pitches to ensure our campers have plenty of space, but also for fire precautions so please ensure your tent or guideropes don't go outside of these pitches. Tent pitches allow a maximum of 6 campers to stay in one tent (only 1 tent per pitch) you can add up to an extra 2 campers to your booking, to sleep in the existing tent – these can be added at checkout.

## Glamping

If you have booked to glamp with us, your bell tent will be ready for your arrival. Please don't forget that although the Bell tents have plush and comfy beds for up to 5 people, you do need to bring your own pillows, duvets and covers for your stay. At checkout online you can add up to 2 extra glampers to stay, but note you would need to bring your own bed.



## Bookable extras

If you have included any extra items on your booking, our camping host will have these ready for you on arrival.

Extras can also be purchased throughout your stay from our team, this includes renting a fire pit, children's games, camping essentials and more.

## Toilet and shower block

We have a solar powered shower and toilet unit available directly in front of the campsite. There are 5 showers and 4 toilets. Please note, these facilities are unisex, undercover and in cubicles.

Toilets and showers will be regularly cleaned and sanitised throughout your stay, but please do help us keep them clean and tidy for the comfort of all our guests.

General site toilets are available from 10am to 5pm.

## Communal area

Water filling station and pot and pan washing facilities are available in the campsite.

## Eating

On your stay on your arrival evening, we will have a pizza catering truck at the campsite for your convenience onsite we have the Courtyard Cafe, serving delicious food and hot drinks.

On the 2 days of your stay; Breakfast - available from 8am to 10am.

Café menu - available from 10am to 5pm.

If you opt to stay a 3<sup>rd</sup> night, the café will open at it's usual time 10am until 5pm.

## Fire

You can use disposable BBQ's or small gas cooking stoves on the campsite – this is subject to change if there is a prolonged period of drought or dry weather, we will try and advise you in advance of this

We have a range of fire pits available for hire from your camping host, we also sell fuel logs and kindling.

Disposable BBQ's and gas camping stoves must be used on slabs, these can be picked up from the Camping host.

Open fires are not permitted



Please don't break off branches or collect wood from around the site to use in your bbq or fire pit. Only Kindling and logs purchased from Pensthorpe can be used, for the safety of our guests.

## Dogs

Dogs are permitted onto the camping field if you are booking a tent pitch, with no more than two dogs per pitch, but unfortunately dogs are not permitted with glamping bookings

Dogs MUST BE ON A LEAD AT ALL TIMES.

Please note that although the campsite is dog friendly, dogs are not able to enter the nature reserve, if you decide to upgrade and enter the nature reserve your dog must not be left on their own at any times.

Please read our terms and conditions at the end of this document for full details.

## Lights out

Lights out by 10pm

Please respect all other families on-site, our neighbours and our wildlife, and keep noise to a minimum between the hours of 10pm and 7am. Please ensure you are packed up and ready to leave the campsite by 5.30pm on your day of departure.

## Music

For the comfort of all our glampers, please no amplified music

## Additional night

Your camping stay is for 2 nights as standard, but you can add an additional nights stay if you wish. Please note, if you have added an extra night and day on to your stay, this time is unstaffed and the general site facilities including the café will close at 5pm

During the extra day, our camping host will not be on site

## Guests

You are welcome to have guests during the day of your stay, but guests are not able to stay beyond our standard closing time of 5pm. If your guests would like to visit the reserve/play they will be required to pay the standard entry price.



If you wish to add an additional stay to your booking for £15 for tents, and £45 for glamping, it's not too late. Please do get in touch, so our friendly team can arrange this for you.

## In case of an emergency

During the day – Please speak to your camping host or a member of staff.

During the night - Please visit the camping host tent. They are available throughout the duration of your stay in the evenings, and then our day team are available on-site in their absence. Please note if you have booked an extra night this is an unstaffed evening. In case of an emergency after hours please call 01328851465.

## Extra activities

If you have booked a glamping pitch your booking entitles up to 5 people access to the Nature reserve and indoor play during your stay. If you have booked a tent grassed pitch these do not as standard include access to the reserve and play, but you can add admission tickets for your stay for £16.95pp for 2 day entry (a 50% reduction on our usual standard admission price)

## Leaving

On your third day, if you have not booked an additional night, please ensure you have packed up and are ready to leave the campsite by 5pm. If you have booked the extra 3<sup>rd</sup> night, please ensure you are packed up and ready to leave the campsite by 11am, if you have admission tickets to the reserve this day, you are then welcome to enjoy the site for the rest of the day.

## Site Map

**Will be uploaded soon**

## Useful information

Helpful contact numbers

Taxis – Tiny's Taxis 01328 887 488

Doctors – Fakenham Medical Practice 01328 851 321



#### Local amenities

Supermarket – Fakenham Morrisons NR21 8SW

#### Bus Services

Norwich-Fakenham Yellow Line (X29 First Bus) stops at the foot of our drive. The Bus runs every 30 minutes.

Please visit [www.firstbus.co.uk](http://www.firstbus.co.uk) for up-to-date bus times.

### Helpful 'things to do'

websites Visit North Norfolk [www.visitnorthnorfolk.com](http://www.visitnorthnorfolk.com) Visit Norfolk [www.visitnorfolk.co.uk](http://www.visitnorfolk.co.uk)

### Walking and cycling routes Walks close by

If you have entry to the reserve there are 3 designated walking routes at Pensthorpe itself.

River Wensum Path 5km - <https://www.alltrails.com/en-gb/trail/england/norfolk/river-wensum-path>

Helhoughton Circular 10.1km - <https://www.alltrails.com/en-gb/trail/england/norfolk/helhoughton-circular>

Holkham Park from Holkham 6.8km - <https://www.visorando.com/en/walk-holkham-park-from-holkham>

Burnham Market Circular – 8.10km - <https://www.visorando.com/en/walk-around-burnham-market/>

### Get in touch

We look forward to welcoming you to Pensthorpe. If you have any questions regarding your stay with us, please do not hesitate to contact us or speak to our team throughout the duration of your stay. Address: Pensthorpe, Fakenham Road, Fakenham, Norfolk, NR21 0LN

Website: [Pensthorpe.com](http://Pensthorpe.com) Phone: 01328 851 465 Email: [stay@pensthorpe.com](mailto:stay@pensthorpe.com)



## Terms and conditions

We kindly ask you to take a few moments to read over our terms and conditions before you visit us.

### 1 POLICY INFORMATION

1.1 This is the policy of Conservation Shop Limited (The) (trading as Pensthorpe)

1.2 This policy is available on our website and available at time of booking. If you have any queries about the policy, please contact us.

1.3 This policy may be updated and/or amended at any time by Pensthorpe. The most recent edition will be on display on our website.

### 2 YOUR BOOKING

2.1 A 25% non-refundable deposit is required at the time of booking, to confirm and reserve your holiday.

2.2 Your remaining balance is due within 4 weeks of your arrival date, if you book your stay within 4 weeks you will need to pay for your holiday in full.

2.3 If your balance is not paid within 28 days of your arrival date then we reserve the right to cancel your holiday without warning and your deposit will be lost.

#### 2.4 Cancellations and Refunds

2.4.1 No refund will be given if cancellation is made 21 days\* or less from when your holiday commences. The booking will be lost.

2.4.2 Cancellations made before 21 days\* from when your holiday commences will result in loss of deposit.

2.4.3 No refund can be made if you leave prior to your departure date.

2.4.4 In the circumstance where we advise that the booking is cancelled, an alternative stay or a refund will be offered.

2.5 A responsible adult (18 years or over) must accompany and supervise children at all times. Bookings cannot be made by persons under 18 years.

2.6 Pitches and accommodation check in and check out times are found on your confirmation above.

2.7 Pensthorpe accepts bookings on the understanding that you provide correct information at the time of booking. If information is deemed incorrect when you arrive on site, Pensthorpe reserves the right to refuse the booking if it cannot be accommodated.

2.8 When you are placing your booking, we ask you to provide: -

2.8.1 Any requirements for disabled guests so that we can discuss these with you prior to your stay to check for availability and that the site can meet both your needs and expectations



2.8.2 Any other information that you think we will need to consider in your booking.

2.8.3 The number of adults, children and dogs staying on the pitch/accommodation

### 3 YOUR HOLIDAY

3.2 Please do not leave your unit/accommodation unoccupied overnight during your stay without first informing a member of the holiday site team and leaving your contact details.

3.3 Please ask for assistance or notify our Holiday Team immediately when calling out the emergency services.

3.4 Smoking is not permitted in any of our accommodations, or inside any of the buildings.

3.5 Smoking is not permitted in Wildrootz, or café seating area, there are designated smoking areas on site, and on the campsite.

3.6 Pensthorpe reserve the right to pursue any costs caused by damage by you or your party during your stay.

### 4 PETS

4.1 Dogs are permitted entrance into the Pensthorpe 'Hub' area and campsite but are not able to enter the reserve. Dogs **MUST BE ON A LEAD AT ALL TIMES.**

4.2 We ask that you bring no more than two dogs with you for your stay. If you wish to bring any more than this, please contact us in advance to discuss your requirements.

4.2.1 Keep your dog on a lead – Please keep your dog on a lead at all times unless in a field specifically marked for 'off the lead exercise.' This will remove the risk of your dog chasing livestock which can prove fatal, especially in the case of sheep, or lead to heavily pregnant livestock suffering an abortion. It will also enable you to ensure you see and pick up any faeces your dog leaves behind.

4.2.2 Pick up after your dog – We have several bins located around the site. This will help to stop the spread of potential pathogens (parasites, bacteria and viruses) that may be harboured in dog faeces and potentially pose a threat to livestock, other dogs and even humans. Suitable dog poo bags are available from our dispenser on site and there are bins available throughout the site which can be used for the disposal of bagged dog faeces.

4.2.3 Vaccinate your dog – Please ensure that your dog is up to date with its core vaccinations (canine distemper virus, canine hepatitis, canine parvovirus and leptospirosis). We would also recommend that you have your dog vaccinated against kennel cough.

4.2.4 Worm your dog – Please ensure that you have wormed your dog with a broad spectrum wormer that contains praziquantel (eg Drontal Plus or Milbemax) to treat tapeworms a maximum of 6 weeks prior to the commencement of your stay. This will help to ensure that your dog does not pass tapeworms on to the Farms livestock which can result in disease, or in some circumstances, death in the affected livestock. Your veterinary surgeon will be happy to discuss your dog's worming requirements with you.





4.2.5 Keep your dog safe – Please ensure your dog is not left alone on the site for any length of time. This will remove the risk of your dog becoming anxious, barking, whining or being affected by changing temperatures and weather conditions. We will contact the RSPCA and seek permission to force entry into your car or tent if we have any concerns about the welfare of an unattended animal.

## 5 RECREATION

5.1 Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are discouraged in the vicinity of pitches. We have a recreation field for any such games. For safety reasons the flying of model aircraft and drones is prohibited.

5.2 Parents/Guardians will be responsible for their children at all times. Young children must be accompanied to the toilet/shower facilities at all times. Children must not play in or around the toilet/shower facilities.

5.3 As with all visitors, children under the age of 18 years must be accompanied and supervised whilst visiting the Pensthorpe site 5.4 As we are a rural family site, we ask that noise and lighting should be kept to a minimum between the hours of 10pm and 7am.

5.5 Our team may contact you at any time during your stay to advise of any activity, obstruction or behaviour which has been brought to their attention and may be adversely affecting the enjoyment of the site by other guests. We ask that you co-operate with their requests in this regard.

5.6 Generators are not permitted on site.

## 6 VEHICLES

6.1 Please note vehicles are not permitted on the campsite in any circumstance.

## 7 FIRE SAFETY

7.1 Disposable BBQ's or small gas cooking stoves are permitted on the campsite.

7.2 Disposable BBQ's and camping stoves must be used on slabs, these can be picked up from the camping host.

7.3 Open fires are not permitted.

7.4 Please familiarise yourself with the site's fire regulations, firefighting equipment location and emergency procedures as soon as you arrive on site.

## 8 POLICY COMPLIANCE

8.1 We ask all users of our Holiday Site to comply with our policy. If you or your party do not comply with the policy, we may ask you to leave the site.

8.2 Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.



8.3 The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the Holiday Team.

8.4 Our Holiday Team use a 3-step approach in situations where there are any issues conflicting with the policy detailed in these Terms and Conditions:

8.5 The 3 Step Approach 1. One of our friendly team will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behaviour or actions required from you to resolve the issue. 2. In the instance that the required behaviour is not followed, our team member will visit again and advise that we have previously discussed our concerns with you, and give you the opportunity to ask further questions or clarify the actions required. At this stage we will remind you of our 3-step approach and that we may need to ask you to leave the site if the issue continues. 3. At this stage, we have already spoken to you twice about this issue, with clear actions required, and have advised of the consequences of not complying with our terms and conditions. You will be advised of your need to depart your pitch at the next suitable time and you will not receive a refund for your remaining stay. We hope in all instances that we are able to resolve the issues at stage 1 or 2.

## 9 LIABILITY

9.1 Pensthorpe will not accept responsibility for any loss or damage to the property of the guest, including, but not limited to personal belongings, cash, jewellery and motor vehicles.

9.2 Pensthorpe responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation, booked in good faith, not being available owing to exceptional weather conditions, flood or fire, or such other cause beyond their control.

## 10 DATA PROTECTION

10.1 The information taken at time of booking is required to be collected for the purposes of processing your reservation at Pensthorpe Campsite. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know.

## 11. Groups/Parties

11.1 Please note as we are a family campsite, parties and large group bookings such as stag/hen parties are not able to book. If it turns out your booking is of the above, we will refuse you entry without a refund.

## 12. Livestock safety

12.1 We are a nature reserve with livestock, captive birds and a sanctuary for lots of wildlife in general, please do not feed any of our animals

12.2 Please do not enter any paddocks or areas which are labelled as no entry for the safety of yourself and our animals.