

YOUR QUESTIONS...

## Whittlebury Campsite FAQs

### **Q Once I have placed a booking what happens next?**

A Once a booking has been placed on our booking site you will receive a confirmation into your inbox with the email address provided. This confirmation has a reference number should at any point you need to contact us about your booking.

### **Q Is the cost of Circuit entrance included?**

A Unfortunately, no tickets are included in our camping price and these will have to be booked directly with Silverstone on <http://www.silverstone.co.uk/>

### **Q Policy on refunds & cancellations?**

A Unfortunately, we do not offer refunds or cancellations once booked.

### **Q Can I make a booking over the telephone?**

A It is possible for you to book your camping plot online 24 hours a day on <https://www.whittlebury.com/leisure/camping/> Of course, we also have a dedicated Camping contact number of 01327 850470 or email at [camping@whittlebury.com](mailto:camping@whittlebury.com).

### **Q How do I change or amend my booking?**

A Any amendments to your booking please put in writing via an email to [camping@whittlebury.com](mailto:camping@whittlebury.com) or call 01327 850447

### **Q We have booked separately from our friends are you able to put us together?**

A Upon booking if you know the reference number or name of the booking if you let us know in special requirements box we can't promise but we will do our very best to put you together or as close as possible

### **Q Can we bring an extra car?**

A You can bring an extra car. This option is available when booking online and there is an additional cost. You can do this by calling the camping team on 01327 850470. You will be able to do this until 2 weeks prior to your arrival date. If you need to book extra space/vehicle after this date then this will have to be done on check-in and pay cash on arrival. Please note that we are only able to add extra space on to our farm plots after the 2 week cut off.

### **Q Do I need to bring confirmation with me?**

A We would always recommend printing out your confirmation and bringing along with you on the day to make check in run smoothly. If however you cant we will of course have your booking details to hand.

### **Q I need to change my car registration number?**

A This can be done by emailing [camping@whittlebury.com](mailto:camping@whittlebury.com) up to 2 weeks before your arrival date. If you need to change your registration number after this date then this will have to be done on arrival.

### **Q When will my tickets be sent out?**

A We have made the decision to give out all of your car passes and wristbands on arrival. Please bring your email confirmation with you to show us on arrival.

### **Q I've left it too late to book a plot – can I still turn up?**

A Yes, we have plots available on a 1st come, 1st served basis, pay cash only

## Camp Site Practicalities FAQ

### **Q Can we cook our own food?**

A Yes you are able to bring your own food onsite. Barbecues are permitted on-site providing they are raised off the ground. Please do not dispose of your barbecue in the skips until it has been doused with water

### **Q What's the size of my pitch?**

A Plots are 7x8m – for either a mobile home or one vehicle with either a caravan or tent. Please keep within the boundary lines marked or you may be required to move. Those who have booked extra space have larger plots

### **Q Are there cashpoints on site?**

A Cash isn't available on site. Please note that there are cash machines offsite. These can be found in Towcester Town Centre and BP Garage A43 Towcester as well as Croft Stores, Silverstone Village

### **Q Do you sell beverages (including alcohol) on-site?**

A There are numerous outlets on site offering a selection of drinks.

### **Q What are the evening restrictions regarding noise?**

A No noise after midnight, this means all music stopped

## YOUR QUESTIONS CONTINUED...

### **Q Can we bring dogs?**

A No. We operate a strict no pet policy with the exception of guide dogs.

### **Q Can we have fires?**

A Afraid not, the lighting of open fires is strictly prohibited and will be extinguished

### **Q What payment methods do we accept?**

A We accept visa/debit card, Mastercard. We don't accept American Express

### **Q Is there Wi-Fi access?**

A There is Wi-Fi available around the public areas of the site

### **Q When can we arrive / leave the site?**

A You are free to arrive on the day of arrival from 2pm. We suggest that due to health and safety and other campers that you leave the site in daylight hours.

### **Q Is smoking permitted?**

A All buildings are no smoking including permanent and mobile shower and toilet units

### **Q Do you have showers / toilets?**

A We do provide showers and toilets on site here. These will be clearly sign posted upon your arrival at the camp site and also available on the notice boards

### **Q Can I charge mobile phone / electronic devices?**

A Unfortunately we don't provide anywhere on site to charge any items

### **Q Do you allow music?**

A We do allow music but would ask that you respect others and no music allowed between midnight and 6am.

### **Q Is there safe drinking water?**

A There are water taps around the camp site which have had approval and are safe to drink.

### **Q Do you have chemical waste points?**

A Yes we have these all around the camp site. These are all sign posted for you. These will all be on our site map that you will be given when you arrive

### **Q What's the weather forecast?**

A BBC weather or Alexa will be able to advise better than we ever could

### **Q Do you have washing up facilities?**

A We do have washing up facilities on site. These will be marked on the site maps.

### **Q Do you have electric hook ups?**

A We do have electric hook ups available on site at an extra cost. Please see website for details & costs

### **Q Is there a shop on-site?**

A There will be a shop on site where you can buy any essentials

### **Q Can I swim in the lake?**

A There is strictly no swimming allowed in any of the lakes on the grounds

### **Q How far is the nearest pub?**

A Fox & Hounds in Whittlebury is the closest pub to the camp site which is just a short walk away. Offers bar & restaurant food with an outdoor seating area. Pub Opens Tuesday to Sunday from 12pm

### **Q Am I allowed to bring a generator?**

A No, we operate a no generator policy here at Whittlebury. We will be patrolling to enforce this rule. If you need power you would need to book one of our electric hook-ups. Please note that if you motorhome/Caravan has a built in generator then you will be unable to use this.

### **Q What is the required plug for electrical hook-up?**

A it's a C-form 16amp plug

### **Q Can we bring in glass bottles?**

A. We have a no-glass policy inline with other surrounding campsites

## Getting to Whittlebury Park Camping FAQ

### **Q How do I find you?**

A Nestled in hundreds of acres of ancient parkland and just a 10-minute drive from junction 15a of the M1 and 20 minutes from central Milton Keynes. Located in the Village of Whittlebury along the A413.

### **Q What is your postcode?**

A Whittlebury Hall Conference & Training Centre, Hotel & Spa, Whittlebury, Near Towcester, Northamptonshire, NN12 8QH

### **Q How far from Silverstone are you?**

A We are located very close to Becketts and Copse corners. Maximum of a 10 minutes walk to copse corner or becketts corner. All dependant on which area you are camping on

### **Q What is your telephone number?**

A [01327 857857](tel:01327857857) or for Camping direct the phone number is [01327 850470](tel:01327850470)

## YOUR QUESTIONS CONTINUED...

### On Arrival FAQ

#### Q What do I do when I arrive on site?

A Depending on which site you have booked your camping plot will determine which direction you need to go on arrival  
Farm Plots (Lodge, Farm Paddocks)

Upon arrival to the Whittlebury Park drive make your way past the Gate House and take the next right. This will be sign posted and you will need to follow the direction to the check-in gate where you will be seen to by a member of Staff. Once your booking has been confirmed by a member of the check in team you will be advised where you need to go on the camp site

Golf Course Plots (Atrium, Wedgewood, Pavilion)

Upon arrival to the Whittlebury Park drive make your way past the Gate House and follow the signs which will take you up to the Golf course check in where you will be seen to by a member of Staff. As all plots on the golf course are allocated you will be personally taken by a member of the team to your plot or directed.

#### Q When are the beer tents open?

A Once you arrive on site a newsletter will be given to you and there will be notice boards around the site with times on

#### Q What time is food available?

A When you arrive on site you will be given a newsletter with all the opening times of the bars /restaurants / beer tents where you can get various meals from

#### Q What entertainment are you providing?

A Once you arrive on site a newsletter will be given to you and there will be notice boards around the site with times on. This will vary from each event.

### Zero Drugs Tolerance

Whittlebury Park has a zero drugs tolerance. We will evict anyone who is found in the possession of or under the influence of illegal substances

### Restricted items

Drones are not permitted anywhere on site.

Fireworks are not allowed

All music and loud noise must cease by midnight

No unauthorised trading is permitted anywhere on site

Generators

Glass bottles

### Security on Site

Whittlebury park have a 24/7 security presence. We have a team of SIA approved guards who patrol our camp site. We do recommend keeping all your valuables safe by either locking them in your car or keeping them on your person