

# Camp Katur



*'Discover your outdoor happiness'*

**Please take a moment to read important details about the Site and Accommodation, these should be read and understood in conjunction with our standard terms and conditions which are available on our website**

Welcome to Camp Katur the little secret Glamping village tucked amongst the wilderness of a large adventure playground! We hope you enjoy every minute of your stay.

We are continually striving to make improvements to the whole Camp Katur experience and we very much value your feedback. At the back of this pack you will find feedback forms. If you have the time it would be great to know your thoughts and we would be grateful if you could take a few moments to fill one out.

We would also love to hear about your experiences and see your pictures on Facebook. Why not join the Camp Katur community and follow us on Facebook and Twitter for any updates, news and special offers.

## **Off Grid**

CampKatur is "Off Grid" this means we are "not using or depending on public utilities, especially the supply of electricity"

All lighting is provided by torch light, solar power and candles, we have no mains electricity so we have no means to run hair dryers, straighteners, fridges, charging points for mobile phones etc in the Glamping village. There is mains electricity at the main orangery reception and if open can provide charging for mobile phones if you supply the power adapter as well.

All waste water and sanitary goes into a septic tank system utilising a herringbone system, please do not dispose of any nappies, baby wipes or sanitary products down the toilets as this could block the

system. The septic tank system is located in the middle of the meadow please do attempt to go near the tank or reed pond which contains deep water.

## **Reception**

All visitors to the Estate and Glamping village must report to the main Reception located in the Orangery Cafe. Reception opening times vary with main operating times between 10am – 5pm on Weekends and School Holidays. If Reception is closed please report to the Wardens lodge at the entrance into the Glamping Village.

Monday to Friday outside of school holiday periods the Reception is often unmanned please call the telephone number on the door of the Orangery (01845 567788) and someone will come down from the office to assist you.

All guests must read and sign Camphills Ground Rules Form and complete the damage deposit process before settling in, if you have not completed these please report to Reception or the Wardens Lodge to complete these.

## **Parking**

Only one car per accommodation can be parked in the Glamping Village car park due to space constraints, please ensure your parking permit is visible at all times. All additional vehicles must be parked back up in the main Car Park by the Orangery Cafe/Reception area. Vehicles are only allowed to be parked within the Glamping Village during unloading and loading of belongings and we restrict this time to 20 minutes to ensure guests unload and remove their vehicles before they start to enjoy themselves too much.

Only those with Disabilities' or special circumstances will be considered to leave Cars parked near to their accommodation which must be agreed by a member of Camp Katur Staff. Please remember we want the Glamping Village to be as safe as possible for our guests and of course Children that like to run around and play freely, which is why we want the area to be car free zone for the majority of your stay.

DO NOT ever attempt to drive across the field, the land is extremely soft in most places and any attempts to drive onto the field are likely to result in your vehicle getting stuck and causing a lot of damage to the land. If you decide to try and drive across the field by removing the rope fencing you will be asked to leave the estate with no refund offered. If your vehicle gets stuck and needs to be pulled out you will be charged a minimum of £100.00.

We will not tolerate anyone drink driving or dangerous driving on the estate at any time, anyone suspected of driving under the influence or dangerous driving on the estate will be asked to leave the site and we may involve police assistance.

## **Entering and Exiting the Estate**

Main Estate entrance and exit gates are usually closed from 7pm until 7:30am daily during which time you will need a pin code to enter and exit the Estate. Pin codes will be issued to you during check in at Reception, it is advised that you make note of the PIN code (pop it in your mobile phone) so you don't forget it!

## **Communal Toilets**

The main communal toilet block in the glamping village is located next to the communal kitchen area, this is an "off grid" toilet block and has no mains electricity.

Female Toilets – Consists of 2 flushing toilets, 2 sinks, 2 mirrors and 2 shower units, the shower units provide hot water provided by an off grid gas boiler. Due to the nature of this boiler high winds can cause the boiler to cut out and stop the water heating process, if this happens turn the water off and back on which will cause the boiler to re-ignite. Lighting in the toilets is provided by low voltage solar LED lighting which is connected to a push button timer switch, once pressed in the timer will operate the lights for approximately 15 minutes before switching off, if you need more time than this please press the time light switch by the door again.

Male Toilets – Consists of 2 flushing toilets, 2 sinks, 2 mirrors and 2 shower units, the shower units provide hot water provided by an off grid gas boiler. Due to the nature of this boiler high winds can cause the boiler to cut out and stop the water heating process, if this happens turn the water off and back on which will cause the boiler to re-ignite. Lighting in the toilets is provided by low voltage solar LED lighting which is connected to a push button timer switch, once pressed in the timer will operate the lights for approximately 15 minutes before switching off, if you need more time than this please press the time light switch by the door again.

If you have any problems with the toilet facilities please contact the Wardens.

## **Private Toilet facilities**

Accommodation with its own private toilet and shower facilities all consist of a single flushing toilet, 1 sink and a shower unit providing hot water by an off grid boiler. Due to the nature of this boiler high winds can cause the boiler to cut out and stop the water heating process, if this happens turn the water off and back on which will cause the boiler to re-ignite.

If you have any problems with the toilet facilities please contact the Wardens.

## **Communal Kitchen Area**

Guests staying in accommodation without its own private kitchen area are free to use and access the communal kitchen, this kitchen is equipped with:

- 4 sinks, 2 located inside the kitchen cabin and 2 located outside which are industrial sized sinks, all sinks have a hot and cold water supply and we supply washing up liquid.
- 2 x 4 hob gas cookers, these are supplied by Calor gas bottles located under and next to the respective cookers, we ask that when you are not using the cookers that you switch off the gas valve on top of bottle by turning clockwise.
- 1 x Gas oven and Grill
- Lots of BBQ utensils to use with your accommodation's BBQ
- Many pots, pans, frying pans
- Lots of crockery, knives, forks, spoons, pretty much everything you would expect to find in your kitchen at home
- Kettles to use on the Gas hobs
- Plates, bowls, cups, mugs, glasses, cutting boards, tea pots etc
- 2 dining tables inside of the communal kitchen cabin which will seat up to 8 people
- Picnic table outside of communal kitchen cabin
- Communal seating area (undercover) which will seat approx. 20 people
- Cool boxing which you are free to borrow to store your food and bits in

If you take anything away from the communal kitchen to your accommodation we ask that you return it back and clean it before you leave.

If you have any problems with the communal kitchen please contact the Wardens.

### **Café Bar**

The Orangery Café Bar is open most weekends and only weekdays during the school holidays between 9.00am until 5:00pm sometimes a little later dependant on how busy the café is. The café serves a selection of snacks, cakes, ice creams, alcohol, hot and cold drinks.

Free to use **WIFI** is available in the café bar area

### **Check out**

Please check out of your accommodation by **11am**. We are sometimes able to offer later check out times but this must be by prior arrangement with a member of the Camp Katur team.

Please ensure you have returned any borrowed items and settled any outstanding payments before departure.

### **Bedding and Towels**

Bedding and Towels are not provided but can be hired for at the following price per person for the duration of your stay:

Bedding - £10.00 includes duvet and cover, pillow, pillow case and bed sheet.

Towels - £4.00 includes 1 hand towel and 1 bath towel.

### **Log Burners and Gas Heaters**

Please take care at all times when using both log burning stoves and gas heaters.

NEVER go to sleep and leave your gas fire switched on no matter how cold it may be outside.

All accommodation is fitted with Carbon Monoxide alarms, if this alarm starts to sound exit the accommodation immediately and report to Reception or call 07804 912571 or 07590 182690.

DO NOT try burning anything other than logs and firelighters within the log burning stoves, burning wet wood, unseasoned wood or treated woods will damage the stoves and also risk the fires burning inefficiently creating possible toxic fumes.

If the Gas on your heater happens to run low during on your stay please contact Debbie & Andy at the Wardens lodge or main Reception for a replacement.

NEVER touch heaters or log burners when in operation, they get extremely hot and are likely to burn you.

NEVER place anything that could be flammable on or near any gas heaters or wood burning stoves, this includes but is not limited to jackets, clothes, shoes, bags, towels etc.

### **Logs, Firelighters, Kindling and Charcoal**

Safari tents, Bell tents and Geodomes with log burning stoves inside are provided with a complimentary basket of logs and firelighters to get you started. Further supplies can be purchased from the Wardens Lodge.

Kindling and Charcoal can also be purchased from the Wardens Lodge, if the Wardens lodge is unattended please either pop a note in the post box outside of the Wardens Lodge or text the Wardens and they will sort you out on their return.

**PLEASE DO NOT COLLECT WOOD WHICH IS LAID ON THE GROUND OR SNAP BRACHS OFF TRESS TO BURN IN THE LOG BURNING STOVES. THIS WOOD IS OFTEN WET AND**

**UNSEASONED. THIS WILL DAMAGE THE STOVE AND WILL NOT BURN VERY WELL AND JUST SMOULDER AND SMOKE.**

**DO NOT EVER USE BBQ'S INSIDE THE ACCOMMODATION.**

### **Lighting a Log Burning Fire Stove**

#### **Tips for a successful fire:**

1. Good dry seasoned wood, the wood we supply is both dry and seasoned for at least 12 months.
2. Good air flow, don't close all the air vents on the stoves until it is burning and you have a hot amber base at which point the air vents can be closed so the fire burns slower.
3. Start the fire small and build it up, don't completely fill the chamber of the stove straight away.
4. Don't burn wet, unseasoned or treated wood, it will not burn very hot and will smoulder, smoke and possibly create toxic fumes.
5. Put 3 firelights in the base of the stoves burning chamber and place a couple the smallest logs/kindling in an 'A' frame or tipi shape and light. Once these logs have taken and are burning hot add more logs to the fire.
6. Once the fire is burning hot close the air vents to slow the burn of the fire and regulate the heat output.

IF THE FIRE IS SMOKING BADLY BACK INTO THE ACCOMMODATION PLEASE OPEN THE DOOR OF THE ACCOMMODATION TO ALLOW THE SMOKE TO DISPERSE. IF YOU CONTINUE TO HAVE PROBLEMS LIGHTING YOUR FIRE PLEASE CONTACT THE WARDENS WHO WILL BE ABLE TO ASSIST YOU.

### **Cleanliness**

Please leave your accommodation in the same clean and tidy state you found it.

There are plenty of facilities to wash cutlery, crockery, pots and pans therefore please wash anything you have used during your stay including the BBQ grill and utensils.

Please place all rubbish in the bins provided either around the site or at your accommodation, do not dispense of waste food or any rubbish into the surrounding shrubbery or woodland as this not only has an environmental impact to attracts vermin.

We appreciate that you are here to relax and get away from house hold chores but if your accommodation is left in an unsatisfactory state of cleanliness additional cleaning charges will be incurred.

If you are booked to use the Podfather BBQ pod please again dispose of all your rubbish and wash any utensils you have used.

### **Loss & Damages**

Any items missing or damaged within the accommodation you are staying or during sessions of bookable extras such as the Eco Spa and BBQ Pod will be charged for and deposits withheld.

### **BBQ's and Fires**

All accommodation is supplied with a BBQ and Fire basket, please ensure that all lighting of fires and BBQ'S are situated a good distance away from the accommodation and timber decked areas to avoid them catching fire.

NEVER use a BBQ or Fire basket inside the accommodation or any other indoor structures; these should solely be used outdoors only.

Please respect the surrounding nature, we do not mind you burning small pieces of fallen bracken in the fire baskets from the surrounding woodland but please do not or snap/chop branches off trees.

Do not light any open fires directly on the ground, this is very dangerous and risks causing an uncontrollable fire.

Should you not be able to enjoy a BBQ outside your accommodation due to our fantastic British weather!!! You can always utilise the BBQ Pod 'Podfather'! an indoor Norwegian style BBQ cabin tucked deep into the woods allows you to cosily cook up BBQ feasts and Fondues.

For further information about the Podfather BBQ Pod and how to book please see page 10.

### **Eco Spa**

Use of the eco spa is subject to availability and incurs additional charges separate to the charges for your accommodation. If you have not booked a session prior to your stay and would like to do so, please contact the site Wardens who will check availability. Note the Hot Tub is not operational everyday but the sauna is available.

For further information and pricing please see page 10.

### **Communal Open Fire**

The communal camp fire is located within the middle of the glamping field and is free to be used by all guests of Camp Katur. The estate from time to time will place wood on the fire to be lit by guests if

no wood is available you will need to provide your own. Bags of logs are available from the Wardens Lodge.

### **Campfire Rules** (take note before getting carried away!)

- DO NOT let the fire get out of control by trying to make it bigger and bigger.
- DO NOT burn general waste on the fire.
- DO NOT put any compressed canisters on the fire, it is extremely dangerous.
- DO NOT sit too close to the fire.
- DO NOT leave the fire in high burn when unattended please ensure it is dampened down before bedtime.
- Only burn wood on the fire.
- Glass bottles do not burn! Please put these in the bins provided.
- Please keep noise down after 10pm to respect other guests many of which have young Children needing to sleep. Noise in this area travels fast and echo's a lot so please have respect for fellow Glampers.
- DO NOT play any musical instruments after 10pm we don't want to be party poopers but must consider that not everyone wants to be kept awake and hear the noise of others.

### **Guest Noise and Nuisances**

Music can be played providing it is not too loud and does not disturb fellow guests please ensure it is turned very low after 10pm

We love to hear the sound of Musical instruments being played, a bit of acoustic sound around a camp fire is outdoor heaven (only if you play well!!) but we do ask that the noise levels are kept to a minimum and are not played after 10pm.

We will not tolerate unreasonable behaviour, all guests are here to relax and enjoy their break away, any behaviour known to disturb fellow guests will be dealt with accordingly and may result in you being asked to leave the estate and deposit bonds withheld.

### **Rubbish**

Please use bins provided inside and outside of your accommodation and dispose of all full rubbish bags in the designated rubbish areas nearby the communal Kitchen Hut. We advise you not to leave rubbish bags outside of accommodation which may attract local wildlife and rodents, please dispose of all rubbish regularly at the designated areas.

### **Recycling**

We love it when you all recycle so please help us to help the environment by separating tins, cans, plastics, glass, cardboard where possible and placing in the recycle bins by the communal kitchen. Many Thanks ☺

## **Respect and Enjoyment**

Please enjoy the beautiful grounds and surrounding countryside of The Camp Hill Estate and respect the landscape, trees & animals by not littering, causing damage or causing any distress to any animals, trees or plant life.

## **Wildlife Noise**

The Estate has many beautiful creatures, birds of prey, game and wildlife roaming which must never be harmed, distressed or interfered with; this is their natural habitat which we ask you to kindly respect. During night time you may hear various strange sounds and screams coming from the woods these are naturally sounds of various wildlife including owls, foxes and deer calling out to one another.

## **Estate Equipment**

The Camp Hill Estate is an adventure activity estate which has a lot of permanent fixed equipment and if used without professional supervision and instruction is extremely dangerous. Please do not attempt to use any equipment located around the estate without a qualified member of staff to supervise

## **Activities**

Activities are provided by Camphill Ltd & Aerial Extreme Ltd; these companies are separate independent businesses to Camp Katur. All information, bookings and pre-bookings for Activities on the Camphill Estate need to be arranged and registered for at the main Reception. Additional information on the services provided by these business can be found on their websites at:

Camphill – [www.camphill.co.uk](http://www.camphill.co.uk)

Aerialextreme – [www.aerialextreme.co.uk](http://www.aerialextreme.co.uk)

Activities need to be booked in advance and may require a minimum number of people; we advise that you pre book your activities before your stay commences. Checking availability in advance is advised as not all activities may be available at all times.

## **Site Map**

If you are unsure of where stuff is located on the estate we have a very useful map which you can download from <http://campkatur.com/images/site-map-large.jpg>

## **Useful Contacts Information**

Wardens (Debbie & Andy) - 07804 912571

CampKatur Office – 01845 202100 (Mon to Fri 10am to 5pm)

Camp Hill Estate – 01845 567788 (Mon to Fri 9am to 5pm)

Should you have any problems that require immediate attention please call or text Wardens Debbie & Andy on 07804 912571 or 07590 182690. We ask you to respect our free time and not to contact us unless necessary.

### **Local Emergency Services**

Police Station - 01609 789473

Doctors Bedale - 01677 422 616

Hospital Northallerton - 01609 779 911

Fire & Rescue - 01609 780 150

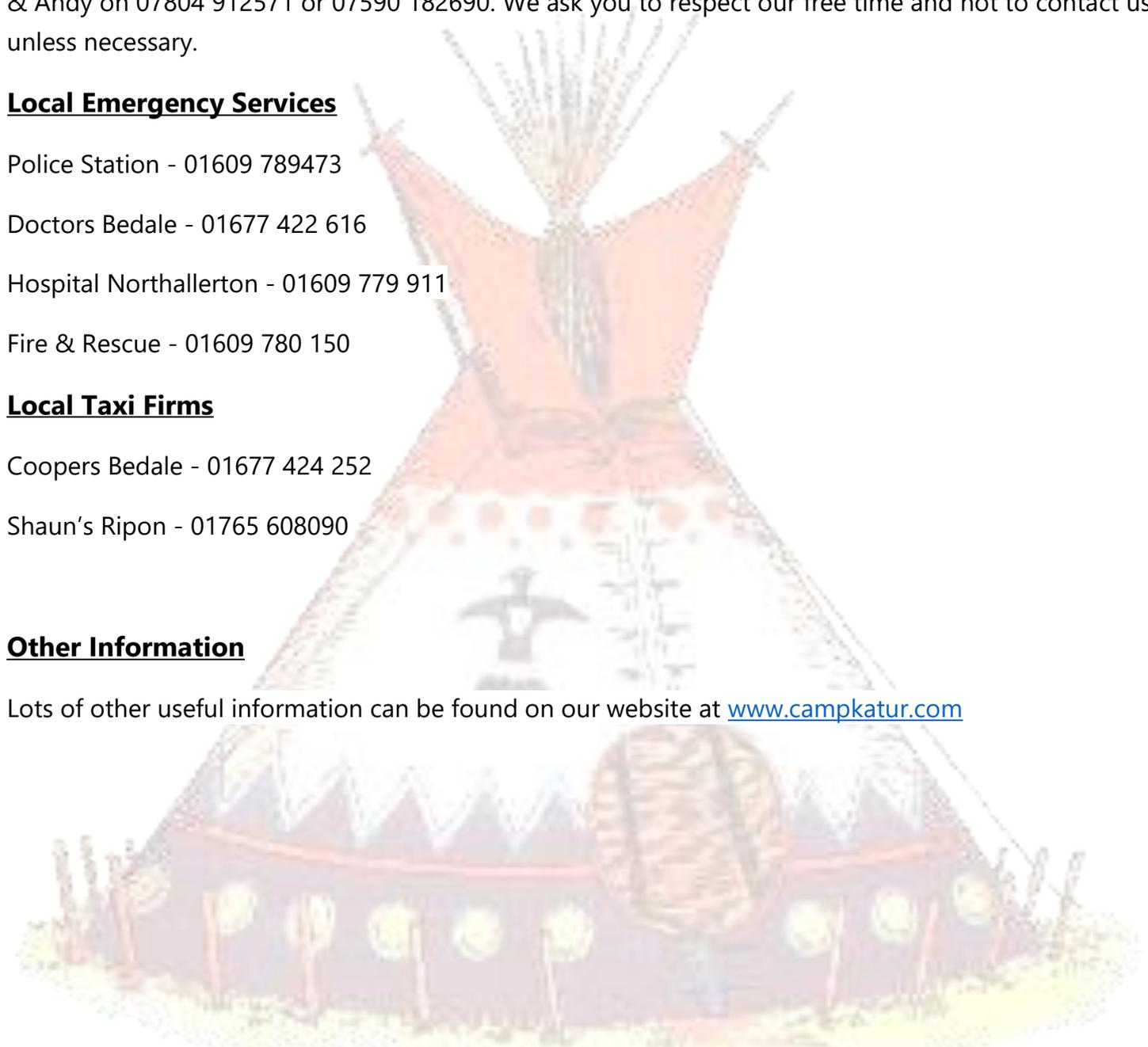
### **Local Taxi Firms**

Coopers Bedale - 01677 424 252

Shaun's Ripon - 01765 608090

### **Other Information**

Lots of other useful information can be found on our website at [www.campkatur.com](http://www.campkatur.com)



### **PODFATHER BBQ Pod**

Tucked deep into the woods you will meet 'Podfather' a Finnish indoor BBQ pod suitable for all weather barbequing with outdoor woodland seating area. Podfather is a great place to sit around a large central coal burning grill and cook up a BBQ feast, fondues or even large pots of chilli, stews and soups add in some mulled wines or gluhwein for the perfect Finnish experience.

## **Price & Booking**

Hire of the Podfather BBQ is £45.00 for a private afternoon or evening session hour session for up to maximum of 16 people.

Price includes 2 bags of charcoal (more can be purchased at reception if required) paper plates, napkins and cooking utensils.

Bookings can be taken at main Reception or by contacting our site **Wardens on: 07804 912571.**

### **Onnellinen Kalasatama**

*(Happy Feasting in Finnish!)*

### **Eco Spa - Wood Fired Hot Tub & Sauna**

Why not treat yourself to some "me" time at our very own outdoor Eco Spa. Set on the edge of a tranquil woodland south facing our outdoor Eco Spa enables you to sink into total relaxation with a wood burning hot tub and sauna it is the perfect place to unwind, whilst listening to the sounds of local wildlife during sundown.

Our Eco wood fired hot tub and Sauna is made from Siberian spruce and hand crafted, this hot tub will comfortably accommodate 6 people in each at one time.

## **Price & Booking**

Hot Tub is only available during set days weekends and school holidays. The Sauna is available anytime as it does not take as long to heat up.

The Eco Spa is £60.00 for a private 2 hour session for up to maximum of 12 people at any one time.

Reduced rates for less than 3 people are sometimes offered if the Hot Tub is already in operation.

Bookings for the Eco Spa including use of Hot Tub need to be pre-booked as the Hot Tub takes up to 6 hours to heat.

Bookings can be taken at main Reception or by contacting our site **Wardens on: 07804 912571.**