

Heathfield Farm
Camping



Camping & Touring
holidays in a relaxed
rural setting



GUEST INFORMATION
& SITE RULES



Welcome to Heathfield Farm Camping!



1. *Freshwater Bay*
2. *Caravans at Heathfield Farm*
3. *Winkle Street*



1.

We aim to make your stay with us as enjoyable and hassle free as possible.

The following information has been created to answer any questions you may have and give you some useful information so you can get the most out of your holiday here on the Island.

At Heathfield Farm our sole aim is to provide a clean and safe environment where you can relax and enjoy your holiday with us. Our resident Wardens are on-site to answer any questions you may have and strive to make your stay as comfortable as possible.



2.



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Guest Information & Site Rules

Arrival

Pitches are available from 12 noon on the day of arrival. Pre Booked pitches will have been allocated a pitch number prior to arrival. The Wardens will do their best to meet customers' preferences and requirements wherever possible when allocating pitches. There are site management issues and safety standards which also have to be met, and guests are required to follow the Warden's direction when pitching. This is for the safety and well being of all guests. In exceptional circumstances due to poor ground conditions there may be a situation where a certain pitch may not be available. The Wardens will endeavour to find an alternative pitch. If this is not possible due to heavy demand a full pitch refund will be given.

Pitches

A Standard pitch is a approximately 9m wide x 13m deep and includes a 16amp electric hook up .

A Large pitch is approximately 12m wide x 13m deep and includes a 16 amp electric hook up (Supplement applies).

A Premier View pitch is approximately 9m wide x 13m deep and includes a 16amp electric hook up and enjoys partial views across the Solent (Supplement applies).

All units, including guy lines, must be 3 metres apart (1.5 metres away from each pitches' boundary). This is required by law as a precaution against fire. Vehicles can be parked between units, provided that a 1.5 metre clear space is left within the 3 metre gap.

Departure

The site must be vacated by 11am on your day of departure with no exception unless by prior arrangement. If the pitch is not required by a new booking on the day of departure, guests may stay up to 5pm that day for an additional fee. Please see the wardens for more information. All property and refuse must be removed when vacating your pitch.

Pup Tents & Awnings

These can be accommodated on the pitch for an additional nightly fee provided it does not encroach the 3 metre rule and should be placed next to the main unit. Awnings should be of a size as not to extend into the 3 metre gap.

Gazebos

Open sided gazebos can be used as a porch or awning provided they fit onto the pitch and do not infringe the 3 metre rule. Enclosed gazebos are classed as another unit and will carry a further nightly fee. The Wardens will not allow any extension or addition to the main unit of accommodation if it does not comply with the 3 metre rule.

Dogs

We welcome dogs but it is important they are kept under control at all times and are exercised only in the meadow or off-site. It is the owners' responsibility to clean up after their dog. The Wardens may inform any guest to remove their dog from site if, in their opinion, it is creating a nuisance to others. Please note that we operate a policy allowing a maximum of 2 dogs per pitch.

Fires

Camp fires/Fire pits are not permitted. Charcoal BBQ's are allowed provided they are raised off the ground. Bricks are provided for this, opposite reception. A charge of £10 is made if any grass on the pitch is damaged from the improper use of BBQs. The burning of wood is strictly prohibited on site.

Disturbances

Noise should be kept to a reasonable level at all times. This particularly applies to audio equipment/instruments. The site barrier closes at 10.30pm and from this time noise should be kept to an absolute minimum out of respect to other guests. Vehicle running & movement is prohibited on-site between 10.30pm and 7.00am, at which time the site barrier will re-open.

Recreation

Please use the games field for all ball and recreational games. Please note that kite flying is strictly prohibited on-site because of overhead power lines.

Sanitation

The shower block is open between 7am and 10pm, there is no charge for hot water or use of hairdryers. Toilet and wash facilities are available 24 hours a day.

When disposing of sanitary items, including nappies, it is important that they are first put into a "nappy bag" and then placed in the receptacles provided. Do not flush any such items down the toilet. Only treated waste must be disposed of in the Chemical Disposal Point.

Laundry & Washing Up

We have a laundry on site with a coin operated washing machine, tumble drier and iron. The adjoining dishwashing area also has a wheelchair accessible sink, plus separate food preparation sink.

Waste and Recycling

Please ensure that food and general waste is disposed of in the waste bins provided on site. We ask that guests recycle glass bottles in the designated bins opposite the wardens office. Seek the wardens advice for disposal of large or bulky items. Please dispose of used BBQ's and coals in the steel waste bin opposite the wardens office.

Wifi

We offer a chargeable Wifi service throughout the site. Please contact reception during opening hours for more information and access vouchers.

Tourist Information Centre

Our Tourist Information Centre hosts a wealth of information for various attractions and places to visit. A local walks map is on display with detailed route leaflets available to purchase from reception. Our exchange library service is also located at the Tourist Information Centre.

Smoking

We have a no smoking policy in all of the site buildings.

Children

Children should be under the supervision of their parent/guardian at all times and never be left on the park on their own. Children should be accompanied at all times when using the toilets and shower facilities.

Disabled Washroom

Guests requiring access to the disabled toilet/shower room should contact the Wardens.

Speed Limit

There is a strict speed limit of 5 mph on the park. Please respect this for noise disturbance and the safety of children.

Generators

We regret that generators are not permitted on the park.

Ferry Amendments

An administrative charge of £5 will be made to alter any ferry bookings after original acceptance.

Responsibility

Heathfield Farm Camping accepts no responsibility whatsoever, for loss or damage to persons or their property arising from the use of the site or its facilities.

Complaints

If guests have a problem or complaint during their holiday they should, in the first instance, bring this to the attentions of the site Wardens. It will be dealt with as sympathetically and helpfully as possible. In order for us to investigate and implement corrective action wherever necessary, we cannot entertain complaints made after a guest has left the park.

General

The Proprietors/Wardens will immediately terminate your holiday contract should any person be involved in conduct prejudicial to the well-being of others. Heathfield Farm Camping shall not be liable for injury, death, loss, damage, accident or additional expense, however caused, occasioned to or incurred by any other guest or other person. All our staff are trained to be courteous and polite to guests, and we expect our guests to extend the same courtesy to our staff. Any person who is rude, offensive or aggressive towards our staff will be required to leave the park and no refund will be given.



Important Numbers

Doctors	Brookside Medical Centre, Freshwater 01983 758998 (PO40 9DT)
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Dentists	Yarmouth Dental Practice 01983 761237 (PO41 0PN)
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Emergency Helpline	0845 0508 345
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Vet	Green & Vorster, Newport 01983 522822 (PO31 1HP)
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Hospital	St Marys, Newport 01983 524081 (PO30 5TX)
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Car Breakdown & Recovery	Stag Lane Motors, Newport 01983 522443 (PO30 5TG)
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The resident Warden's telephone number is available
at Reception.

Heathfield Farm Camping

Heathfield Road
Freshwater
Isle of Wight
PO40 9SH

Tel: 01983 407822

Fax: 01983 408942

Email: web@heathfieldcamping.co.uk