

## Sizewell Hall Campsite Terms and Conditions

We are excited to be able to offer the opportunity to stay at our campsite again this year! Below is a detailed breakdown of the terms and conditions of your booking, some frequently asked questions and the current guidelines for staying on our campsite. We want to ensure that all our guests have an enjoyable and safe stay at our campsite, so please make sure that you read and understand these T&C's before you submit your booking. By submitting a booking, you are deemed to have accepted these terms and conditions.

### Pitch Availability

- We are currently offering **6 pitches** on our site. This is due to the capacity of our shared toilet and showering facilities, which will be open from 21<sup>st</sup> of May (Subject to change, depending on government roadmap alterations).
- Pitches are available for **weekend bookings from Friday to Sunday and week-long bookings from Friday to Friday.**
- The campsite is unavailable for a number of weeks during the summer as it is being used by the fantastic camps that run each year by Suffolk Christian Camps, please visit their website to find out more - [www.suffolkchristiancamps.org.uk](http://www.suffolkchristiancamps.org.uk)

**Check in** is from 4pm – 7pm on Fridays. **Check out** is by 4pm on Sundays for weekend bookings and by midday on Fridays for week-long bookings.

### Prices

- Prices are based on the nightly rates in the table below and include up to **6 adults/children** (If your family is larger than 6, please contact us before booking), with a limit of **one tent, caravan or motor home per pitch.**

Unit Type	Weekend (Friday –Sunday)*	Week (Friday-Friday)
Tent	£25 per night	£25 per night
Caravan/Motorhome	£25 per night	£25 per night
Caravan/Motorhome with electric hook-up	£27 per night**	£27 per night**

\* Bank holiday weekends may be subject to longer minimum stays

\*\* Electric hook up can be chosen as an optional extra at the point of booking and is charged at the rate of £2 per night for the duration of your stay. This is only available to Caravans and Motorhomes.

- A non-refundable deposit will be charged at the point of booking to secure your pitch. Full payment for your stay will be required 7 days prior to your stay using the secure website payment portal which we will send to you after you book.

- **If you need to cancel you're booking** and there are 7 or more days before your arrival date, you will receive a full refund (not including the booking deposit). Cancellations within 7 days of the arrival date will not be refunded. **However**, the full amount (including booking deposit) will be refunded if Covid-19 related government restrictions prevent your stay from going ahead.

## Frequently Asked Questions

**Can we use BBQ's?** - BBQ's are permitted as long as they are raised off the grass and operate in a safe and cautious manner. The use of naked flames/cooking within tents is prohibited.

**Can we store cold food?** - There are fridges and a small freezer available at the campsite, please be considerate of other guests who will also wish to use the fridges. Touchpoints will be cleaned regularly but users will need to avoid touching other guests food and practice good food hygiene.

**Is there WIFI at the campsite?** – Yes, there is WIFI available, instructions for connecting are on the information board at the campsite.

**Can we charge our devices somewhere?** – There are some electrical sockets under the canopy that you can use, please don't touch other people's devices if they are in use.

**Where can we go/how do we access the coastal path?** – You will be provided a map that highlights the facilities and other key locations. The code for the coastal path gates will be on the information board at the campsite.

**Who should we call in an emergency?** - Please provide those in your party with our phone number for emergencies – 01728 830715. This is our office phone number, but outside of normal office hours it will connect to a staff member who lives on site. Therefore, outside of office hours, please make sure to only call in an emergency.

**Can we use the sports facilities?** - The sports hall, tennis court and African adventure site are currently not available for campers use. We hope to reopen our tennis court as soon as possible.

**Can we have a gazebo/pup tent/awning alongside our tent/caravan?** - You are allowed 1 Gazebo, Awning or Pup tent per pitch. Gazebos must be no larger than 3M x 3M.

**Where should we put our rubbish?** - General waste (green bin) and recycling bins (blue bin), can be found on the right side of the car park. Please leave the campsite and in particular your pitch in a tidy condition at the end of your stay.

**Can we swim in the sea?** - You can swim in the sea but please make sure that you are aware of any currents and ensure swimmers are supervised at all times. The pond is not designed for swimming in, please ensure children are supervised in the areas around the pond and kept at a safe distance at all times.

**Can we bring a dog?** - Currently dogs are not allowed on the campsite (with the exception of medical assistance dogs, which must be agreed at the point of booking). There is the option to use Brick Kiln Boarding Kennels which are located in nearby Leiston - 01728 830213

**Can we take stones from the beach?** - Sorry but according to *"the Coastal Protection Act 1949, the removal of any natural material such as sand and pebbles from public beaches in the UK is illegal."*

**Can we use fireworks or Chinese lanterns or drones and remote-controlled devices?** - Please don't. Fireworks and Chinese lanterns are quite a fire risk and we are in one of the driest parts of the country and drones etc. can be quite noisy and can spoil the peace and quiet for those around you.

**Where can I park our car?** - Once you have checked in and set up please move your car to the car park and use that for parking your car whilst at the campsite.

## Other T&C's

- No smoking is allowed on the campsite, please only smoke at the designated smoking point which is situated at the bus stop by the pond.
- Alcohol is **not** permitted anywhere on site.
- Please keep noise to a minimum from 10pm – 7:30am, particularly loud music, as we do have neighbours.
- Please bring your own first aid supplies and inform a member of staff of any incidents that have occurred during your stay.
- Our drainage system feeds into a septic tank, so please only put toilet waste into our toilets and make sure no food waste or fat is emptied into sinks. Failure to comply with this request may result in a blockage which may incur a charge for clearance.
- Please note that the following will not be tolerated and could result in staff asking you to leave: Taking illegal drugs; Tampering with electrical equipment, fire alarm systems or fire extinguishers; Aggressive behaviour towards other guests or staff; Theft; entering other accommodation without permission from those staying in them.
- We reserve the right to terminate your stay with us if we believe the terms and conditions laid out in this document are not being followed.
- You are responsible for any damages that you or your party make around the site. We will not be held responsible or liable for any accident, loss or damage to persons, vehicles, tents or contents during your stay. Except where such loss is caused or contributed to by the negligence of a servant or agent of Sizewell Hall Limited. We reserve the right to ask anyone who is not adhering to any of the above or is not being considerate of the grounds or other campers to politely leave.

If you have any concerns or queries regarding any information presented, then please contact the Sizewell Hall management team on the office number 01728 830715 option 1, or email us [office@sizewellhall.org.uk](mailto:office@sizewellhall.org.uk)

Thank you and have a great stay.

## **COVID-19 Precautions**

- Please maintain a 2 metre distance from other campers wherever possible throughout the site.
- Please make sure that children are accompanied at **all times**, to ensure there is no incidental contact with other campers, this includes the play area.
- If households wish to gather on one pitch, please be careful to keep within the current Covid-19 guidelines at the time of your stay.
- Please make every effort to wash your hands thoroughly with soap and water on a regular basis, along with making use of the hand-sanitising stations throughout the facilities.
- For the safety and well-being of everyone at Sizewell Hall, if you feel you have any symptoms of COVID-19 ahead of your stay please remain at home.
- If you develop any symptoms while you are staying with us, please inform the management team and head straight home as soon as possible.

### **Cleaning**

- The shared facilities are cleaned, following COVID guidelines, by an external cleaning company each day. Touch points are cleaned by the staff team at various times throughout the day (e.g. Door Handles and hard surfaces). We also ask that you do your part in keeping our shared facilities clean as possible after using them.

### **Toilets & Chemical Disposal Point**

- You will be assigned a toilet cubicle and sink at arrival, that must be the only toilet and sink used by all members of your party for the duration of your stay.
- For caravans with their own toilet facilities, we have installed a chemical disposal point which can be found on the map. While using these facilities, we ask that you use the hose provided to rinse out our chemical disposal unit once you have finished.
- To help reduce risks, we ask that you please brush your teeth at your own pitch to alleviate any extra potential risk in the bathrooms.

### **Showers**

- There are four showers available at the campsite, two blocks of two showers. Each block will need to be used by only one family at a time and we ask that each family wipes down the surfaces and touch points with the COVID anti-bacterial wipes provided as they exit the showers.
- A system is in place to show when the showers are already in use so that you can safely queue. Please read and follow the instructions on the signs at the shower blocks.

### **Washing Up & Drinking Water Points**

- We have created a washing up area on the campsite with hot and cold water under the canopy. We would ask that you use the 2 metre social distancing markers on the ground, while waiting to access this facility.
- There are also points for collecting cold drinking water which are clearly signed. Please wipe down the area after use with the COVID cleaning products supplied.