

Your Visit to Broadstone Warren

Everything you need to know

Final Info We consider bookings finalised 6 weeks before arrival. We're usually able to adjust camping numbers up until check-in; but accommodation, catering or activity changes will be charged after this point. We'll email you your final invoice after you depart, payable within 21 days. Please make sure we have the group leader's contact number and an ETA for your group.

Driving Due to our site being SSI and protected by Natural England, we have a responsibility to look after our land as best as possible. This means driving on our site is only permitted in certain areas or agreed by the Duty Manager before the trip. To help with moving kit, we offer kit runs with our gator and tractor service – this needs to be told to us before so we can make sure someone is free. We know that sometimes you need your trailer on your pitch, again this can be done but with notice. For insurance purposes, any damage would have to be claimed under the insurance of the trailer owner. We may allow you to drop your trailer on your pitch on the day of arrival, as long as this is agreed by the Duty Manager, and is done in a controlled way. Please remember that extreme wet weather may effect this. We would advise choosing camping pitches which would make this easier. Any questions, please let us know

On foot The 270 bus from East Grinstead stops 10 mins from the centre. The Traveline service will help plan any bus journeys. The nearest station is East Grinstead, taxis are available.

Coaches Please let us know in advance if you plan to bring a coach. Access from either direction on the A22 is possible, and there's space to turn round on site.

Hire Equipment Pre-booked equipment will be delivered to your site.

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 07779 433 936 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.

Broadstone Lodge Our lodge is equipped to cater for the number of people the building accommodates. A building layout is provided on our website, equipment lists on request.

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.

TeePee Cabin if you need phone chargers, fridge/freezer space, to fill up your water bottle or to store your luggage until your accommodation is ready, come and talk to us about the use of this

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Setting Up All gates are locked, so please be ready to move the kit from the car parks to your pitch by hand. Gator services can be provided, but please let the team know before arrival or at reception on the day. This is subject to staff availability.

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 guest dogs, please- but our friendly resident spaniel already lives here and may be out and about saying hello! However, we do accept service dogs with appropriate paperwork.

Smoking and Drinking When around our buildings, smoking is only permitted in the Broadstone Lodge car park smoking area. No smoking or drinking in front of young people. For more information please seek the alcohol, drugs and smoking policy on the scouts website.

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 you find, but we don't have a wood pile. 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.

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.

Water and Waste We have drinking water taps located throughout the campsite, as well as three toilet blocks equipped with washing sinks. All water sources are safe for drinking. We also take pride in keeping the site clean and ask that you help us by separating your rubbish, recycling, and food waste. Appropriate bins are provided in the main car park for your convenience.

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.

Leader-led Activities We provide the equipment and space, guidance and activity ideas. Please come to reception where a staff member will give you a short briefing. The leader is responsible for supervision and ensuring safety. Please complete a risk assessment. Some leader-led sessions require a permit or qualification (shown with an asterisk * on our price list). We'll check this and provide an induction – please arrange this with us.

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

Wi-Fi There's no public Wi-Fi available on-site, but we hope to make this available in the future. Most mobile phone networks have good coverage.

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Security The centre is a large, open site with public access, so you may encounter other visitors. While we carry out security patrols, we can't monitor personal belongings. Keep doors and windows secure, store items safely, and avoid bringing valuables. Campers should keep watch and get to know neighbours. Contact reception for help storing valuables.

First Aid We will provide First Aid during instructed activities. Visitors are responsible for their own First Aid at other times, but our staff will offer support if required. A defibrillator is available on-site via reception or the Duty Manager (07779 433 936).

Catering We will request any dietary requirements 8 weeks prior to arrival. We cater for the 14 key allergens, as well as vegetarian, vegan, and halal diets. While we will do our best to accommodate additional intolerances, we cannot cater for personal tastes or preferences.

Before arrival, we will share a sample menu. Catering is provided by off-site partners.

Guests are responsible for serving their own meals and washing up afterwards, including any plates, cups, cutlery, and other items used.