

Hollingworth Fold Campsite

Site Operating Plan

We are committed to reducing the impact on our neighbours from our glamping retreat and campsite. Therefore, we will implement a robust Site Operating Plan (SOP) to minimise security risks to guests, our close neighbours and the local community.

Objective

The objective of the SOP is to:

- Avoid or minimise security risks
- Implement appropriate steps to minimise security risks where possible
- Review and monitor the plan for effectiveness in minimising security risks
- Ensure site noise is kept to a minimum.
- Ensure the site operates with minimal disruption to our neighbours
- Ensure guests have a safe and enjoyable visit
- Minimise disruption to the natural environment.

Avoid: Planning, Materials and Engagement

Our proposed small-scale development will include professionally constructed glamping pods, and 1 temporary bell tent which conform to all applicable building regulations. Additional space is also available for small tents at certain times of the year.

We have and will continue to consult with local neighbours as part of the planning process to understand their concerns, to identify and discuss opportunities to reduce the impact, which are mutually desirable.

In addition, staff wardens will reside on site overnight and wish to minimise security risks.

Minimise: Risk Management and Site Principles

Simple measures will be put in place to ensure guests adopt and abide by our site principles to support us in minimising security risk.

As part of the booking process, guests will be required to:

- Provide the following information which will be held securely in accordance with the Data Protection Act 2018:
 - Full name and address
 - Contact telephone number and email address
 - Vehicle make, model and registration number (if arriving by vehicle)

- Estimated arrival time
- Agree to the terms and conditions of the booking, including our site principles, a copy of which will also be provided in their welcome pack.
- Check-in time is from 16:00 to 21:00 hrs. Early check in may be available upon request. If your estimated arrival time is later than 21:00 hrs please let us know in advance
- The check in process is self-service. Your booking confirmation will contain a pin code to access the key safe located outside your cabin
- Checkout time is 11:00am on your day of departure; keys need to be returned to the key safe.
- Smoking is strictly prohibited inside your cabin or any other building on site. Please dispose of any cigarette butts in the bins provided
- With the exception of those facilities provided, campfires and barbeques are not permitted
- Fireworks are not permitted at any time

For overall site security and for the prevention of crime, we will install a CCTV monitoring system. Image recording will only capture images within the boundary of campsite and cottage. The site owner (RBC) is already a registered Data Controller and conversant with the relevant legislation regarding the operation of CCTV. Posters notifying of the presence of CCTV will be clearly displayed.

Monitor and Review:

We will monitor site security daily and review procedures each time a security risk occurs or at least annually. A record of any security incidents or amendments to the SOP will be kept and made available to the local authorities

Site Rules

- We know that glamping in a rural setting is very different to staying in a hotel so we want you to have all the information before making the decision to book.
- Our Pods can accommodate maximum 2 adults and 2 children (aged 14 or under). Bookings from adult groups (more than 2 adults) will not be accepted.
- This is a small peaceful glamping and campsite and we welcome families, couples and solo travellers. We cannot accommodate large parties, hen parties and stag parties etc.
- We promote the use of active travel to the site via promotions and discounts. However, we understand that customers may need to arrive by car. Each pod has space for a maximum of one parking space per pod in the designated car park. Anyone requiring additional car space will be asked to park in the public car park at the RSPCA Centre. Additional parking passes can be hired from the site for this purpose, or pay and display tickets can be purchased.
- Antisocial behaviour or actions which are likely to offend others will not be tolerated and we reserve the right to terminate your stay. No refunds will be made.
- Only registered guests are allowed on the premises. We do not allow guests to invite visitors here as this is out of compliance with the fire management protocol and insurance. This also ensures the glamping and campsite remains a peaceful place for everyone.
- No smoking or use of electronic cigarettes inside the pod at any time. If you smoke outside, please smoke at least 3 metres away from the pod and decking and completely away from the outbuildings. An ashtray is provided in the vicinity of each pod, do not discard cigarette butts.
- No naked flames, candles or incense may be burnt inside the pod or within 3 metres of the pod.
- Fire bowls, grill and bbq utensils can be hired and will be provided with a starter pack of firewood and kindling. Open fires are only allowed in the fire bowls (which must not be moved) and only in appropriate weather conditions, in particularly windy or dry periods the fire bowls will not be available. Guests should be aware that the fire bowls may be dangerous if misused. Instructions can be found in the Welcome Folder in the pod and must be read before use.
- Guests can also hire the BBQ hut for cooking and a small starter pack of wood and kindling is included in the hire charge.
- Each pod has a smoke alarm, fire blanket and a fire extinguisher. Two additional fire extinguishers and site evacuator fire alarm is positioned at the fire points. Fire safety instructions are provided in the Welcome Folder in the pod.

- Please be aware that fields adjacent to the site may contain farm animals, for that reason currently no pets are allowed on site. Please be respectful of the surrounding farmland and be aware that there are working farms near the site. Care must therefore be taken on the access roads to the site.
- The pods are located in a grass field with pathways but the terrain is can be uneven in places.
- No loud noise is permitted after 9pm or before 8am. No loud radios or amplified music at any time.
- Fireworks and sky lanterns are forbidden as they pose a risk of fire and are a danger to livestock and people.
- The glamping meadow is a low-light site and we encourage guests to bring torches. There is a PIR light on the porch of each pod and lighting and electricity in the pods.
- Do not leave litter anywhere on site and never leave food or rubbish outside your accommodation, please use the appropriate bins provided in the glamping car park.
- Valuables are left on site at your own risk.
- A bike rack is available, but guests are required to bring their own bike locks. Bikes are left at your own risk.
- If the accommodation is not left in an acceptable condition and extra cleaning is required, this will incur a charge.
- Please not a public footpath runs adjacent to the site and the site is located off a major national bridleway. Walkers, cyclists and horse riders will pass closely to the site on a regular basis.
- The management's team decision is final at all times.

At the end of your stay you must ensure that:

- Your accommodation is left in a tidy condition.
- All rubbish is placed in the appropriate bins provided in the car park.
- All kitchen equipment is properly washed up and returned to the drawers and cupboards.