

# Your visit to Youlbury

## Everything you need to know

**Arrival** Please [email us](#) a phone number for your group leader and an estimated time of arrival a few days before your visit.

**Driving** Take note of our 5mph speed limit. Cars must be parked at Gate 2 or 4 and can't be taken on fields. Large vehicles should park at Gate 3, leaving space for other large vehicles to turn. Please leave roads and gates clear.

**Bus or train** The [U1 bus from Oxford city centre](#) calls at Harcourt Hill, a 20-min cross-country walk from us. Taxis are available from Oxford Station.

**Coaches** Please plan your route. Coaches must approach via Ridgeway, entering and parking at Gate 3. Sandy Lane is not suitable. Single deck coaches only please – double deckers don't fit down our access road.

**Setting up** All gates are locked, so please be ready to move kit from the car parks to your pitch by hand.

**Help** Make your way to reception for help. Let us know about any faults ASAP so we can fix them for you. When reception is closed, we're available 24/7 on 07874 887578 for urgent assistance.

**Checking in** Please see us at reception when you arrive. You can access buildings and pitches from 16:00. We can't guarantee entry before this, but you're welcome to use our grounds.

**Checking out** Let us know at reception when you leave. You must vacate your building or pitch by 13:30 and settle any outstanding payments.

**Buildings** Our buildings are equipped to cater for the number of people the building sleeps. Both have Wi-Fi, an AV set up and washing machines. Building layouts are provided on our website, equipment lists on request.

**Lawn Hut** We provide tables, benches and lighting only. There is no other electricity, kitchen or toilet facilities.

**Tented Village** We provide a basic camp kitchen with fridge, freezer, gas hobs, pans, utensils, crockery and cutlery.

**Bedding** We don't provide any bedding. Please bring a sleeping bag and pillow.

**Cleaning** Please leave your building or pitch as you found it or we may charge a fee. Remove all items, take the rubbish out, ensure everything is clean, tidied and locked up. We provide mops, brooms, dustpans and hoovers; please bring your own cleaning sprays, cloths etc.

**Toilets** We provide toilet roll and soap, and clean our toilet blocks regularly. Toilet blocks are open to all visitors on centre. We have accessible and all-gender facilities.

**Water and waste** Drinking water is available across our fields, as well as a couple of washing up sinks and a chemical toilet disposal point at the reception toilet block. Please put recycling (paper, glass, plastic and cans) into the recycling bins.

**Hire equipment** Pre-booked equipment will be delivered to your site, and tents pitched for your arrival.

**Freezer space** We have a freezer available for groups to share at reception during opening

hours. Please label and date items or they may be removed.

**Deliveries** A member of your group must be on-site to accept any deliveries or shopping – we're unable to sign for you. Please ensure the driver has a contact number for you.

**Pets** No pets on-site other than assistance animals, please.

**Smoking and drinking** Smoking is only permitted in smoking areas at Gates 2.5 and 4. No smoking or drinking in front of young people.

**Fires** Fires must not be lit on the grass – please use a pre-existing fire pit or altar fire (available first-come first-serve, enquire at reception). Campfire Circles can be booked in advance. You're welcome to use any dead wood or our wood pile, but please don't damage our trees. Pallets and treated wood should not be burnt.

**Quiet hours** Quiet hours are from 22:30 – 07:30. Please turn off generators, keep noise to a minimum, and respect other groups.

**Wi-Fi** Wi-Fi is available across most of the centre – no login details required.

**Safeguarding and safety** Please read our [Young People First policy](#) and take note of [our safety guidance](#). Report any concerns to staff immediately. Don't take photos of others without permission, and no drones on the centre.

**Activities** All sessions are for a max. of 12 participants, and each group must have a supervising adult. Please wear closed-toe footwear, any shorts must be longer than knee length (no skirts), and tops should cover the whole upper body. Long hair must be tied back, and anything around the neck removed. You may get muddy or wet, so please bring spare clothes and dress appropriately. All off-ground

activities have a weight limit of 115kg. Your instructor will meet you at the activity meeting point at your booked time, please be prompt.

**Self-instructed activities** If you've booked a self-instructed session that requires a permit or qualification, we'll need to verify this and give you an induction. Please arrange this with us.

**Activity boxes** These will be available from reception at your booked time.

**Catering** We'll request any dietary requirements 8 weeks before arrival. We cater for the [14 key allergens](#), vegetarian, vegan and halal diets. We'll try our utmost to cater for other intolerances, but we're unable to cater for tastes or preferences. We'll share your meal times, location and a sample menu before arrival.

**Security** The centre is a large, open site, and you're likely to encounter other visitors. We conduct random security patrols, but it's impossible for us to monitor everyone's personal property. Secure doors and windows, keep items in-sight or locked away, and leave valuables at home. If you're camping, leave someone behind to keep watch and introduce yourself to your neighbours. Contact reception if you need help storing valuables.

**Emergencies** If you need to call 999, please let us know immediately afterwards on 07874 887578. Visitors are responsible for their own first aid, but our staff will offer support if required. Familiarise yourself with the emergency plans in your building or on your field. In the event of a centre evacuation, immediately report to the Assesmbly Point at the activity meeting point unless otherwise directed. Assemble your group and report anyone missing to the Assembly Point Officer. Stay together, follow instructions, and don't leave the centre until told to do so.