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 WiFi, i.e. Laptops, Smartphone's, iPad's. Some games consoles and other devices are not compatible.

Q. WHY IS MY ACCESS CODE 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 WiFi internet service can be found on the landing page when you connect to the WiFi service on a Camping and Caravanning Club Site
https://portal.logmeoff.net/ccc/

SITE WIFI ON CLUB SITES

Adgestone		Dunbar		Oswestry	
Alton, the Star		Dunstan Hill		Oxford	
Ashbourne		Ebury Hill		Polstead	
Bakewell		Folkestone		Ravenglass	
Bala		Graffham		Rhandirmwyn	
Barnard Castle		Gullivers, Milton Keynes		Rosemarkie	
Beadnell Bay		Hayfield		Salisbury	
Bellingham		Haltwhistle		Sandringham	
Blackmore		Hereford		Scarborough	
Boroughbridge		Hertford		Scone	
Braithwaite Fold		Horsley		Sennen Cove	
Bude		Inverewe Gardens		Sheriff Hutton	
California Cross		Jedburgh		Skye	
Cambridge		Kelvedon Hatch		Slapton Sands	
Cannock Chase		Kendal		Slindon	
Canterbury		Kessingland		Slingsby	
Cardigan Bay		Keswick		St David's	
Charmouth		Kingsbury Water Park		St Neots	
Cheddar		Lauder		Tarland by Deeside	
Chertsey		Leek		Tavistock	
Chichester		Llanystumdwy		Teign Valley Barley	
Chipping Norton		Loch Ness		Meadow	
Clent Hills		Luss		Teversal	
Clitheroe		Lynton		Theobalds Park	
Conkers		Mablethorpe		Tregurrian	
Crowborough		Milarrochy Bay		Umberleigh	
Culzean Castle		Minehead		Verwood, New Forest	
Dartmouth		Moffat		Veryan	
Delamere Forest		Moreton		Walton on Thames	
Delamont Country Park		Nairn		Winchcombe	
Derwentwater		Norman's Bay		Windermere	
Devizes		Norwich		Wolverley	
Dingwall		Oban		Woodhall Spa	
Drayton Manor		Oldbury Hill			

📶 Site WiFi (Infinium)   🛜 Independent provider

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

infinium | IT
part of the infinium | GROUP

WiFi Support Telephone Number
01253 501 653
Calls are charged at standard national rate
24 hours, 7 days a week
Email: support@claritywireless.co.uk

STAY CONNECTED

The Camping and Caravanning Club
The Friendly Club

ClubSites
YOUR UK NETWORK

WiFi Support Telephone Number
01253 501 653
Calls are charged at standard national rate
24 hours, 7 days a week
support@claritywireless.co.uk

INTRODUCTION TO SITE WIFI

Happily getting back to nature doesn't mean giving up on 21st Century perks - far from it. That's why we offer WiFi services at the majority of our Club Sites, so you can stay connected with friends and family throughout your stay.

WiFi options available:

📶 Wireless Internet access (supplied by Infinium). This is our standard Site WiFi network installed at the majority of UK Camping and Caravanning Club Sites.

📶 Wireless Internet access (supplied by an independent provider). These networks are chosen by the campsite and cannot be used in conjunction with Club Site WiFi vouchers.

In addition, some sites may have WiFi "hot spots". These are small specific areas within the campsite that provide wireless Internet access. The Site team will be happy to point these out to you on arrival.

Visit **www.campingandcaravanningclub.co.uk/wifi** for more information on WiFi at Club Sites.

HOW TO CONNECT TO SITE WIFI

1. Ensure that your device is wireless enabled and you have the wireless adapter switched on.

2. Connect to the network called Site WiFi.

3. The WiFi Logon page will load and look like this:
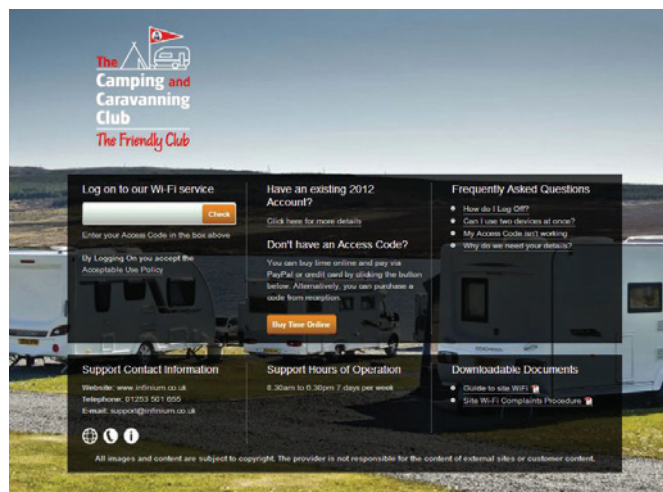
4. NB. If the logon page does not load straight away, try to navigate to your home page. This should activate the logon page. Even if the home page doesn't go to the logon page, you can browse to **http://logmeoff.net** to force the logon page to load.

5. If you already have an access code you can enter it here. If you do not have an access code you can select BUY TIME ONLINE or purchase an access code from reception.

6. Select your chosen plan and click CONTINUE.

7. You will be given an Access Code. This will be your Access Code to log into the WiFi in future, please note this code down for future reference.

8. Click PAY NOW.

9. You can now pay via PayPal or via credit card through the PayPal screens.

10. Once you have completed the PayPal process

you will be asked to return to the Logon Page.

11. You can now log on to the WiFi service by entering your Access Code in the box provided.

12. You will be asked for some general details, which must be provided to comply with UK regulations. More details are available on the log on screen.

13. Once you have entered your details and they have been accepted, click Log On to proceed.

14. To log off, please go to **http://logmeoff.net**