

## **Our Site Rules, for the benefit, safety and enjoyment of all our guests**

**Arrival** - Upon arrival, please see one of our site wardens who will give you the details of your pitch, Lodge or glamping pod and the barrier entry code. You will need this to both enter and leave the site. Check-ins will take place at your vehicle wherever possible. The barrier lifts automatically on entry and exit. All visitors must report to reception on arrival. If you are going to arrive after 6pm (4pm in Winter) please let us know so that there is someone there to greet you. Unfortunately, we cannot accept any arrivals after 9pm (7pm in Winter).

**Check In Times** – Touring pitches are 1pm, Holiday Lodges are 4pm and Bothy glamping pods 2pm.

**Check Out Times** - Touring pitches are noon, Holiday Lodges are 9am and Bothy glamping pods 11am.

**Terms & Conditions** - These were provided to you at the point of booking and are located on our website at <https://www.drummohr.org/terms-conditions>. If you require a further copy, please enquire at Reception. If you have booked accommodation with a hot tub, please refer to the safety information provided with your Booking Confirmation and located at the hot tub and in particular details of how to open and close the hot tub lid without damaging it.

**Reception** - During the quiet months when our Reception is closed, if you have any urgent queries please call 0131 665 6867. Please respect the privacy of our Wardens and ensure that calls between 8pm and 8am are strictly for emergencies only.

**Book Exchange** – Located within our Information Cabin opposite Reception, when available our book and DVD exchange allows you to exchange reading and viewing material for a small donation to our chosen charity.

**Amenities** - Our facilities offer free power showers. There is an accessible bathroom in each amenity block with a wet room shower and fittings to support our guests with mobility problems. Please ask for any assistance you may require. Baby changing facilities are located in each amenity block. Please dispose of any nappies in the bins provided. We regularly check our facilities and carry out a daily deep clean. Please do let us know of any problems and we will see to it immediately. We ask all tourers to use their own facilities wherever possible.

**Caravan/Motorhome Service Point** - We have drinking water points and grey waste located throughout the site. Our motorhome service point is located in the middle of the site near to Pitch number 24. Please do not use the motorhome service point between 8pm and 8am.

**Laundry** - Coin operated washing and drying machines are available.

**Hot tubs** - If you have booked accommodation with a hot tub, please refer to the safety information sheet located at the hot tub and take care when opening and closing the lid. Please note all hot tubs should be vacated by 10pm.

**Recycling/Rubbish** - Please keep your pitches rubbish free and dispose of all rubbish in the bins provided before you leave. Please keep the bin areas tidy and do not leave large items

lying by the side of the bins. Please use the recycling bins wherever possible. Please do not use the bottle bank between 10pm and 8am.

**Wi-Fi** – The site has good 4G coverage and free Wi-Fi is available. Please note however that WiFi speed may sometimes be an issue. Please respect your fellow guests and do not download videos or large files.

**Children's Playground** - Please ensure that children are supervised when using this area and respect the privacy of guests on adjoining pitches. Please ensure that all equipment is used safely. The playground is open between 9am and 9pm or dusk in winter months.

**Dogs** - We are dog lovers here at Drummohr and make only a small charge for your pets (£3 touring, £5 glamping and £25 per week in a Holiday Lodge). We welcome well behaved dogs (no dangerous breeds and max 2 per pitch (maximum 1 in the Holiday Lodges or Bothies). We regret that dogs are not allowed in the Octo or Hexi lodges, Bothy Double Deluxe or Bothy Double Plus. Please do not allow your dogs onto the furniture at any time. We must insist that dogs are kept on a short lead at all times and are never left unattended so as not to cause a nuisance to other guests. Please clean up after your dog using the dog waste bins provided and do not allow them to foul the grassed areas on site. We have a dog walking area to the North, but dogs must remain on a lead and you must clean up after them. We can recommend walks in the area where dogs can be safely let off the lead.

**BBQs and Firepits** – Open campfires are not allowed. Firepits can be hired from Reception but you must not bring your own. BBQs may be used as long as they are off the ground and well away from picnic benches, tents and wooden decking. We have BBQs available for hire.

**Carbon Monoxide Poisoning** - Never take BBQs into your accommodation (including tents, caravans and awnings). A warm BBQ gives off poisonous carbon monoxide which can kill.

**Site Speed Limit** - 5MPH so 1st gear is sufficient. Safety is paramount so please adhere to this.

**Noise** - Our site is located in a beautiful peaceful area, so noise does travel, please keep noise to a minimum between 10pm & 8am. We do pride ourselves on being family and couple friendly so please respect your fellow guests. Sorry, we cannot have electronic music playing at any time. Management reserves the right to refuse entry and the right to ask people to leave at any time.

**Gazebos/Generators** - We do not allow gazebos or generators on site at any time.