

Your visit to Youlbury

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 Please approach the centre via The Ridgeway (rather than Sandy Lane) and respect our neighbours by sticking to the speed limit. Take note of our 5mph speed limit on-site. Cars must follow directions to the main car park next to Centenary Lodge and can't be taken on fields. Large vehicles should park at reception, leaving space for other large vehicles to turn. Please leave roads and gates clear. We have large wheelbarrows available to help you move your kit.

Bus or train The [400 bus from Oxford city centre](#) calls at Harcourt Hill, a 20-min cross-country walk from us. Taxis are available from Oxford Station.

Coaches Please plan your route. Coaches must approach via Ridgeway and follow signs for coach parking. Sandy Lane is not suitable. Single deck coaches only please – double deckers don't fit down our access road.

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 07811039738 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.

Buildings Our buildings are equipped to cater for the number of people the building sleeps. Both have Wi-Fi, an AV set up and washing machines. Building layouts are provided on our website, equipment lists on request.

Lawn Hut We provide tables, benches and lighting only. There is no other electricity, kitchen or toilet facilities.

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

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 across our fields, as well as a couple of washing up sinks and a chemical toilet disposal point at the reception toilet block. Please put recycling (paper, glass, plastic and cans) into the recycling bins.

Hire equipment Pre-booked equipment will be delivered to your site, and tents pitched for your arrival.

Freezer space We have a freezer available for groups to share at reception during opening hours. 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 Smoking is only permitted in designated smoking areas. 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 from around the centre, but please don't damage our trees. Pallets and treated wood should not be burnt. We would recommend bringing your own wood, as our wood pile isn't regularly supplied.

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 across most of the centre – no login details required.

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, 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 (07811039738).

Emergencies If you need to call 999, please let us know immediately afterwards on 07811039738. 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 Point at the activity meeting point 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.