

Your visit to Great Tower

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 There is limited parking on site, so we ask that you park in the main car park where possible, especially if your group has more than one car. No cars are to be parked at Camp Centre. Our site entrance gate is closed to vehicles from 21:00 – 08:00. If you require the gate to be opened in an emergency, please contact us on 0787 6343024.

Coaches Please plan your route. Coaches must approach from Newby Bridge Roundabout and park in our bottom car park.

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 on 07876 343024. This is for emergencies only between 21:00 – 08:00.

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 and booking changes. We encourage you to pack everything you don't need the night before your departure and store your bags with us, so we can prepare for the next group. We can also arrange a visit to our souvenir shop for your group.

Buildings Our buildings are equipped to cater for the number of people the building accommodates. Building layouts are provided on our website, equipment lists on request. Kitchen knives are available from reception with a £30.00 deposit.

Tented Village We provide a basic camp kitchen with fridge, freezer, gas hobs, pans, utensils, crockery and cutlery.

Bedding We provide all bedding with our indoor accommodation, but you do need to bring a towel. Please bring a sleeping bag and pillow if you are staying in the Tented Village or camping.

Cleaning Please leave your building or pitch as you found it. Remove all items, take the rubbish out, strip bedding and leave in the main hall, 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 toilet blocks regularly. Toilet blocks are open to all visitors on centre.

Water and waste Drinking water is available across our campsites, as well as a limited number of washing up sinks at toilet blocks. We have chemical toilet disposal points – please ask at reception. General waste and

recycling must be separated and placed into the large bins at the centre entrance.

Freezer space We have a fridge/freezer room available for groups to share, please ask at reception. Please label and date items or they may be removed, and leave the space as you found it.

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, along with your group name and building or campsite.

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

Smoking and drinking Smoking is only permitted in the smoking area. 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-served from reception). Campfire Circles can be booked in advance. We don't have a wood pile, but you're welcome to use any dead wood. 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 Wi-Fi is only available outside the reception building. There is also a charging point for mobile phones with a £5.00 deposit.

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 football pitch 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.

Off-Site activities Timings and locations will be confirmed with your group leader directly when booking.

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 large and open, 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 (0787 6343024).

Emergencies If you need to call 999, please let us know immediately afterwards on 00787 6343024. 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.