

CREATION FEST

CREATIONFEST.ORG.UK

Creation Fest Camping Policy

Creation Fest offers onsite camping from 2-10 August 2019, with pitches available for tents and/or caravans, motorhomes etc. Facilities include toilets, showers and car parking, and electric hook-ups (must be booked in advance, additional charge applies).

Camping booking:

- By booking, you agree to adhere to the Creation Fest camping and festival site rules (attached).
- Camping must be pre-booked before the event via our website. Additional charges will apply for on-site registration.
- Payment can be made via credit or debit card only.
- The booking system allows you to amend your booking (e.g. you can add another person, amend the camping plot etc.) subject to availability.
- Camping booking forms must be completed by an adult. If you are under 18, you need to be part of a group with at least one responsible adult (maximum six under 18s per responsible adult).
- Camping does not need to be booked for the whole eight nights. Arrival day and number of nights can be selected on the booking form.
- Group bookings must also be pre-booked via our website. Please follow the online instructions.

Camping costs:

- Camping is charged per person per night.
- Group rates are available via our online booking system. To qualify for the group rate, minimum group sizes must be booked and paid for by the payment deadlines. Creation Fest reserves the right to charge full rates should the minimum group size not be booked and paid for by this date.
- Early bird prices are available via our online booking system. To qualify for these discounts, 100% of the fees must be paid by the payment deadlines. Any bookings and/or payments that are received after the deadline will be subject to the higher rates.
- Our booking system is handled by a third party supplier and a booking fee applies on all bookings.
- For booking purposes, please use the age of children and young people as of 1 August.

CREATION FEST LTD., THE GOODS SHED, SOUTHERN WAY, WADEBRIDGE, PL277BX

0844 8794703 | INFO@CREATIONFEST.ORG.UK

COMPANY NO. 05824431 | REGISTERED IN ENGLAND AND WALES

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

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Additional charges:

- For group meeting, eating or greeting tents, max size. 8m x 8m including guide ropes. If larger, please add an additional tent to your booking.

Camping booking confirmation:

- All booking confirmation and arrival information will be sent by email. If you do not receive your booking confirmation email with 24hrs of making your booking, please contact: 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 2 August: 12 noon to 9pm

Saturday 3 August: 9am to 9pm

Sunday 4 August – Friday 9 August: 9am to 6pm

All campers must leave the campsite by noon on Saturday 10 August 2019

Cancellation:

In the unfortunate event of a cancellation, the following procedure applies:

1. Contact us via the "Contact Us" link on the camping booking system.
2. Cancellation charges will apply as follows:
 - Before 1 June 2019: a 25% cancellation fee will apply.
 - 1 June 2019 forward: 100% of the booking payment will be forfeited.
3. For payments made by credit/debit card, a refund will be made to the card used to book 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.

Please speak to an insurance broker for advice on a suitable policy that will cover you in a case of cancellation (policies can be as low as a few pounds for individuals).

Volunteer camping:

- Creation Fest volunteers who volunteer for a minimum of six hours per day for six days qualify for free camping. This applies only to the person volunteering, not additional family members or friends. For more details, please see the Volunteering Policy.

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Campsite Rules:

- No mixed-tent sharing (no males and females sleeping in the same tents unless married or with family).
- After arrival, all vehicles must be moved to the designated car park. Vehicles are not permitted to be parked beside tents / caravans.
- Please observe the 10mph speed limit when driving on site and use hazard lights at all times.
- 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.
- Electrical hook ups will be marked clearly on each pitch and must not be used by other campers.

General 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, please register your dog with the welcome and/or information team. Please make sure you bring your certification with you, and that your dog is wearing its official vest/jacket, as they will not be allowed on onsite without these.
- 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. All drug-related incidents will be reported to the police.
- No alcohol is allowed on site at any time.
- Smoking is not permitted inside buildings, marquees or individual tents at any time.
- Any aggressive behaviour will result in you being asked to leave the event site immediately and may be reported to the police.
- Please do not enter into any areas that are marked as out of bounds.
- Outdoor ball games are to be finished by 10pm.
- Please use roller blades, skateboards, scooters and bicycles in the designated areas.