Frequently Asked Questions and Answers

Q. How many devices can I use with a voucher?
A. You can use as many different devices as you like, however, only one device can be used at any one time.

Q. What devices are compatible with the Wi-Fi?
A. All devices that have a web browser are compatible with the Wi-Fi, i.e. Laptops, Smartphone's, iPad's. Some games consoles and other devices are not compatible.

Q. My access code is not recognised.
A. Check the code for any letters that may be mistaken as numbers and vice versa.

Q. When does the internet time start?
A. The clock starts from the time you have logged into the internet and will expire when the duration of time purchased has elapsed or data limit has been reached.

Q. How secure is it?
A. The network is one of the most secure available for public access. We recommend you take some basic steps to protect your device:
- Install robust and updateable anti-virus software and personal firewalls.
- Ensure that your device is password protected.
- Don't leave your device unattended in a public place, and lock it if necessary.
- Be careful not to leave your credit card details exposed.
- Only enter any personal banking details once you know the website is secure (look for the padlock symbol on your browser and click on it to confirm the site is secure).
- Use a secure Virtual Private Network (VPN) if connecting to a work network.

Q. Why do you need my details?
A. The Camping and Caravanning Club require personal information at login to comply with European data retention directives and the Digital Economy Act. This information will be made available for authorities as required and not for marketing purposes.

Q. What are the terms and conditions?
A. The terms and conditions for use of the Site Wi-Fi internet service can be found on the landing page when you connect to the Wi-Fi service on a Camping and Caravanning Club Site https://portal.logmeoff.net/ccc/

Site Wi-Fi on Club Sites

Hotspots are available on all of the following Club Sites:

Adgestone
Alton, The Star
Bakewell
Bala
Barnard Castle
Beadnell Bay
Blackmore
Boroughbridge
Braithwaite Fold
Bude
California Cross
Cambridge
Cannock Chase
Canterbury
Cardigan Bay
Chertsey
Chichester
Chipping Norton
Clent Hills
Clitheroe
Conkers, National Forest
Crowborough
Culzean Castle
Dartmouth
Delamere Forest
Delamont Country Park
Derwentwater - The Oval & Walker Park
Devizes

Dingwall
Drayton Manor
Dunbar
Dunstan Hill
Ebury Hill
Folkestone
Graffham
Haltwhistle
Hayfield
Hertford
Horsley
Inverewe Gardens
Jedburgh
Kelvedon Hatch
Kendal
Kessingland
Keswick
Kingsbury Water Park
Lauder
Leek
Llanystumdwy
Luss
Lynton
Mablethorpe
Milarrochy Bay
Minehead
Moffat
Moreton
Nairn
Norman's Bay
Norwich

Oban
Oldbury Hill
Oxford
Rhandirmwyn
Rosemarkie
Salisbury
Sandringham
Scarborough
Scone
Sennen Cove
Sheriff Hutton
Slapton Sands
Slindon
Slingsby
St David's
St Neots
Tarland by Deeside
Tavistock
Theobalds Park
Tregurrian
Umberleigh
Verwood, New Forest
Veryan
Walton on Thames
Weston-super-Mare
Winchcombe
Windermere
Wolverley
Woodhall Spa

For any other questions or for technical assistance please call the support helpdesk
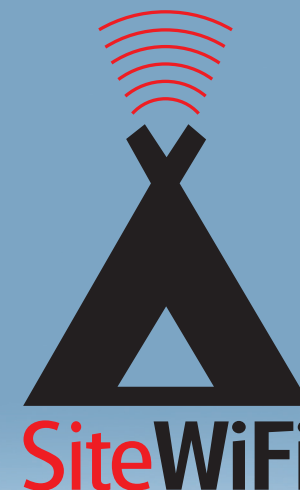
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part of the infinium|GROUP

Wi-Fi Support Telephone Number:
01253 501655
Calls are charged at standard national rate.

Opening Hours: 7 days a week
8.30am - 6.30pm

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twitter
www.twitter.com/campandcaravan

The Camping and Caravanning Club
The Friendly Club

Your guide to connecting to

SiteWiFi

New and improved service

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