

Refuel 2019

Camping Village Information

Welcome to REFUEL19 campsite!

We are again looking forward to serving you & getting to know you at Refuel 19. We are now into our final weeks of preparation. It's nearly here! Our campsite team this year is:

Andy & Sylvia Jones - Team leaders
Alex Grossett – caravan and motorhome area
Patricia Walker – glamping
Ruth Johnson (+ a few others) – camping

If you are new to camping or have borrowed your tent, now is a good time to check the following:

- There are enough tent pegs
- How to put it up
- Any repairs or reproofing have been done

Essential things to bring include plastic bags aplenty, old towels, walking socks (to keep the feet warm— day or night!) & plenty of blankets & hot water bottles—it can get COLD at night!

We are looking forward to spending the week with you. We trust & pray that God will bless you whilst you're at Refuel 19! Please speak to one of us if you have ANY worries or concerns. If you find you've forgotten some essential bit of kit, we might just have what you're needing or put you in touch with someone who can help. Similarly if something breaks or gets damaged, let us know & we will see what we can do!

Andy & Sylvia Jones
Campsite Team Leaders (mob07534 402608)

If you have any further questions then please call us, or call the Filling Station Office on 01343 610230 or email refuel@thefillingstation.or.uk



When to arrive and what to do

- You can arrive on site on **Sunday 21st after 12pm**. Please follow the directions of the stewards regarding how to get on to the site and familiarize yourself with the map shown on the next page. NB caravans & motorhomes come on site one way, campers by another!
- Please complete & bring with you the enclosed Registration Form.
- Before you access the camping areas you will be greeted by one of the Admin Team who will confirm details on your Registration Form. Only proceed to the camping area once you have spoken to the Admin Team.
- **Please speak to one of the Campsite Team before pitching your tent or parking your caravan or motorhome.** We will do our best to meet individual preferences & requirements wherever possible. However, there are site management issues & safety standards that must be met necessitating the need for adequate space between tents/units.
- When you are allocated to your pitch, you will be given a laminated coloured number card, please display this along with your camping pass throughout the week.
- If you arrive after Sunday 21st please go to the Ticket & Information Point. If you arrive out of hours contact the Duty Manager **07960 143624**

Campers: you will need to unload your car at the designated parking zone which is a short walk to the camping area. We hope to have stewards available to help with carrying equipment & possessions. There will be **no car parking or access on to the site** during the week.

Caravanners: Please unhitch & unpack your car **quickly** then move your car to the camping car park so that we can get other caravans pitched around you. There will be **no car parking or access on to the site** during the week. When you go off site you will return via the main entrance straight into the camping car park.

Motor homes: Once allocated to your pitch you will be advised about moving your unit off & on site during the week, & also the designated service point.

Glampers: Your tents will be available from 4pm on Sunday 21st July. Please bring crockery & cutlery, cooking utensils & a means of cooking & definitely a camp chair or two. You will have access to a central Glamping communal tent which will house the kettles, microwave, fridge, toaster, hairdryer point & a few extras. Each Glamping tent will have its own power socket.

Electric hookups: These are available for Caravans & Motorhomes only, and must be paid for in advance (£80 for the week). You will need to show that you have paid for this when registering. You will be hooked up in due course by our Refuel electrician—please be patient as arrival day is a busy time & they are always in high demand!

Please be aware that the electricity supply is only available from 7am-11pm. A "service tent" is available overnight with power for perishables etc.

During the week

Please use the bins around the campsite for all rubbish. There are recycling bins for food waste & glass - other rubbish will be sorted by the waste company. If you see some litter around the site please pick it up; it will save someone else a job!

We will have a communal tent (different to the one on the Glamping area) with a washing up area with hot water (woo hoo!) & a fridge/freezer for campers. Bring a marker pen to mark anything you're placing in the fridge or freezer. Primarily this will be for ice packs & milk. **There won't be space** if everyone brought a week's worth of food/meals! At the end of the week please collect or dispose of anything you have stored in the fridge/freezer.

Please make sure you leave the sinks, draining boards & showers clean & tidy as you would want to find them.

The elsan point is located as shown on the map ★ Grey water/washing up water should be disposed of at the washing up point.

All water on the campsite is suitable for drinking.

BBQs that are off the ground are permitted – **DO NOT** move the BBQ into your tent & awning once you've finished cooking on it. They continue to give off carbon monoxide which can accumulate and kill.

Because of the risk of fires open fires/fire pits/chimeneas are NOT permitted.

If you have children don't bring or use 'bubbles' near tents or awnings—the detergent in them damages the waterproofing!

There will be no car access or parking on the site during the week.

Please be aware that the Refuel campsite can never be immune to unscrupulous characters from elsewhere! At ALL times YOU are responsible for your possessions. Please report any suspicious people or activities to any of the Refuel team.

Remember that noise travels very easily through tent walls. Your neighbours probably won't want to hear your deepest darkest secrets or your greatest joys especially at 1am in the morning!

Look out for one another – especially if the weather gets dicey, or you know of people unused to camping, or are here by themselves.

Emergencies

In the case of an emergency ring 999 informing them that you are at the "Refuel event at Gordon Castle, Fochabers" then inform Ticket & Info or the Duty Manager depending on the time of day, so that the Site Team/onsite Doctor can liaise with the emergency services when they arrive on site.

On site medical cover – The onsite First Aid team can provide non-emergency medical help. Please go to the Site Office/Reception or call the Duty Manager on **07960 143624**. Contact details for the local doctors surgery, dentist, hospital, etc can be found in the Refuel brochure.

In the event of a **fire on the campsite** please 'raise the alarm' using the air horn at the central campsite fire point (● on the map below). On hearing the air horn please leave your tent/ caravan / campervan promptly and report to the fire assembly point by the communal tent marked **X** on the map.

At the end of the week

You will be advised of any particular arrangements for loading and exiting the site towards the end of the week. Before you leave please check your pitch for any stray tent pegs, other belongings or litter! Don't leave any!

