

CREATION FEST CAMPING POLICY AND PROCEDURE:

Creation Fest offers onsite camping from 5-11 August 2017, with pitches available for you to bring tents and/or caravans. Facilities include toilets, showers and car parking

Camping must be pre-booked before the event. Additional charges will apply for on-site registration

CAMPING BOOKING:

- By booking, you accept to adhere to the Creation Fest Camping and Festival Site rules
- All Creation Fest camping bookings are done online through www.creationfest.org.uk

For any changes to your camping booking, please phone the Creation Fest Camping number on: 0844 8794 703

- If you are under 18, you need to be part of a group with at least one responsible adult. (max. of 6 under 18s per responsible adult)
- All booking forms must be completed by an adult
- You do not have to book for the whole 8 nights - arrival day and number of nights can be selected on the booking form

GROUP BOOKING:

If you would like to book with a specific group or next to friends, please specify the name of the group or the booking information under section 7 on the camping booking form.

CAMPING COST (PER PERSON PER NIGHT):

- There are no discounts for groups or individuals.
- Discounts are given through the early payment options. To qualify for these you need to pay a 100% of the fees by the payment deadlines.
- Any booking that does not comply with this or that we receive on the day after the deadline date will be subject to the higher rates.

BEFORE 31 March 2017 (inclusive)	1 April – 28 July 2017	29 July - 11 August 2017
Discount rate	Standard rate	On-site rate
Adult: £12.00	Adult: £14.00	Adult: £16.00
Youth/Child: £6.00	Youth/Child: £7.00	Youth/Child: £8.00
Infant: Free	Infant: Free	Infant: Free

ADULT: 18 years of age and over, **CHILD:** 5-11 years of age, **YOUTH:** 12-17 years of age, **INFANT:** 0-4 years of age

Age on 5 August 2017

Additional Charges:

Creation Fest, The Goods Shed, Southern Way, Wadebridge, Cornwall PL27 7BX

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£45 for electrical hook ups (one off fixed payment per hook up)

£11 per night for group meeting, eating or greeting tents. Max size. 8m x 8m including guy ropes. If larger please call the office.

CAMPING BOOKING PAYMENT:

Payment for your Creation Fest Camping can be done by Credit Card, PayPal or Cheque.

- In order to pay for your camping online (by Credit Card or PayPal account), click on the “Pay Now” icon.
 - This will take you to the Creation Fest PayPal page where you can choose to pay via PayPal or Credit Card.
 - To pay via PayPal – choose option 1 (Pay with PayPal account)
 - To pay via Credit Card – choose option 2 (Pay with a Debit or Credit Card)

In order to pay for your Creation Fest camping by Cheque: Accompany your cheque with a note, stating your booking number. Cheques should be made out to 'Creation Fest' and send to: Creation Fest, The Goods Shed, Southern Way, Wadebridge. PL27 7BX United Kingdom.

- You will be held responsible to pay the higher camping fee if the cheque arrives after a certain payment deadline. Creation Fest will not be held liable for cheques that are late (do not arrive before the payment deadlines.)

Final payment for Camping booking is expected by 31 March 2017 (qualify for the discounted rates), 27 July 2017 (postal) or 28 July 2017 (online). Payments that are not made by these dates will be charged the on-site price. It is your responsibility to make sure you pay by this date otherwise Creation Fest reserve the right to cancel the booking.

CAMPING BOOKING CONFIRMATION:

- All booking confirmation and arrival information will be sent by email, so it is vital that you include accurate email contact details.
- Once you have made your booking you will receive an email confirming the booking. We aim to have this out to you within 21 days of your booking. If you have booked and paid online, you should receive an immediate email confirmation of booking. If you did not receive your booking confirmation email, please contact: camping@creationfest.org.uk
- Your confirmation email will include your camping reference number that should be used in all future communications as well as outline exactly what you have paid.

CAMPING OFFICE HOURS AND ARRIVAL AND DEPARTURE TIMES:

- Friday 4 August: 4pm – 10pm
Saturday 5 – Sunday 6 August: 9am – 10pm
Monday 7 – Friday 11 August: 9am – 6pm

All campers must leave the campsite by noon on Saturday 12 August 2017

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CANCELLATION:

In the unfortunate event of you having to cancel, the following procedure applies:

1. Cancellation should be made in writing to camping@creationfest.org.uk
2. Camping Cancellation charges will apply.
3. 15% cancellation fee will apply on all bookings cancelled for 2017.
4. All refunds due will only be made by online payment methods. For payments made by Credit/Debit Card, a refund will be made to the same card if within 60 days of the original payment. All other refunds will be made by online payment upon provision of Sort Code and Account Number.
5. Allow 30 days to process the refund.

REFUNDS:

In the unlikely event that you find you have been charged more than you've authorised on your credit or debit card, then we will of course refund you. To do so, please follow the following procedure:

1. E-mail camping@creationfest.org.uk with the query, stating your camping booking reference number.
2. Allow 30 days to process the refund.

VOLUNTEER CAMPING:

- Creation Fest Volunteers can qualify for free camping by volunteering a total of 6 days, minimum of 6 hours per day
- Only the Volunteer is eligible for free camping
- Volunteer Camping booking should follow the following process:
 - Register to Volunteer
 - Once approved as volunteer, follow the camping booking procedure
 - On the camping booking form, add the applicable number of volunteers as well as the full names in the box below. If more than 1 volunteer is sharing a tent / caravan, only 1 camping booking is required.

CAMPING NOTES:

- No mixed-tent sharing on site i.e. no boys and girls sleeping in the same tents unless married, or with family.
- If you are bringing a caravan, booking, with or without awning, is available.
- Hire of tents and/or caravans is not available from Creation Fest - **you must bring all your own equipment.**
- After arrival, all vehicles must be moved to the designated car park as vehicles are not permitted to be parked beside tents / caravans.

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SITE RULES:

- The Royal Cornwall Events Centre is open to the public; therefore please take care of your personal belongings. Creation Fest cannot be held liable for any lost, stolen or damaged items.
- Pets are not allowed on site except guide dogs and registered assistance dogs (on arrival owners should inform someone at Welcome and/or Information, please make sure you bring any certification with you, dogs must also wear their official vest/jacket while onsite).
- Strictly no drugs or drug paraphernalia on site except for medical purposes. Anyone found in possession of drugs will be evicted from the site and refused further entry to the event. Furthermore, all drug related incidents will be dealt with by our Chief Steward and the Police will be called at the Steward's discretion.
- No Alcohol allowed on the site at any time.
- Smoking is not permitted inside buildings, marquees or individual tents at any time.
- Any aggressive behaviour may result in you being asked to leave the event site immediately.
- No speeding. When arriving / leaving the Events Centre or unloading / packing up please observe the 10mph speed limit and use hazard lights at all times.
- No crossing into any area that has been marked out of bounds by tape.
- Barbeques are only permitted on site in the designated areas – speak to the Campsite Registration Team.
- Outdoor ball games are to be finished by 10pm
- Roller blades, skateboarding, scooter or cycling can only occur in the designated area and need to be finished by 10pm
- Please respect the site curfew between midnight and 7am. If you want to stay up late, please respect those who are trying to sleep. Remember that noise carries across a campsite at night.
- All general enquiries can be made at the information point at the entrance to The Big Shed.
- Electrical hook ups will be marked clearly on each pitch and must not be used by other campers.

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