



Hawthorns GlampingLtd

The Hawthorns, Billingford Road, Foxley

Dereham, Norfolk, NR20 4QY

Mob: 07702 491057 or 07825 133637

[www.hawthornsglamping.co.uk](http://www.hawthornsglamping.co.uk)

## Welcome.....

Robin & Wendy would like to welcome you to Hawthorns Glamping where we hope you will have a lovely and enjoyable stay with us.

We have detailed below some information which we hope you will find useful.

### Local Info

\* You will find leaflets / details of local attractions, pubs / shops and any discount vouchers which maybe available at certain times of the year on the top of the dresser next to the guest book. Please help yourself to these.

### Tent / Site info

- \* **Security** - The gates (both sets) are to remain shut at all times. Please ensure tents are all closed up if leaving the site and unattended.
- \* **Rubbish** - there is a bin in the living area of the tent beside the sink area which has 2 compartments, one for general waste and one for recycling. Clean bags can be found in the cupboard under the cooker. Bins are provided on the site, situated in the far corner of the meadow for all waste - cardboard, other recycleables, and general waste. Please help us to ensure we do all we can and recycle what we can and to keep the site / tents clean and tidy.
- \* **Water** - Please remember this is glamping / camping and therefore there isnt an endless supply of hot water. Please be sensible when using hot water.
- \* **Games** - There are a selection of games in the tent for everyone to use and enjoy together with the swings, etc on site. Please help yourself to these, but please look after them and return them as you found for others to use. We understand that accidents happen and things do get broken, please let us know of any breakages or problems.
- \* **Contact Details (Site persons, doctors & Hospitals)** - Robin 07702 491057, Wendy 07825 133637  
Doctors Surgeries:  
North Elmham - Holt Road, North Elmham, NR20 5JS - Tel: 01362 668215  
Reepham - Smugglers Lane, Reepham, NR10 4QT - Tel: 01603 870271  
Hospital - Norfolk & Norwich University Hospital, Colney Lane, Norwich, NR4 7UY - Tel: 01603 286286
- \* **Ground Rules** - Please keep dogs under control and respect other people on the site. Please keep our K9 friends off the furniture and the beds. No cars to be left by the tents.  
Cars to be parked in the designated area after unloading / loading of equipment. No smoking in the tents please, smoking strictly to be outside and away from the tent. Please ensure all cigarette butts are disposed of in a bin. Noise - be sensible and again respect other people on the site and the neighbours
- \* **Hamper** - There is a small hamper on the side for everyone to enjoy, even our four legged friends :)  
Please help yourself to the contents but please leave the basket for future use.

- \* **Health & Safety** - Please take care on the site but should you have mishap or a fall (especially the little ones) you will find a First Aid Kit in the cupboard under the cooker. Should it be something of a more serious matter, please do hesitate to contact Robin or Wendy for assistance. Doctors / Hospital contact details are also listed above.
- \* **Fire** - There is fire fighting equipment located in the tent behind the bin, please only use this for small fires, and there is also fire fighting equipment located in the centre of the site, again only to be used for small fires. If in any doubt please call 999 and request the Fire Brigade. Fire assembly point is in the car park. Should you discover a serious fire and need to call for help, please shout FIRE, FIRE and assemble in the fire assembly point (car park)
- \* **Wood Burner** - The wood burner / small oven is for you to enjoy but please be careful when lighting the fire, fire lighting instructions are on the side. Please remember to close the fire down when going to bed or leaving the tent unattended. Please also remember that the fire and the surround do get very very hot so please take care and keep little ones away when lit. There is a basket of logs for your use. Additional logs can be purchased on site at £10.00 per bag / basket.
- \* **Fire Pit** - Same rules apply as the Wood Burner above. Please be responsible when using the firepit and keep all lit wood in the firepit at all times. Please do not burn the log seating.
- \* **BBQ's** - There is no BBQ equipment on site, however we are happy for you to bring and use your own. Please ensure that all BBQ's are lit away from the (at least 5m) near the firepit area.
- \* **Cooking Equipment / Utensils / Chinaware / Glasses / Cutlery** - This is all located in the tent either in the cupboard under the sink or in the dresser. Everything that you need should be there, however if there is something you need that is not there please feel free to contact us.
- \* **Furniture** - Please do not take the furniture from inside the tent outside, Bean bags can be taken outside if the weather is dry. Please keep dogs off the furniture and off the beds.
- \* **Electric** - Please remember this is Glamping and whilst there is electric in the tent, if you overload the system with lots of electrical items then the trip will go. If this happens please contact Robin or Wendy who will reset this for you.
- \* **Lighting** - There are electric lights in all areas of the tent and there are also lanterns and tea lights for you to use. Please be careful when using tea lights ensuring that they are used responsibly. Please do not let children use / play with any lit tea lights or candles.
- \* **Guest Book** - This is located on the dresser. Please feel free to leave any comments in here including any nice places visited / places to recommend to eat for others to see.
- \* **Arrival** - check in time is 4:00 pm. Please pull into the first meadow / car park area and call or text Robin or Wendy and someone will meet you and show you to your accommodation.
- \* **Departure** - Upon leaving the tent. Please leave the tent as you find it. Guests are required to vacate the tent by 10:00 am on the day of departure. We have to be strict on departure times to allow time for the tent to be cleaned and prepared for the next guests.  
Please ensure that everything is put away and that all cooking utensils etc are washed and that bins are emptied. Beds are to be stripped and all bed linen together with used towels to be left in the bathroom.

We do hope you enjoy your stay with us. If however there is anything that you are not happy with or would like to discuss at all please feel free to call us.

Thank you and have fun :))