



Welcome to Carrowmena Activity Centre (Glamping/Bell Tent/Camping)

We hope you enjoy your stay with us. Due to COVID-19 we are now operating self-check-in service. Please read this document thoroughly to ensure a smooth check in.

Within your accommodation you should find a Map of Carrowmena detailing our facilities onsite as well as local information on the back side. The key will be in the door if you are staying in a Glamping pod.

I have attached a link of our Terms and Conditions to this email. They **MUST** be **read and understood** before arrival. You will also find these Terms & Conditions in your accommodation if you can remind and familiarise yourself with them to ensure an enjoyable stay. *When arriving on site you are automatically agreeing to the terms and conditions and to a security deposit of £100 per accommodation if any terms are breached. It is your permission to keep the **secure credit/debit card details** until check out.*

We ask all customers to respect social distancing during their entire stay, masks can be worn as own personal preference but will not be available to buy onsite. Communal areas are restricted in capacity, please read signs before entering. ALWAYS sanitise hands on entry and exit of each area.

If any of our guests feel any of the symptoms coming on, they must leave the site as soon as possible and seek Medical Advice. We ask that if anyone or any family member has had **ANY** symptoms of COVID-19 in the last two weeks that you **DO NOT** attend Carrowmena.

Due to the current circumstances all customers are required to bring their own pillows, bedding/sleeping bags (except Deluxe Carrowmena Bell Tent customers).

On arrival (check in 3-7pm) please follow the stoney path the full way around the back to bell tent parking area OR if you have booked a glamping pod you can park to the RIGHT hand side of the pod.

There will be a numbered stone at the back of each Glamping Pod to help you find your allocated pod. Outside of all the Bell Tents you will see a marker "CP 1" is Bell Tent 1, "CP 2" is Bell Tent 2 and so on. Camping Pitches will start at "CP10" which is Camping Pitch 10.

The toilet block will be open 24/7 as normal, but at a restricted capacity. Only 2 customers or 1 family in each block at one time. There will be hand sanitiser at the entrance we ask you use it on entry and exit. Please read the signage at each communal area and adhere to it.

The same restrictions apply for the Shower Block. The showers will be closed for cleaning between 11am-3pm.

The Coffee Pod onsite will be open from 9am-8pm. Again, we ask you respect the social distancing measures in place. Our Coffee Pod sells Teas, Coffees, Hot Chocolates, Chocolate, Sweets, Crisps & other goodies to take home with you. We also sell all Camp Fire Equipment, Bags of Logs, Fire starter Kits, BBQ's, Smores Kits & Marshmallows etc. Make sure to get all your supplies before 8pm.

When the coffee pod closes at 8pm there will not be any other members of staff onsite.

'The Glitchen' is our glamping kitchen, it has kettles, toasters, fridges, microwaves, etc. Make yourself at home and use the crockery and cutlery in the cupboards. Please tidy as you go so other customers can get the full use of it as well.

Breakfast will be available from the Glitchen in morning. Anything with circle Carrowmena sticker on it can be used. It is a simple self-service continental breakfast which will include milk, orange juice, bread, range of spreads, cereal, fruit.

It is also restricted in capacity and has allocated times for breakfasts. We ask that you try to stick to this as much as possible. Please wash and put away dishes as you go along and be as quick and efficient as possible to allow other customers use.

8.00-8.30am - Campers

8.30-9.00am – Glamping Pods 1, 2, 3 & 4

9.00-9.30am - Glamping Pods 5, 6, Bell Tent 1 & 2

9.30-10.00am – Bell Tents 3, 4, 5 & 6

10.00-10.30am – Bell Tents 7, 8 & Carrowmena Deluxe

10.30-11.00am – Final Tidy up

There will be half an hour from 10.30-11am for anyone who has missed their slot and to clean up after themselves. It will also be suitable for any late comers. The Glitchen will be closed 11am – 1pm for cleaning.

The Glamping pods will be set up for daytime use. You will see white boards underneath the seating. At night bring up the 4 x white boards (one is kept under the window seat in some of the pods). Then bring up two purple paddings on top. This will make a big bed at the bottom and you can fit one person on the side (instructions are inside the Pod)

The Bell Tents will be set for standard 4 persons. If you have 5 people staying the extra bed mattress is placed on top of one of the singles and you just pull it out onto the floor at night. There are lights at front of bell tent & an electric stove heater which will be plugged into the

two sockets. Please keep heater on setting one which will allow for other electric appliances (instructions are inside your Bell Tent).

If you kids are in the play area, we ask that they are supervision by an adult of the same Family. Children play at their own risk. Please keep sand and toys inside the sandpit. Parents are responsible for child's sanitisation.

We encourage you to enjoy the fresh air, outdoors, nature and surroundings during your stay. But if you do need it, the *WiFi password* is **LetsGoGlamping**. Case sensitive and no spaces.

On the day of departure, check out is before 11 AM, this in connection with the cleaning of the accommodations. If this is not the case, there will be a late check out fee of £20. Please let the member of staff in the Coffee Pod know you are departing. If staying in a pod, leave the key in the door.

Guests must be respectful of the location and nature of the site. Loud noise and nuisance **will not** be tolerated at any time and all noise must be kept to a minimum between 11pm – 8am. Unamplified acoustic music, and small battery powered speakers cannot be used after 11pm. Although the site is remote, noise does travel easily in the open air and under Canvas, so please be respectful of nearby residents.

There will be sanitiser at each communal area. Please use it on entry and exit of each area. We do ask customers to take responsibility of their own hygiene, sanitisation, and safety as well. If desired, please use the sprays and cleaning equipment provided.

Due to the nature and size of our business we will not have someone manning the toilets and communal areas, so we require all persons to be as responsible as possible and adhere to these rules and regulations. There will be signage as a reminder.

The situation can change at any time, so our measures may change too, even after your booking. If you are not happy with the measures in place, we ask you to refrain from booking until these measures are relaxed. This will allow you to enjoy your glamping experience to its full potential. We are open for recommendations and suggestions on how to improve anything onsite. Do not hesitate to contact our office on email for the latest update.

Should you need any assistance the coffee pod will be open 9am-8pm OR you can email us on the contact below. Should you have any emergencies during your stay please contact us on 028 777 63431 which will direct you to a staff member who will be on call and should be able to assist.

We hope you enjoy your stay! Have fun creating new memories to hold forever.

Have a wonderful night!

ACTIVITIES & ONSITE INFO

Due to the current situation caused by COVID-19, we have had to deviate from the services we normally provide. Unfortunately, because of the financial effects COVID-19 has had on the business & the government's social distance guidelines, we regrettably will not be able to offer any of our additional onsite Activities for the 2020 Season.

Our Maize Maze will be opening on Sat 11 July 2020 from 10am-6.30pm – see link for more details - <https://carrowmena.co.uk/activities/maize-maze/>

You can pay for this onsite @ The Coffee Pod. It is £4pp or £15 for a Family (2A+3K). Please fill out the medical form at the coffee pod before entering.

We are also offering complimentary Orienteering for all our guests. For Orienteering, please ask at Coffee Pod for map and information sheet to complete onsite in your own time.

The Coffee Pod onsite will be open from 9am-8pm. Again, we ask you respect the social distancing and to keep yourself and staff safe we ask only **2 people**, or **1 family** enter at one time. Otherwise please queue outside between the marked areas. Our Coffee Pod sells Teas, Coffees, Hot Chocolates, Chocolate, Sweets, Crisps & other goodies to take home with you. We also sell all Camp Fire Equipment, Bags of Logs, Fire starter Kits, BBQ's, Smores Kits & Marshmallows etc.

We have our Kids Play area, Table tennis table, 2 x large areas for games, football nets, lots to keep the kids entertained.

Local town Limavady (4 miles) has lots of pubs, cafes & take away's for you to choose from. There are an endless number of places to walk and cycle in the area, we are 8 miles away from Benone Beach, 3 miles from Binevenagh Mountain & 5 miles from Roe Valley Country Park.

**ON ARRIVAL PLEASE MAKE YOUR WAY TO YOUR
ACCOMODATION AROUND THE BACK OF THE
CENTRE**

**WHEN DRIVING AROUND THE SITE PLEASE KEEP
TO 5MPH SPEED LIMIT**

**YOUR BELL TENT/POD NUMBER HAS BEEN
EMAILED TO YOU**

**SHOULD YOU NOT HAVE ACCESS TO YOUR
EMAILS PLEASE CALL US BEFOREHAND**



Carrowmena Activity Centre

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We are an Education Authority Approved Facility –

BSF-19-001.



Carrowmena Activity Centre

