

# CREATION FEST

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## Creation Fest Camping Policy and Procedure

Creation Fest offers onsite camping from 3-11 August 2018, 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](http://www.creationfest.org.uk) and in partnership with Big Church Live at [www.bigchurchtickets.com/events/creation-fest-camping](http://www.bigchurchtickets.com/events/creation-fest-camping)
- The booking system allows you to amend your booking, for example, you can add another person and amend the camping plot, (subject to availability).
- 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:

Group bookings can be arranged through our booking system. Please follow online instructions.

### Camping cost (per person per night):

- Discounts are given through our booking system for group discounts 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.
- Our booking system is handled by a 3rd party supplier and a £2 booking fee per item applies on all bookings.

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## CAMPING AT CREATION FEST

PRICES ARE PER NIGHT	GENERAL PRICING	GROUP OF 15-24	GROUP OF 25-50	GROUP OF 50+
EARLY BIRD ADULTS *BEFORE 15 APRIL 2018	£13.80	£13	£12.50	£12
EARLY BIRD CHILD/YOUTH (5-17)	£6.80	£6.75	£6.25	£6
EARLY BIRD INFANT	FREE	FREE	FREE	FREE
ADVANCED ADULTS *BEFORE 27 JULY 2018	£15.80	£15	£14.60	£14
ADVANCED CHILD/YOUTH (5-17)	£7.80	£7.50	£7.25	£7
ADVANCED INFANT	FREE	FREE	FREE	FREE
ONSITE ADULT *AFTER 27 JULY 2018	£18.80	£18	£17	£16
ONSITE CHILD/YOUTH (5-17)	£8.80	£8.70	£8.50	£8
ONSITE INFANT	FREE	FREE	FREE	FREE
ELECTRIC HOOKUP	£60	£60	£60	£60
GROUP TENTS	£12	£12	£11	£11

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 4 August 2018

Additional charges:

£60 for each installation of electrical hook ups (one off fixed payment per hook up)  
£12 per night for group meeting, eating or greeting tents. Max size. 8m x 8m including guide ropes. If larger please add a note in your booking.

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## Camping booking payment:

Payment for your Creation Fest camping can be done by credit or debit card only in partnership with our booking system with Big Church Live.

## 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. 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](mailto:camping@creationfest.org.uk)
- Your confirmation email will include your camping reference. Please use this in all future correspondence.

## Camping office hours and arrival and departure times:

- Friday 3 August: 12 noon to 9pm  
Saturday 4 August 2017: 9am to 9pm  
Sunday 5 August – Friday 10 August: 9am to 6pm
- All campers must leave the campsite by noon on Saturday 11 August 2018

## Cancellation:

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

1. Cancellation should be done through the "Contact Us" link on the camping booking system.
2. Camping cancellation charges will apply; a 25% cancellation fee will apply on all bookings cancelled for 2018.
3. 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.
4. Please allow 30 days to process the refund.

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## 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 use the following process:
  - Register to volunteer at [creationfest.org.uk](http://creationfest.org.uk)
  - Once approved as volunteer, follow the camping booking procedure with your approved code for free camping. You will not be able to book your free camping until you have been approved as a volunteer.

## Camping notes:

- No mixed-tent sharing on site (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.

## 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.

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CHARITY REGISTRATION NO. 1121924 | VAT REGISTRATION NO. 155 983469

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- 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.
- 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.