



CAMPING POLICY AND GUIDELINES

1. GENERAL

1.1 - This Camping Policy of Golazo Cycling Limited ("GCL") covers all sites utilised by GCL and applies to Campers utilising the sites, whether the site is exclusive to GCL or not.

1.2 – It is a requirement that all Campers comply with our policy. If you or your party do not comply with the policy, we may remove you and your possessions from the site and/or prohibit future use of GCL sites or other services.

1.3 - The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the GCL staff.

1.4 - Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.

2. YOUR STAY

2.1 - The GCL sites are for recreational use only. Campers are not permitted to use the GCL sites as a base for running a business, carrying out work or as a main place of residence.

2.2 - You must keep secure any means of identification which GCL supplies to you in order to use the services provided. You must supply accurate and not misleading information when using the services of GCL.

2.3 - On all of our sites, the maximum stay allowed is 4 days. This limit may be less at certain times at the GCL's discretion. GCL reserves the right to restrict/terminate such bookings at any time should they be deemed not to be recreational.

2.4 - Sleeping in private cars or vans with side and rear windows is allowed on GCL sites, provided the vehicle has specially designed internal sleeping accommodation such as fully reclining seats and fitted curtains. A tent attachment for changing purposes must be erected.

2.5 - We want all of our Campers to enjoy their stay. Therefore, we ask that you do not trade on site and do not tout or engage in commercial advertising or display any advertising notices on a unit (a firm's car or van with name and description on the side is acceptable).

2.6 - Please do not leave your unit unoccupied overnight during your stay without first informing the security team and leaving your contact details. On some of sites



CAMPING POLICY AND GUIDELINES

there is a risk of flooding and we may, therefore, request that your unit is not left unoccupied at night on those sites.

3. THE WELCOME AND CHECK IN

3.1 –Pitches are available from 12.00hrs on Thursday of the event week. Latest attended arrival and pitching is 9pm on Thursday and Friday. Latest attended arrival and pitching on Saturday is 3pm. Where a booking is not taken up by this time it may be considered cancelled, unless prior arrangement has been made with the site.

3.2 - On arrival Campers should go to the Campsite area (follow signage) and collect an accreditation for each member of the Campers' party. These will be issued at the gate to the Campsite. The leader of Campers group must produce a means of identification to check in to the site and a copy of the Final Instructions letter. Admission to the site is at the discretion of the camp site security manager (or in their absence, another GCL team member).

3.3 - In the interests of security, day visitors must report to the security staff on manning the entrance, immediately upon arrival at site. Entry and the subsequent parking will be at their discretion.

3.4 - In the event of poor ground conditions a pitch may not be available. Our team will endeavour to advise you in advance should this occur but no responsibility can be accepted if this is not possible. The team will work with you to find an alternative pitch.

3.5 - Please familiarise yourself with the site's fire regulations and fire-fighting equipment and its location as soon as you arrive on site.

4. PITCHING

4.1 - On arrival you may chose a pitch, self-service, from those remaining of the type you have booked. The GCL team will do their best to accommodate any preferences; but we cannot guarantee these due to management and safety issues.

4.2 - In terms of your pitch, please note:-

4.2.1 - for your safety, we have a "six metre rule" which means that units (excluding guy ropes) must be 6 metres apart from adjacent units in order to protect against fire;

4.2.2 - the unit (along with any ancillary equipment) must fit within the confines of your pitch whilst maintaining the 6 metre rule. If this cannot be achieved, you may need to purchase an additional pitch (if available) or remove the ancillary equipment;

4.2.3 - toilet tents may only be erected within the confines of the pitch; and



CAMPING POLICY AND GUIDELINES

4.2.4 - all loose equipment needs to be stored within the confines of your unit.

4.3 - You must ensure the mains electrical cable from the hook up point to your unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose made mains supply unit designed for tent camping conditions. Please note that unless otherwise stated the sites do not have electrical hook ups available.

4.4 - Your vehicle(s) must be parked in the dedicated parking area. Vehicles may not be between units, provided that 3m clear space is left within the 6m gap. Vehicles on site should be parked at right angles to a slope where possible.

4.5 - The transfer or sub-letting of pitches is not allowed without the GCL site team's approval.

5. THE EXPERIENCE

5.1 - It is important for Campers to respect and protect GCL sites by working in harmony with neighbours, the local community, the environment and by observing and respecting each other's privacy. Maintaining high standards on GCL sites is of paramount importance and Camper's involvement is fundamental to our success and the conservation of the countryside and the welcome offered to GCL events.

5.2 - In certain circumstances Campers may be required to change pitch or take down gazebos or awnings during their stay. If this is required a full explanation will be offered and a GCL site team member will advise accordingly.

5.3 - Barbeques must be purpose built and portable, standing clear of the ground. There must be no possibility of damage to the ground. Only gas or charcoal barbeques should be used.

5.4 - Campfires are not permitted on our sites.

5.5 - Pets are welcome on site but you are responsible for the behaviour of your animals. Please ensure that your animals are not allowed loose on site and are kept on a lead no longer than 2 metres. Please request a Pet friendly area of the site upon which to pitch your tent or park your caravan / motorhome.

5.6 - Please exercise animals in the areas provided or off site. You must ensure that your pets do not foul the site and you are responsible for cleaning up after them.

5.7 - If it is deemed a pet is creating a nuisance or causing disturbance to others, you will be asked to remove them from site. Please note we do not allow on site any breed of dog listed under the Dangerous Dogs act 1991.



CAMPING POLICY AND GUIDELINES

5.8 - With the exception of assistance dogs, pets are not allowed in the toilet block or other buildings.

5.9 - Designated recreational areas are indicated on site; where available. Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are not allowed in the vicinity of units. For safety reasons the flying of model aircraft, drones and kites is prohibited.

5.10 - Some of our sites are equipped with additional facilities (such as play areas), and safe use of these are the responsibility of the user.

5.11 - It is the responsibility of parents and guardians to ensure children are supervised at all times, whilst on site. Special consideration should be given to the use of toilet blocks.

5.12 The releasing of sky lanterns with naked flames is not permitted on GCL Sites.

6. NOISE

6.14 - Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others.

6.15 - All Club sites are closed to traffic from 11pm to 7am during which time noise should be kept to a minimum and a quiet period observed for the benefit of all campers.

6.16 - Generators may be used only at the discretion of the GCL site team who will advise of the most appropriate running times. We may ask you to refrain from using them if they cause a disturbance.

6.17 - Vehicle movement on Site is prohibited between 11pm and 7am. Unless arrivals for an Event dictate that this is impractical.

6.18 - Vehicle drivers, motorcyclists and cyclists are required to adhere to the Site's 5 mph speed limit and follow any one-way system in place.

6.19 - All cycles should have appropriate lighting if used at a time when it should be required.

6.20 - Essential repairs can be carried out so that an unserviceable vehicle can leave site, however, general maintenance and servicing is not allowed.

6.21 - Discretion will be shown to allow vehicle and/or unit washing, providing it can be done discreetly in an area indicated by a GCL site team member.



CAMPING POLICY AND GUIDELINES

6.22 - Drivers of vehicles, including motorcycles, must hold a full and current driving licence in order to drive on GCL Sites.

6.23 - Servicing chemical toilets must only be done at a chemical disposal point, using water from that source.

6.24 - To avoid possible damage to sewerage systems we support the use of bio-degradable chemical fluids that do not affect the natural bacterial balance within the system.

6.25 - Rubbish should be recycled wherever possible. Please note on many sites the rubbish is recycled at a waste transfer station.

7. YOUR DEPARTURE

7.1 - Pitches should be vacated by 12 noon on the day of departure. If the pitch is not required immediately, Campers may stay until 5pm in consultation and agreement with a member of the GCL site team. Please ensure you leave your pitch clean and tidy on departure.

7.2 - If you leave a unit or other property at a site without paying or prior arrangement, then GCL shall be entitled to make such arrangements as it may deem fit for the removal or storage of such property. The expense of such storage or removal shall be charged to you. If you fail to pay such an account within 14 days of an account being rendered, then the GCL may make such further arrangements as it may deem fit to dispose of the property to reimburse itself for out-of-pocket expenses and to recover any unpaid fees due.

8. LOST PROPERTY

8.1 - All items of lost property will be retained for one calendar month. Items not claimed after this period will be donated to a local charity or church close to the site, this includes any monies. Any items that are not of use to any of the local charities will be disposed of.

8.2 - Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone if possible. If it is not possible to contact the owner the items will be passed to the police.

8.3 - Owners are responsible for the cost of reclaiming their goods. The following items are excluded from this policy:

8.3.1 - credit or debit cards will be reported to the card issuer. The card issuer will then advise what further action is necessary;



CAMPING POLICY AND GUIDELINES

8.3.2 - items where there is any suspicion of danger to employees or to the public. The police will be contacted immediately in such circumstances for advice;

8.3.3 - unclaimed perishable goods are disposed of the following morning;

8.3.4 - any item that has clearly been abandoned; or

8.3.5 - where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.

9. LIABILITY

9.1 - GCL will not accept responsibility for any loss or damage to the property of the guest, including personal belongings, cash, jewellery and motor vehicles, however caused during their stay.

9.2 - GCL's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation, booked in good faith.

9.3 Force Majeure – where events occur beyond the control of GCL including but not limited to exceptional weather conditions, flood or fire then GCL has no financial liability.

10. QUERIES OR COMPLAINTS

10.1 - At each site there will be a GCL site manager supported by the GCL site team. The team is there to help ensure you have an excellent stay.

10.2 - Any cause for complaint must in the first instance be addressed with a member of the GCL site team at the Event Solutions Desk in the Event Registration area. If in the unlikely event that the complaint cannot be resolved on site then it should be addressed for the attention of enquiries@tourofcambridgeshire.com .