

Pitch Village

Key Information

Bestival
2017

Lulworth Castle
East Lulworth
Dorset



Premium, Pre-Pitched Camping in the
Heart of Your Favourite Festivals

Pitch Village;

Fuss Free
Camping,
at the Heart
of your
Favourite
Festivals...



Welcome to Pitch Village, at Bestival 2017!

We are delighted to welcome you to the new home of Bestival at Lulworth Castle

This information booklet is designed to give you the key information you need to make the very most of your time with us - and to ensure that you have the best experience possible.

Please also take a moment to read through our FAQ's, which are available on our website, if there is anything you are still unsure of. Also, please see the festival's own website for further information at the following address: [Bestival FAQ's](#).

If you have any questions, please do not hesitate to get in touch with us at any point.

Thanks again for booking to stay with Pitch Village - we are delighted to host you, and very much looking forward to seeing you all in September on the Island!

Katt and Susan
Founders of Pitch Village

Contents

1. About Pitch Village
2. How to Find Our Village
3. Opening and Closing Times
4. Package Descriptions
5. Check-In / Out Procedure
6. Toilets
7. Showers
8. Phone Charging
9. Storage Facilities
10. Refreshments
11. Other Facilities
12. Security
13. Customer Service
14. Good Camping Guide
15. Fire Safety
16. Recycling

The Pitch Village Good Deed Feed



Your Bestival Village Managers:



Katt Alexander
07983 441 744



Katy Fowler
07834 244584

1. About Pitch Village

Pitch Village was founded in 2015 by Susan Millichip and Katt Alexander.

With over 30 years experience working in the UK Festival Industry between them, and over 10 years working together - Susan and Katt knew that they wanted to use the knowledge they have gained over the years to improve the festival experience, particularly that of festival campsites.

Having had first hand experience of campsites where over crowding, a lack of facilities and insufficient customer service had impacted negatively on the audiences' enjoyment of their weekend, they set about designing a service to bring about positive change to this part of the festival experience.

Whilst 'Glamping' (Glamorous Camping that is!) has been around for a few years now - in the main, it is not an affordable option for the majority of festival goers. Pitch Village is about making the most of the festival, making camping hassle free and ensuring audiences have the facilities and customer service they deserve; this should be available to as many people as possible.

As well as enhancing the enjoyment of camping, Pitch Village also aims to use this service to reduce campsite waste. Up to 90% of tents and equipment can be left at the end of some major festivals, almost all of which is directed to landfill.

Contrary to popular belief, there are very few ways to recycle tents on this scale, and the current environmental impact is not sustainable; tents are for a season, not just a festival!

Besides improving the standard of Campsites and reducing their environmental impact - Pitch Village believes in giving back to the communities that support our wonderful industry and who form the backbone to each and every festival site.

Later in this document we details the schemes that we have to use Pitch Village as a force for good, from supporting local food banks, to twinning our toilets with sanitation facilities in countries that need them the most.

Our ambition as a company is not based on profit, but on building a brand that is personable, forward thinking and that works to support our incredible Festival Industry and keep audiences coming back for more.

We create a home away from home for our customers... even if it is in the middle of a field!

2. How to find our Village

We are located in our own dedicated field within the Bestival Campsite. This year, we will be located next to the Boutique Camping Area - in a clearly marked area welcoming you to our Village. The closest Parking Area is accessed through the Green Gate.

Click on these links for the [Festival Map and General Event Information available to download](#).

For details on how to access the festival site please see the [Festival's Official Travel Advice for more information](#).

4. Package Descriptions

At Bestival we provide;

'**Tent Only**' packages where you can select your tent and add various additional equipment, and

'**All Inclusive**' packages which provide tent, sleeping mattresses and sleeping bags for every.

If you would like to add any further equipment to your order, please get in touch with us and we can do this in advance.

Please note that we don't provide pillows or towels, you'll need to bring these along with you.

*None of our Camping Packages include tickets to the Festival weekend. Customers must have purchased their festival camping ticket separately to get access to the event.

7. Showers

Nothing beats a hot shower in the morning, so we are delighted to provide these for you in our Villages.

We ask that Villagers are mindful of how long they take in the shower at peak times, between 8-11am.

If you have any issues with our sanitation facilities, please inform us at Reception so we can resolve this.

9. Storage Facilities

Free storage is available in the Reception Container, for small items only. One box is provided per Tent Pitch and all items are left at your own risk.

3. Opening & Closing Times

Open for Check-In from:

Thursday 7th September at 12pm

Close for Check-Out by:

Monday 11th September at 12noon

5. Check-In and Check-Out

When you arrive please look for our Reception. Simply provide your order number and your booking name and we will show you to your tent and help you to get settled in.

When you are leaving, please visit us in Reception to advise us you are checking out and we shall wish you well on your onward journey, and do all the rest

6. Toilets

We provide private toilet facilities for the use of our limited number of customers only. We also have dedicated cleaners to keep them as fresh and clean as possible.

Please leave them as you would wish to find them!

8. Phone Charging

Free phone charging is available in Reception, on a first come, first served basis. You can leave your phone and collect later on, or wait while your phone charges.

Please remember to bring your own phone charging cable! All items are left at your own risk

10. Refreshments

We provide free Teas, Coffee and Hot Chocolate in every Village. Please go to the Reception Container and help yourself!

11. Other Facilities

We have our lovely Pamper Cabin on site, that includes mirrors, hair dryers, straighteners and a space to get yourselves ready for a day at the festival.

Sinks will be available close to the toilet and shower facilities. Please only use water to brush your teeth from sources marked 'drinking water'. Should you require additional facilities or further assistance, please let us know in advance or come and visit us in the Reception.

13. Customer Service

We are on hand 24 hours a day to help you and make sure you enjoy your stay with us. Our Village has 3 Village Managers (day and night) and most also have an additional team of Customer Service Staff. We are here to help, so please don't be shy!

15. Fire Safety

You are welcome to use disposable BBQ's in our campsite (subject to festival rules). BBQ's may only be used in the designated areas. Please do not use cooking equipment of any type inside our tents – Carbon monoxide can kill. No fires allowed, and please don't smoke in either our tents or in our facilities.

16. Recycling

Please use the bin bags you were given at check in to keep our campsite tidy and deposit them in the designated area when full. We have plenty of bin bags in Reception, if you require more.

Good Deed Feed

We'd like to share with you some of the Good Deeds that Pitch Village makes on behalf of each and every Villager we welcome throughout the summer festival season...

- We will twin every toilet block we create in our Villages, with a toilet block in a developing country
- We will donate an item of food to each festival's local food bank for every Trip Advisor Review we receive
- We will donate our tents, at the end of their festival lifespan to those in the world who need them most
- We will donate our sleeping bags and mattresses at the end of their festival lifespans to each festival's local homeless charity to provide a better night's sleep for those who need it most

12. Security

Our Villages have 24 hour security cover for the duration of each event. Should you have any concerns, please approach them, as they are part of our team and there to assist you.

14. Good Camping Guidance

Our Villages aim to take the hassle out of camping, but there are still some useful things you can do to make sure you are as comfortable as possible;

- Keep you tent windows and doors closed when you're enjoying yourself, this stops little bugs from getting in!
- **Please don't leave valuables in your tent (leave them with us in secure storage!)**
- Don't rest your bags up against the tent walls - if the inner and the outer of the tent are pressed against each other, this can lead to dampness
- **Wear your wristband at all times, so we know you are one of our lovely villagers**
- Please respect other villagers and try to keep noise to a minimum between 12am and 7am
- **Absolutely No Smoking in or close to any tents**

Pitch Village is about having an enjoyable camping experience. Please respect your fellow villagers during your stay, behave appropriately and be mindful that your actions do not impact on the enjoyment of others. Please do not bring guests back to Pitch Village who are not booked to stay here.