

The Camping and Caravanning Club

Greenfields House, Westwood Way, Coventry CV4 8JH

Green Paper Number: 3.11 (version 6) *please remove version 5*

Subject: Groups and Meets Bookings on Club Sites

To: Region, Section, DA & Section Area Secretaries

From: Director of Operations

Direct Line No: 024 7647 5180

It is a stated commitment of the Camping and Caravanning Club to accommodate Groups and Meets bookings from qualifying organisations wherever possible on UK Club Sites.

This document is intended to clarify how the Club will ensure delivery against this commitment, who qualifies for preferential Groups and Meets rates with the Club, and the booking and support process that will be followed for this type of camping.

Prices and deposits, which are subject to yearly change through Sites Committee agreed network proposals, are not included in this document.

1) Who qualifies as a “Group” for the purposes of this Green Paper?

There are three (3) qualifying Group types, each receiving their own special concessionary pricing:

- Club District Associations (DAs) and Special Interest Groups
- Non-Club camping organisations recognised by DEFRA and holding an exemption certificate
- Formalised social camping Groups formed specifically for the purpose of social camping, but not holding an exemption certificate

To qualify for the respective concessionary rates, all bookings must be for seven (7) units, or more. Bookings must be, of at least two (2) nights, and cannot exceed nine (9) nights in duration.

To National Councillors

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To Region Secretaries

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To Section National Secretaries

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To District Association Secretaries

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To Section Area Secretaries

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2) **Availability on UK Club Sites**

All requests for Groups and Meets bookings will be considered in consultation with the Operational Management Team, with acceptance decisions taking into account other Club Member bookings, historical site occupancy and the capacity and viability of the Club Site to accommodate the requested booking at any particular time of year, at the concessionary price. In consideration to other campers, the number of pitches booked for a Group or Meet, will normally not exceed 50% of the pitches on a Club Site. If unable to accommodate a specific request, the Club will always endeavour to suggest an alternative Club Site for consideration.

On limited selected Club Sites, and dates, each year; opportunity will be given on a first come, first served basis, for Club DAs and Special Interest Groups only, to advance-hire designated areas on Club Sites at a set flat fee regardless of attendance numbers. Availability and pricing will be advertised on the Club's website.

3) **Recreation Halls**

All Groups and Meets may have access to exclusive use of the Recreation Hall between the times of 9:00am and 5:00pm, on those Club Sites that have one. A charge for the use of the Recreation Hall is applicable. Use of the Recreation Hall is also possible during the evening, provided its use extends to all campers on site. Use of the Recreation Hall is subject to availability and can be requested when booking.

4) **Confirmation of numbers and prior to stay**

It is appreciated that at the very early stages of organising a Group or Meet, it may not be possible to provide an exact number of units attending. However, to enable the Club to secure pitches on a Club Site in advance of an event, and ensure no subsequent over booking, it will be required at the initial booking stage that the Organiser, based on their experience and expectations, provides an approximation of numbers, split by pitch-type. It is understood that this will be an estimate only and the numbers can be altered at a later date, agreed directly with the Club Site, subject to pitch availability and site conditions.

If no numbers are provided at the initial point of booking, the Club will default the initial booking to the minimum number required to qualify for that type of booking, on standard pitches only, pending any further advice or update from the Organiser.

To ensure a problem-free experience, the Club requires two (2) weeks, prior to the commencement of the stay, that the Organiser of the event, contact the Club Site direct to confirm the booking and discuss any final requirements. If contact is not made, the Holiday Site Managers will initiate contact with the Organiser to ensure a smooth arrival on site. Additional pitches may be booked direct with the Club Site at any time prior to the first day of the booking, subject to pitch availability and site conditions.

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Following confirmation of final details two (2) weeks prior to the event, units and attendees may be substituted subject to the new unit being suitable for the pitch allocation.

Additional units may arrive on the day and will be charged Groups and Meets rates, subject to pitch availability. Though every effort will be made to accommodate, no guarantee of being offered a pitch can be made for campers arriving without having first confirmed availability.

Pre arrival familiarisation visit: Prior to any booked stay, the Group or Meet Organiser is allowed one (1) free night camping, on one (1) pitch, at the Club Site to familiarise themselves with the site and its facilities, and introduce themselves to the Site Team. This must be booked through UK Club Sites Department, Lead Groups and Meets Co-ordinator, at Club Headquarters. The specific date will be subject to pitch availability.

5) **Failure to meet qualifying criteria on arrival at Club Site**

If the number of units falls below the required minimum, the Group or Meet will pay the difference/shortfall at Groups and Meets rate fees, or alternative standard UK Club Site pitch fees will be applied and charged for each pitch occupied.

6) **Prices and deposit**

For the latest pricing fees and deposits, please contact the Lead Groups and Meets Co-ordinator in the UK Club Sites Department at Club Headquarters. Club DAs and Special Interest Groups can also refer to the Club's website, where there is an on-line enquiry form, for their exclusive use:

<http://ccc.campingandcaravanningclub.co.uk/aboutus/get-involved/district-associations/exclusive-da-offer/>

7) **On site Groups and Meets guidelines**

To ensure the smooth operation of a Group or Meet on arrival and throughout the duration of the stay, the following guidelines are to be followed by all:

- The Event Organiser/Steward is responsible for the Group or Meet and will camp on site throughout the duration of the event and is encouraged to arrive before the Club Sites arrival time at 1pm, by arrangement with the Holiday Site Manager. The Event Organiser is responsible for co-ordinating checking in and pitching attendees, following pitching guidance and instructions from the Holiday Site Manager, unless advised and agreed otherwise. Please note units must not arrive before 1pm on any day of the event.
- The Event Organiser is responsible for collecting or ensuring all payments to the Site Office during or by the end of the stay. In the event of any shortfall in payments, the Holiday Sites Manager's first point of contact will be with the Event Organiser to resolve.
- All attendees of the event must report to Reception on arrival.

- Holiday Site Managers are responsible for allocating the area to be occupied by the Group or Meet.
- At the end of the stay, the Event Organiser and Holiday Site Manager may jointly discuss and provide any feedback regarding issues or suggestions for future improvement.

8) **How to apply for a Group or Meet**

Applications need to be made through the Lead Groups and Meets Co-ordinator in the UK Club Sites Department based at Club Headquarters:

Telephone: 024 7647 5326

E-mail: groupsandmeets@campingandcaravanningclub.co.uk

Website: <http://ccc.campingandcaravanningclub.co.uk/aboutus/get-involved/district-associations/exclusive-da-offer/>

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