



Welcome to your camping holiday at Wroxham Barns

Thank you for booking your stay with us



DEDICATED CAMPING HOST



UNLIMITED ACCESS



SPACIOUS PITCHES



1. Welcome information

Arrival

- Pitches are available from 4pm on the day of your arrival, with check in **no later** than 7pm.
- Your pitch will be allocated prior to your arrival. If you wish for your pitch to be allocated next to another booking, please contact us in advance and we will endeavor to do our best to accommodate this.
- You will be required to park in the designated camping car park. This is found adjacent to the campsite (please refer to the site map in section 3).
- Please note vehicles are not permitted on the campsite in any circumstance.
- On arrival to our campsite, you will see our camping host yurt. Once parked, please head here to be greeted by our camping host.
- A trolley is available for transporting your belongings, this can be collected from the camping host yurt.

Bookable extras

- If you have included any extra items on your booking, our camping host will have these ready for you on arrival.
- Extras can also be purchased through out your stay from our camping host yurt, this includes renting a fire pit, children's games, camping essentials and more!

Toilet and shower block

- A brand-new toilet and shower block is available directly next to the campsite.
- This includes 4 showers, 4 toilets and 2 family rooms (one of which is accessible). Please note, these facilities are unisex, undercover and in cubicles.
- Toilets and showers will be regularly cleaned and sanitized throughout your stay, but please do help us keep them clean and tidy for the comfort of all our guests.
- General site toilets are available from 10am to 5pm.

Communal area

- A communal area is available opposite the toilet and shower block. This includes a microwave, larder fridge, water filling station and pot and pan washing facilities.
 - Please note the larder fridge is not huge, it is for only storing small essentials such as a carton of milk.
 - We **recommend disposable crockery**, but we do have washing sinks for crockery.



- There is a small number of phone charger lockers in the communal area, please feel free to use these throughout your stay. However, we do recommend bring power packs as there are not enough charging points to cover each pitch.

Food and drink

- Onsite we host two cafes, serving delicious food and hot drinks.
 - Breakfast - available from 8 to 10am.
 - Café menu - available from 10am to 8pm.
- We also have a webpage where you can order food and drink directly to your pitch, please scan the QR code at your pitch for this offer.

BBQ

- You can use disposable BBQ's or small gas cooking stoves on the campsite.
- We have a range of fire pits available for hire from your camping host, where we also sell the fuel logs and kindling.
- Disposable BBQ's and camping stoves must be used on slabs, these can be picked up from the camping host yurt.
- Open fires are **not permitted**.

Cashless site

Please note, we are a cashless site and **only accept contactless** forms of payment.

Dogs

- Dogs are permitted onto the camping field, with no more than two dogs per pitch.
- **Dogs MUST BE ON A LEAD AT ALL TIMES.**
- Please read our terms and conditions at the end of this document for full details.

Wi-Fi

Free Wi-Fi is available to all guests during their stay. Access is available by connecting to the 'Wroxham Barns Guest' network. This network does not require a password to join.

Lights out by 10pm

Please respect all other families on-site, and our neighbours, and **keep noise to a between the hours of 10pm and 7am.**

Departure

Please ensure you are packed up and ready to leave the campsite by 5.30pm on your day of departure.



Additional night

- Please note, if you have added an extra night and day on to your stay, this time is unstaffed.
- On this extra day, please ensure you are packed up and ready to **leave the campsite by 11am**. You are more than welcome to stay on site for the rest of the day until 5pm.
- During the extra day, our camping host will not be on site offering any additional activities.
- If you wish to add an additional stay to your booking for £20, it's not too late. Please do get in touch, so our friendly team can arrange this for you.

In case of an emergency

- During the day – Please speak to your camping host or a member of staff.
- During the night - Please visit the camping host yurt and talk to your camping host. They are available throughout the duration of your stay.
 - *Please note if you have booked an extra night this is an unstaffed evening. **In case of an emergency please call 01603 782 925.***

Additional information for bell tent users

If you have booked a bell tent accommodation option, your bell tent will be erected and ready for your arrival.

Your bell tent includes:

- A double bed and 3 single beds (all hosting a mattress and mattress protector only);
- 2 adult fold out chairs;
- A power pack charger;
- Complimentary fire pit and first sack of logs.

Please remember to bring a base sheet, duvet and pillows, and anything else you think you may need.



2. Programme

Please note, this programme is subject to change at late notice.

Unlimited entry to Junior Farm and Fun Park

With your bookings, daytime Junior Farm and Fun Park entry is included throughout your stay, from your day of arrival to your day of departure.

On arrival, your camping host will provide you with a Wroxham Barns wristband. Please put these on immediately as this will give you VIP access to site.

Junior Farm and Fun Park is open daily from 10am to 5pm and after-hours Tuesday, Wednesday, Friday and Saturday from 5 to 9pm.

Additional activities

During your stay with us, we have put on several FREE activities to supplement your stay.

Wednesday and Saturday only

9am

Get up and go

Location. Giant marquee on Junior Farm

Fun and gentle exercises for all the family, surrounded by our friendly farm animals.

1.30pm

Circus workshop

Location. Camping field

Join Foolhardy Circus and learn to juggle, plate spin, unicycle and so much more!

6:30pm

Circus show

Location. Camping field

Join the Fool Hardy Circus for a 1 hour circus show, featuring clown routines, circus skills, tumbling and magic.

8pm

“Sheep and Sleep” routine

Location. Junior Farm

Help our team get our farm animals ready for bed.



10pm **Lights out**

Please respect all other families on-site, and our neighbours, and keep noise to a minimum between the hours of 10pm and 7am.

Thursday or Sunday only

9am **Breakfast time on the farm**

Location. Junior Farm
Help the team feed our Junior Farm animals.

10am **Junior Farm and Fun Park**

Please enjoy Junior Farm and Fun Park until 5pm.

11am **Nature hunt**

Location. Junior Farm
Enjoy our family fun nature hunt around site.

5.30pm **Departure**

Please ensure you are packed up and ready to leave the camping field by 5.30pm. We hope you have enjoyed your time at Wroxham Barns.



3. Site map





4. Useful information

Helpful contact numbers

Wroxham Taxis

01603 782925

Wroxham Doctors

01603 782155

Local amenities

Supermarket (Roys of Wroxham)

Stalham Rd, Hoveton, Norwich, NR12 8DB

01603 782 131

Pharmacy

Station Rd, Hoveton, Norwich, NR12 8UR

01603 783836

Bus Services

You can catch a Pink Line First Bus service between Norwich City Centre and to and from Wroxham. Up to every 30 minutes, Monday to Saturday daytimes.

Please visit www.firstbus.co.uk for up-to-date bus times.

Daily National Express services operate from major cities to and from Norwich.

Please visit www.nationalexpress.com for full information.

Helpful 'things to do' websites

Visit North Norfolk

www.visitnorthnorfolk.com

Visit Norfolk

www.visitnorfolk.co.uk



Walking and cycling routes

Walks close by:

- **Coltishall Buxton loop** via River Bure - 3.2 miles
Google - <Walk 12 Buxton via Little Hautbois 32 miles.pdf>
- **Hoveton to Aylsham** along the Bure Valley Path returning on the Bure Valley Railway - 9 miles with options to cut shorter at various stations
www.bvrw.co.uk/activities/walking
- Short walk to **Salhouse Broad**
You can hire a canoe or stroll by the broad!
www.salhousebroad.org.uk
- **Barton Broad boardwalk** (Norfolk Wildlife Trust) - 1.5 miles
www.norfolkwildlifetrust.org.uk/documents/a-living-landscape/wildlife-walks/bure/nwt-barton-broad.aspx
- **How Hill Nature Reserve**
www.howhilltrust.org.uk/visitor-information/

Further afield:

- **Blickling Hall**
A National Trust property
www.nationaltrust.org.uk/blickling-estate/trails/blickling-estate-walk
- **Winterton Dunes**
www.wintertononsea.co.uk/walk-mobile
- **South Walsham and the River Bure**
Taking in views of St Benets Abbey
www.norfolkwildlifetrust.org.uk/documents/a-living-landscape/wildlife-walks/bure/upton-stepping-out-to-st-benets
- **Horsey**
A great place to see seals
www.explorenorfolkuk.co.uk/horsey-windpump



5. Get in touch

We look forward to welcoming you to Wroxham Barns.

If you have any questions regarding your stay with us, please do hesitate to contact us or speak to our camping host throughout the duration of your stay.

Address: Wroxham Barns, Tunstead Road, Hoveton, Norwich, NR12 8QU
Website: wroxhambarns.co.uk
Phone: 01603 783 762
Email: accommodation@wroxhambarns.co.uk



WELCOME PACK

Wroxham Barns

6. Terms and conditions

We kindly ask you to take a few moments to read over our terms and conditions before you visit us.

1 POLICY INFORMATION

- 1.1 This is the policy of Wroxham Barns LTD
- 1.2 This policy is available on our website and available at time of booking. If you have any queries about the policy, please contact us.
- 1.3 This policy may be updated and/or amended at any time by Wroxham Barns. The most recent edition will be on display on our website.

2 YOUR BOOKING

- 2.1 A £50.00 non-refundable deposit is required at the time of booking, to confirm and reserve your holiday.
- 2.2 Your remaining balance is due within the stipulated time frame explained at booking, no later than 4 weeks before your stay, if you book your stay within 4 weeks you will need to pay for your holiday in full.
- 2.3 If your balance is not paid within 21 days of your arrival date then we reserve the right to cancel your holiday without warning and your deposit will be lost.
- 2.4 Cancellations and Refunds
 - 2.4.1 *No refund will be given if cancellation is made 21 days* or less from when your holiday commences. The booking will be lost.*
 - 2.4.2 *Cancellations made before 21 days* from when your holiday commences will result in loss of deposit.*
 - 2.4.3 *No refund can be made if you leave prior to your departure date.*
 - 2.4.4 *In the circumstance where we advise that the booking is cancelled, an alternative stay or a refund will be offered.*
- 2.5 A responsible adult (18 years or over) must accompany and supervise children at all times. Bookings cannot be made by persons under 18 years.
- 2.6 Pitches and accommodation check in and check out times are found on your confirmation above.
- 2.7 Wroxham Barns accepts bookings on the understanding that you provide correct information at the time of booking. If information is deemed incorrect when you arrive on site, Wroxham Barns reserves the right to refuse the booking if it cannot be accommodated.
- 2.8 When you are placing your booking, we ask you to provide: -
 - 2.8.1 *Any requirements for disabled guests so that we can discuss these with you prior to your stay to check for availability and that the site can meet both your needs and expectations*
 - 2.8.2 *Any other information that you think we will need to consider in your booking.*
 - 2.8.3 *The number of adults, children and dogs staying on the pitch/accommodation*

3 YOUR HOLIDAY

- 3.1 Your holiday is priced to include access to the Junior Farm and Fun Park when open, plus at the VIP times as outlined above. Guests wishing to use the Junior Farm and Fun Park on departure day are asked to vacate their pitch at required time. You are welcome to park in the one of the main car parks on this day.
- 3.2 Please do not leave your unit/accommodation unoccupied overnight during your stay without first informing a member of the holiday site team and leaving your contact details.
- 3.3 Please ask for assistance or notify our Holiday Team immediately when calling out the emergency services.
- 3.4 Smoking is not permitted in any of our accommodation, or inside any of the buildings.
- 3.5 No smoking is not permitted in any areas of Wroxham Barns main site.
- 3.6 Wroxham Barns reserve the right to pursue any costs caused by damage by you or your party during your stay.



WELCOME PACK

Wroxham Barns

4 PETS

- 4.1 **Dogs are permitted entrance into the Wroxham Barns site but are not able to enter the Junior Farm or Mini Golf course. Dogs MUST BE ON A LEAD AT ALL TIMES.**
- 4.2 We ask that you bring no more than two dogs with you for your stay. If you wish to bring any more than this, please contact us in advance to discuss your requirements.
- 4.2.1 **Keep your dog on a lead** – Please keep your dog on a lead at all times unless in a field specifically marked for 'off the lead exercise.' This will remove the risk of your dog chasing livestock which can prove fatal, especially in the case of sheep, or lead to heavily pregnant livestock suffering an abortion. It will also enable you to ensure you see and pick up any faeces your dog leaves behind.
- 4.2.2 **Pick up after your dog** – We have several bins located around the site. This will help to stop the spread of potential pathogens (parasites, bacteria and viruses) that may be harboured in dog faeces and potentially pose a threat to livestock, other dogs and even humans. Suitable dog poo bags are available from our dispenser on site and there are bins available throughout the site which can be used for the disposal of bagged dog faeces.
- 4.2.3 **Vaccinate your dog** – Please ensure that your dog is up to date with its core vaccinations (canine distemper virus, canine hepatitis, canine parvovirus and leptospirosis). We would also recommend that you have your dog vaccinated against kennel cough.
- 4.2.4 **Worm your dog** – Please ensure that you have wormed your dog with a broad-spectrum wormer that contains praziquantel (eg Drontal Plus or Milbemax) to treat tapeworms a maximum of 6 weeks prior to the commencement of your stay. This will help to ensure that your dog does not pass tapeworms on to the Farm Park's livestock which can result in disease, or in some circumstances, death in the affected livestock. Your veterinary surgeon will be happy to discuss your dog's worming requirements with you.
- 4.2.5 **Keep your dog safe** – Please ensure your dog is not left alone on the site for any length of time. This will remove the risk of your dog becoming anxious, barking, whining or being affected by changing temperatures and weather conditions. We will contact the RSPCA and seek permission to force entry into your car, tent or caravan if we have any concerns about the welfare of an unattended animal.

5 RECREATION

- 5.1 Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are discouraged in the vicinity of pitches. We have a recreation field for any such games. For safety reasons the flying of model aircraft and drones is prohibited.
- 5.2 Parents/Guardians will be responsible for their children at all times. Young children must be accompanied to the toilet/shower facilities at all times. Children must not play in or around the toilet/shower facilities.
- 5.3 As with all visitors, children under the age of 18 years must be accompanied and supervised whilst visiting the Wroxham Barns site
- 5.4 As we are a rural family site, we ask that noise and lighting should be kept to a minimum between the hours of 10pm and 7am.
- 5.5 Our team may contact you at any time during your stay to advise of any activity, obstruction or behaviour which has been brought to their attention and may be adversely affecting the enjoyment of the site by other guests. We ask that you co-operate with their requests in this regard.
- 5.6 Generators are not permitted on site.

6 VEHICLES

- 6.1 Please note vehicles are **not permitted** on the campsite in any circumstance.

7 FIRE SAFETY

- 7.1 Disposable BBQ's or small gas cooking stoves are permitted on the campsite.
- 7.2 Disposable BBQ's and camping stoves must be used on slabs, these can be picked up from the camping host yurt.
- 7.3 Open fires are **not permitted**.
- 7.4 Please familiarise yourself with the site's fire regulations, firefighting equipment location and emergency procedures as soon as you arrive on site.



8 POLICY COMPLIANCE

- 8.1 We ask all users of our Holiday Site to comply with our policy. If you or your party do not comply with the policy, we may ask you to leave the site.
- 8.2 Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.
- 8.3 The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the Holiday Team.
- 8.4 Our Holiday Team use a 3-step approach in situations where there are any issues conflicting with the policy detailed in these Terms and Conditions:

6.4.1 The 3 Step Approach

- 1. One of our friendly team will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behaviour or actions required from you to resolve the issue.*
- 2. In the instance that the required behaviour is not followed, our team member will visit again and advise that we have previously discussed our concerns with you, and give you the opportunity to ask further questions or clarify the actions required. At this stage we will remind you of our 3-step approach and that we may need to ask you to leave the site if the issue continues.*
- 3. At this stage, we have already spoken to you twice about this issue, with clear actions required, and have advised of the consequences of not complying with our terms and conditions. You will be advised of your need to depart your pitch at the next suitable time and you will not receive a refund for your remaining stay. We hope in all instances that we are able to resolve the issues at stage 1 or 2.*

9 LIABILITY

- 9.1 Wroxham Barns will not accept responsibility for any loss or damage to the property of the guest, including, but not limited to personal belongings, cash, jewellery and motor vehicles.
- 9.2 Wroxham Barns responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation, booked in good faith, not being available owing to exceptional weather conditions, flood or fire, or such other cause beyond their control.

10 DATA PROTECTION

- 10.1 The information taken at time of booking is required to be collected for the purposes of processing your reservation at Wroxham Barns Campsite. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know.