

## Woodlands Grove Play 'n' Stay Camps 2017 – How They Work



We look forward to welcoming your group to Woodlands Grove. If you have any queries or require further assistance please call 01803 712598 or email [holiday@woodlandsgrove.com](mailto:holiday@woodlandsgrove.com).

Play 'n' Stay booking documents are also available on our website [www.woodlandsgrove.com](http://www.woodlandsgrove.com).

Unfortunately we are unable to accommodate Play 'n' Stays during the peak periods of Whitsun (the half term in May) and the school Summer Holidays. Play 'n' Stay places are limited for the Easter bank holiday weekend, please ring to check availability before booking over the Easter holidays.

Play 'n' Stay Camps are given a special discounted rate because the group organiser has certain tasks to perform. These tasks are not too onerous but they do require a level of commitment from the organiser.

### Group Organiser – Your Role

#### **1. Making the Booking**

- Booking Conditions
  - It is important that you have read, understand and agree with the terms and conditions detailed on the reverse of the booking form.
  - As the organiser you have the responsibility for liaising with Woodlands' reception and your guests. You will be responsible for collecting payment, siting people's units, distributing car passes and information, controlling rowdy or inappropriate behaviour.
  - Please sign to show you agree to the booking conditions, complete the booking form and return it to us.
- Complete the Play 'n' Stay Booking Form (required at time of making the booking)
  - A Play 'n' Stay camp must have minimum of 15 people and be a bone fide children's organisation e.g. Scouts, Guides, where the leaders supervise the young people.
  - The price is £9.90 per adult, child or leader per night, which is £19.80 for 2 nights.
  - Use of electric hook-up box is £3.50 per night, please tell us how many you require.
  - The minimum stay is two nights.
  - We need to know how many vehicles and whether they are cars or minibuses.
  - If you would like to book a Hawk Talk with the Falconer insert the date you wish to have it and tick your preferred time.
- Complete the Play 'n' Stay Information Form (required a minimum of 2 weeks before arrival)
  - For each unit you are bringing we require what type it is (e.g. caravan/tent/motorhome).
  - The size of the unit in meters, i.e. the length of caravans & motorhomes and the width and length of each tent.
  - Whether electric or non-electric.
  - Add details of any extras that are coming e.g. gazebos, pup tents and dogs.
- Post the completed booking form (& information form if booking within a few weeks of arrival) to Woodlands along with your £50 deposit. A cheque can only be used as a deposit if it will arrive 4 weeks prior to arrival. This will be processed and confirmation of booking will be sent to you.

It is extremely important that we have this information to allocate your Rally pitches. Please keep us informed of any changes. The cut off date for changes is 14 days before your camp.

## **2. Arrival – Group Organiser**

- It is important that you arrive before the rest of your party. If you are unable to arrive first you must authorise another person to take on your role until you arrive and let us know their name.
- If the children are being dropped off by parents you need to have pre-arranged with them the time for them to be in the main day visitors' car park; your Leaders then need to escort the children and their luggage to the camp, the parents cannot go through to the camp to drop them off. If equipment needs to be dropped off by vehicles not on the camp, this needs to be agreed with Reception and the car registration number provided.
- When you arrive please come to Reception where you will be given your vehicle passes, welcome information for the leaders, park guides for the children and a map of your pitches.
- We will also take the final payment which must be via debit/credit card and cash. Group cheques must be pre-arranged with the office. We are unable to accept personal cheques.
- You will then be shown to your area by a Caravan Park Warden.

## **3. Arrival – Camp Attendees**

- You will be required to site the units, issue car passes, give out welcome information and park guides. If ground conditions result in our staff towing the units on/off pitches and the parking vehicles is off the pitches, it is your responsibility to ensure your attendees abide by the instructions given to you, especially regarding behaviour, noise and BBQs.

## **4. During the Camp**

- You are responsible for ensuring all your attendees abide by our terms and conditions as detailed on the back on the booking form and by the Woodlands' member of staff on arrival. This means you need to make them aware of the situation regarding BBQs, noise, vehicle passes, behaviour, dogs, visitors, etc.
- The children and young people must be supervised by a responsible adult at all times.
- You will be the point of contact for your attendees and for Woodlands' staff.

## **5. Day of Departure**

- As a Play 'n' Stay camp you benefit from being able to use Woodlands Family Theme Park and the Caravan Park on the day of departure. Unlike regular bookings, you do not have to be off your pitch by 11am and are welcome to stay until early evening.
- If the children are being collected by parents you need to have pre-arranged with them the time for them to be in the main day visitors' car park; your Leaders then need to escort the children and their luggage to the car park, the parents cannot go through to the camp to collect them. If equipment needs to be collected by vehicles not on the camp, this needs to be agreed with Reception and the car registration number provided.
- It is very important that your attendees leave vehicles in your camp area even if they have packed equipment away. If they leave the Caravan Park and park in the day visitors' car park they will be charged day admission for re-entry.
- Cars which park outside the allocated area can cause an obstruction to Woodlands' staff, emergency vehicles and other guests. Parking on the arrivals area is not permitted.

If you still have any questions please do not hesitate to contact us on 01803 712598 or email [holiday@woodlandsgrove.com](mailto:holiday@woodlandsgrove.com)