

Your visit to Hawkhirst

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. Please leave roads and gates clear.

Coaches Please park in the main car park and make your way up to the site through the archway on foot.

Setting up Please be ready to move kit from the car parks to your pitch by hand. We can assist with larger items – please ask before arrival.

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 for urgent assistance by ringing the doorbell at reception.

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.

Buildings Our buildings don't have any catering facilities. Each building has Wi-Fi, and a TV with a DVD player and HDMI input. Building layouts are provided on our website, equipment lists on request.

Tented Village We provide a large communal tent with tables and benches as well as a basic tea making facility with a kettle and fridge.

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 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 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 across our site, as well as a limited number of washing up sinks at toilet blocks. We have a chemical toilet disposal point – please ask at reception. Please put recycling (paper, plastic and cans) into the black recycling bins. Glass must be recycled separately.

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 Smoking is only permitted in the main carpark due to the nature of the site. No smoking or drinking in front of young people. You must ensure cigarettes are completely extinguished and put in a bin, and not disposed of in the woods.

Fires Fires must not be lit on the forest floor – please use a pre-existing campfire circle or altar fire (available first-come first-served from the car park). Campfire Circles can be booked in advance. You're welcome to use any dead wood or our wood pile, but 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 available around most of our buildings - login details are available from reception. There is limited mobile reception on O2 and EE, and we also have a payphone at reception.

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 flag pole near reception 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 a public right of way around the boundary. You're likely to encounter other visitors, so please be aware of your actions. 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.

Emergencies If you need to call 999, please let us know immediately afterwards via reception. 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.