

Fairthorne Manor Campsite – Arrival information

Thank you for choosing Fairthorne Manor for your trip, we are pleased you can join us and hope you enjoy your stay!

Check in/out:

Our check in is from 1pm and all pitches must be vacated by 12pm on the day of departure. If you are camping at our *Eco* (additional) campsite, check in is normally from 4pm at the earliest and subject to other events on site. We will advise you ASAP if your check in time is later than 4pm. To check in, please head to reception and we will advise you of your pitch number and a site map.

Allocated pitches:

Our pitches are numbered and allocated in advance of your visit, so if you have a specific request for pitch location or being located near to friends or family, please let us know in advance by email to: campsite@ymca-fg.org. In most cases we can accommodate requests but, please note, these are not guaranteed. Each pitch can accommodate a large tent/caravan/campervan and one car; please park any additional vehicles in the car park.

Showers, toilets and cleaning:

Both of our campsites have a shower/toilet block which are cleaned on a regular schedule. The blocks will be closed during cleaning times. Please make our staff aware if there are any specific issues. A chemical disposal point is provided at *Family Park* if you are bringing your own toilet.

Gates:

Our main gates at the site entrance will remain open during your stay. If you are camping on our *Eco* site, the additional yellow roundabout gates will be locked overnight from 10pm-8am and will only be opened in an emergency by our Duty Manager. If you think you need to leave outside of these hours, please park at Reception.

Rubbish & recycling:

Please place all rubbish and recycling in the bins provided in the campsite car park area.



Fire safety:

Please familiarise yourself with pitching instructions and fire procedures; these are available at our two fire points on the site. If you identify a fire, please call 999 in the first instance and then alert our Duty Manager. Never light a BBQ or fire in your tent.

Dogs:

For the safety and enjoyment of all visitors, Fairthorne Manor is a dog-free environment

Emergencies

In emergency contact reception during opening hours. Outside of normal operating hours, contact our Duty Manager on **07880 710903**.

YMCA

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Actively preventing transmission of any illnesses

Please follow the latest Government guidelines regarding COVID-19 and follow any instructions given to you by our staff on arrival or during your visit.

Supervision:

Our play areas are unsupervised and children remain the responsibility of parents/carers at all times. Our site has ponds, a lake, stream and river so where any water is involved, please ensure your children are supervised at all times.

Noise:

Our campsite is family-friendly and out of respect for all campers we ask that noise is kept to a minimum between 10pm and 7.30am and reasonable levels outside of these hours. Campers or visitors causing any unnecessary disturbance at any time may be asked to leave. If you have any concerns please contact the Duty Manager on **07880 710903**.

Boundaries:

Access to the rest of the Fairthorne Manor site may be possible at weekends but is dependent on other events happening on site during your visit; we will advise you of any restrictions at check in for your stay. Access to the rest of the site is not permitted during the week, unless a member of your party has pre-booked an activity. Child protection and safety will always be our priority and we reserve the right to limit access at any time.

Café & Bar

Our café and bar are open daily for freshly ground coffee, delicious brownies, tasty ice creams and ice cold beers. During the peak season, we offer hot food on Friday and Saturday nights – check our menu with us before your stay.

Activities:

Add even more adventure to your weekend by trying one of our onsite activities. Places are subject to availability so book today to secure your place:

- Adventure activities from high ropes to archery [Outdoor Activities - YMCA Fairthorne Manor \(ymca-fg.org\)](https://www.ymca-fg.org)
- Craft hire and launch on the River Hamble [River Access & Craft Hire - YMCA \(ymca-fg.org\)](https://www.ymca-fg.org).
- Campfire every Saturday during peak season, check time at check in.

Please note that bathing, swimming, the use of pool inflatables or fishing are not permitted on our river or lake.



BBQ and fire pits

Complete your visit with a cosy fire and fire up the barbie! BBQs and fire pits can be pre-booked prior to arrival on 01489 785228 or booked during your stay subject to availability; items are to be collected from reception on the day of your hire and our staff will collect them back from you the following morning. You are welcome to bring your own firepits and BBQ's but they must be raised off of the ground to protect the campsite. Please only burn wood you have purchased from us; wood must not be collected from other parts of the site to protect our natural habitats.

Finally, we want to thank you for choosing to spend some of your family time with us. We will be more than happy to receive feedback and look forward to welcoming you to our site this season.

V7 March 2022

YMCA