

Torchlight Festival of Camping

Terms and conditions

- The event is run under The Camping and Caravanning Club UK Club Site Policies, unless stated below otherwise. Refer to full policies <https://www.campingandcaravanningclub.co.uk/policies/uk-camping/club-sites/>
- Torchlight is a member exclusive event; a valid membership number is required when booking. Proof of valid membership may be requested at the event.
- A maximum of 8 people are allowed per pitch, with no more than 6 adults in the booking.
- Tickets for the event include a minimum three-night stay.
- Full payment is required when booking.
- The Camping and Caravanning Club reserves the right to make alterations to the published event programme where necessary.
- Drinking of alcohol is allowed in licenced areas. All bars will follow a Challenge 25 policy. Your own drinks and food are not allowed into the bar areas.
- Under 18's remain the responsibility of their parents or carers at all times.
- We welcome well behaved pets on site but in the interest of safety and comfort we ask that pets are kept on a lead of no more than 2m when outside.
- With the exception of assistance dogs, pets are not allowed in the toilet block.
- For everybody's comfort on site, pet owners are respectfully asked to ensure any mess is cleaned up and noise is kept to a minimum.
- You are not permitted in areas designated 'out-of-bounds'.
- A 5 mph speed limit will be in operation at all times.
- We want all of our campers to have a pleasant stay, that's why we ask that there be no noise or movement of vehicles between 11pm and 7am.
- Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others.
- Open fires are not allowed, other than purpose made barbeques – all barbeques must be raised off the ground.
- Failure to adhere to Terms and Conditions could result in entry refusal or ejection from the event without refund.

Ticket Pricing

- A family 3-night ticket is £199, which covers two adults and up to 4 children on a pitch and access to the on-site entertainment for the duration of the festival.
- Single adult 3-night ticket is £149, additional adult is £50.01.
- Thursday night camping is available for a small fee for those that would like to arrive early.

Weekend Ticket – Friday August to Monday 22 August 2022	Price	Thursday 18 August 2022
Family Weekend Pitch and entertainment (2 adults + 4 children)	£199	£ 25.60
Family Weekend Pitch and entertainment (1 adults + 4 children)	£149	£ 12.80
Adult weekend pitch and entertainment (1 adult)	£149	£ 12.80
Additional Child (age 6 - 17)	£15	£ 6.40
Additional Children Under 6	£0	£ -
Additional adult (18+)	£50.01	£ 12.80
Electric Hook-up	£39.99	

Event Tickets and Delivery

- Event tickets and paperwork will be with you by 30th June, please contact the Club service centre if your tickets do not arrive by this date.
- Members booking after the 5th August will need to collect their tickets at the entrance gate.

Arrivals and Departures

- Pitches will be available from 1pm Friday 19th August 2022 or 3pm on Thursday 18th August 2022 if you have booked to arrive early. Please do not arrive before this time.
- No arrivals will be admitted without the booking confirmation.
- Arrivals after 8.30pm may be parked in a holding area and pitched the following morning if it is not safe to pitch when you arrive.
- Pitches must be vacated by 12pm Monday 22nd August 2022

Pitching

- For your safety, we operate a "six metre rule" which means that units (excluding guy ropes) should be 6 metres apart from adjacent units in order to protect against fire.
- The unit (along with any ancillary equipment) must fit within the confines of your pitch whilst maintaining the 6 metre rule.
- It is recommended you bring an additional hook-up lead to extend a standard 25 metre electric cable.
- Limited toilet and shower facilities will be available to campers that don't have their own sanitation, such as tent campers and campervans. If you have your own sanitation we request that you use it.
- Blue badge pitches must display a blue badge at all times.

- All pitches are 10m x 10m grass – large enough to accommodate one main camping unit, i.e. a tent, trailer tent, caravan, campervan or motorhome, plus a car and an awning or pup-tent.
- Pitches are allocated on arrival, if you want to camp with a friends you must arrive together.
- Groups of over 8 units can book and camp together using the Torchlight festival of Camping booking form. Group bookings must all have the same pitch type, i.e., all with electric or all without.
- Group bookings will open 7 February 2022.

Refunds & Cancellation

- Cancellations made before 19 July 2022 will be refunded minus an admin charge of £25 per booking.
- Cancellations made after 19 July 2022 cannot be refunded.
- Electric hook-up fees cannot be refunded.
- The Club reserves the right to cancel the event at any time should it be necessary, should this happen a full refund will be given.

Covid-19:

- Tickets will be refunded in full If the event is cancelled due to local or national Government restrictions relating to Covid-19.
- Tickets will be refunded minus the £25.00 admin charge or transferred to Torchlight Festival of Camping 2023 if you and/or your party cannot attend due to local or national Government restrictions, including self-isolation.

Liability

- All persons attending Torchlight Festival of Camping do so at their own risk and no responsibility for persons or property is accepted by The Camping and Caravanning Club.
- The Club will not accept responsibility for any loss or damage to the property of the camper, including personal belongings, cash, jewellery and motor vehicles, however caused during their stay.