

# Your visit to Broadstone Warren

## Everything you need to know

**Final info** We consider bookings finalised 6 weeks before arrival. We're usually able to adjust camping numbers up until check-in; but accommodation, catering or activity changes will be charged after this point. We're not able to change numbers after check-in. We'll email you your final invoice after you depart, payable within 21 days. Please make sure we have the group leader's contact number and an ETA for your group.

**Driving** Take note of our 5mph speed limit. All vehicles must be parked in a car park and can't be taken onto site without permission and weather permitting. Please leave roads and gates clear.

**On foot** The 270 bus from East Grinstead stops 10 mins from the centre. The [Traveline service](#) will help plan any bus journeys. The nearest station is East Grinstead, taxis are available.

**Coaches** Please let us know in advance if you plan to bring a coach. Access from either direction on the A22 is possible, and there's space to turn round on site.

**Setting up** All gates are locked, so please be ready to move kit from the car parks to your pitch by hand.

**Help** Make your way to reception for help. Let us know about any faults ASAP so we can fix them for you. When reception is closed, we're available 24/7 on 07779 433 936 for urgent assistance.

**Checking in** Please see us at reception when you arrive. You can access buildings and pitches from 16:00. We can't guarantee entry

before this, but you're welcome to use our grounds.

**Checking out** Let us know at reception when you leave. You must vacate your building or pitch by 13:30 and settle any outstanding payments.

**Broadstone Lodge** Our lodge is equipped to cater for the number of people the building accommodates. A building layout is provided on our website, equipment lists on request.

**Bedding** We don't provide any bedding. Please bring a sleeping bag and pillow.

**Cleaning** Please leave your building or pitch as you found it or we may charge a fee. Remove all items, take the rubbish out, ensure everything is clean, tidied and locked up. We provide mops, brooms, dustpans and hoovers; please bring your own cleaning sprays, cloths etc.

**Toilets** We provide toilet roll and soap, and clean our toilet blocks regularly. Toilet blocks are open to all visitors on centre. We have accessible and all-gender facilities.

**Water and waste** Drinking water is available at each camping area, as well as a couple of washing up sinks and a chemical toilet disposal point at the HQ toilet block. Please put recycling (paper, glass, plastic and cans) into the correct bin. Bins are located in the car park.

**Hire equipment** Pre-booked equipment will be delivered to your site.

**Freezer space** We have a freezer available for groups to share located at the back of reception. Please label and date items or they may be removed.

**Deliveries** A member of your group must be on-site to accept any deliveries or shopping – we're unable to sign for you. Please ensure the driver has a contact number for you.

**Pets** No pets on-site other than assistance animals, please.

**Smoking and drinking** When around our buildings, smoking is only permitted in the Broadstone Lodge car park smoking area. Smoking on campsites is at the camp leader's discretion. No smoking or drinking in front of young people.

**Fires** Fires must not be lit on the grass – please use a pre-existing fire pit or altar fire (available first-come first-serve, enquire at reception). Campfire Circles can be booked in advance. You're welcome to use any dead wood you find, but we don't have a wood pile. Please don't damage our trees. Pallets and treated wood should not be burnt.

**Generators** should be positioned to prevent fumes and noise from affecting others. A fire extinguisher should be located next to every generator.

**Quiet hours** Quiet hours are from 22:30 – 07:30. Please turn off generators, keep noise to a minimum, and respect other groups.

**Wi-Fi** There's no public Wi-Fi available on-site, but we hope to make this available in the future. Most mobile phone networks have good coverage.

**Safeguarding and safety** Please read our [Young People First policy](#) and take note of [our safety guidance](#). Report any concerns to staff immediately. Don't take photos of others without permission, and no drones on the centre.

**Activities** All sessions are for a max. of 12 participants, and each group must have a

supervising adult. Please wear closed-toe footwear, any shorts must be longer than knee length (no skirts), and tops should cover the whole upper body. Long hair must be tied back, and anything around the neck removed. You may get muddy or wet, so please bring spare clothes and dress appropriately. All off-ground activities have a weight limit of 115kg. Your instructor will meet you at the activity meeting point at your booked time, please be prompt.

**Leader-led activities** We provide the equipment and space, guidance and activity ideas. We'll meet you at the activity meeting point and give you a short briefing. The leader is responsible for supervision and ensuring safety. Please complete a risk assessment. Some leader-led sessions require a permit or qualification (shown with an asterisk \* on our price list). We'll check this and provide an induction – please arrange this with us.

**Activity boxes** These will be available from reception at your booked time.

**Catering** We'll request any dietary requirements 8 weeks before arrival. We cater for the [14 key allergens](#), vegetarian, vegan and halal diets. We'll try our utmost to cater for other intolerances, but we're unable to cater for tastes or preferences. We'll share your meal times, location and a sample menu before arrival.

**Security** The centre is a large, open site with public footpaths, and you're likely to encounter other visitors. We conduct random security patrols, but it's impossible for us to monitor everyone's personal property. Secure doors and windows, keep items in-sight or locked away, and leave valuables at home. If you're camping, leave someone behind to keep watch and introduce yourself to your neighbours. Contact reception if you need help storing valuables.

**First Aid** We will provide First Aid during instructed activities. Visitors are responsible for their own First Aid at other times, but our staff will offer support if required. A defibrillator is available on-site via reception or the Duty Manager (07779 433 936).

**Emergencies** If you need to call 999, please let us know immediately afterwards on 07779 433 936. Visitors are responsible for their own first aid, but our staff will offer support if required. Familiarise yourself with the emergency plans in your building or on your field. In the event of a centre evacuation, immediately report to the Assembly Points at either carp park, unless otherwise directed. Assemble your group and report anyone missing to the Assembly Point Officer. Stay together, follow instructions, and don't leave the centre until told to do so.