Frequently Asked Questions and Answers

Site Wi-Fi on Club Sites

Camping and Caravanning Club The Friendly Club

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.
 Xbox's, PSP's and some other games consoles are not compatible.

Q. My username and/or password are not recognised.

A. Have you already created an account? If not, an account needs to be setup before being able to use the Wi-Fi.

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.

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.

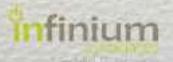
Hotspots are available on all of the following Club Sites:

Adgestone Dunbar Oban Oldbury Hill Alton, The Star Dunstan Hill Bakewell Ebury Hill Oxford Bala Folkestone Rhandirmwyn Barnard Castle Graffham Rosemarkie Beadnell Bay Gulliver's Milton Keynes Salisbury Blackmore Haltwhistle Sandringham Boroughbridge Hayfield Scarborough Bude Hertford Scone California Cross Horsley Sennen Cove Cambridge Inverewe Gardens Sheriff Hutton Cannock Chase Jedburgh Slapton Sands Canterbury Kelvedon Hatch Slindon Cardigan Bay Kendal Slingsby Chertsey Kessingland St David's Chichester Keswick St Neots Chipping Norton Kingsbury Water Park Tarland by Deeside Clent Hills Lauder Tavistock Clitheroe Leek Theobalds Park Conkers, National Forest Llanystumdwy Tregurrian Umberleigh Crowborough Luss Culzean Castle Lynton Verwood, New Forest Dartmouth Mablethorpe Veryan Delamere Forest Milarrochy Bay Walton on Thames Delamont Country Park Minehead Weston Super Mare Derwentwater - The Moffat Winchcombe Oval + Walker Park Moreton Windermere Devizes Wolverley

For any other questions or for technical assistance please call the support helpdesk

Norman's Bay

Norwich



Wi-Fi Support Telephone Number: 01253 501655

Calls are charged at standard national rate.



Dingwall

Drayton Manor

Opening Hours: 7 days a week

14378/2012



Woodhall Spa

Your guide to connecting to



thefriendlyclub.co.uk