

# Pitch Village

Key Information

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Hebridean Celtic Festival  
2016

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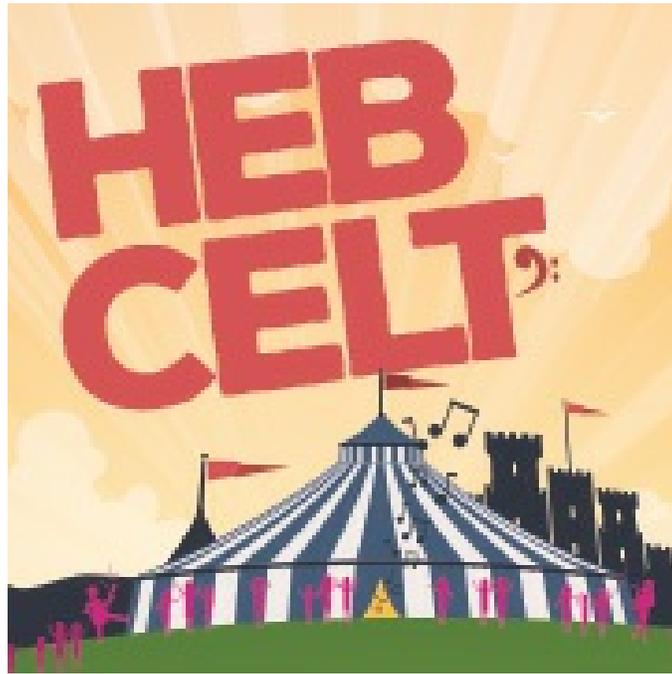
Willowglen  
Stornoway  
Isle of Lewis



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

## Pitch Village;

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



"**HebCelt** is a jewel in the Scottish Music Calendar, reflecting the beauty and diversity of the Outer Hebrides and beyond..."

### Welcome to Pitch Village, at Hebridean Celtic Music Festival 2016!

We are delighted to welcome you to the Hebrides, to the Isle of Lewis, to HebCelt and to our beautiful Village in Willowglen.

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.

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 July!

**Katt and Susan**  
Founders of Pitch Village

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## Your HebCelt Village Managers:



**Katt Alexander**  
07983 441 744



**Susan Millichip**  
07730 175 788

# 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 it hassle free and ensuring audiences have the facilities and customer service to make this happen, 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.

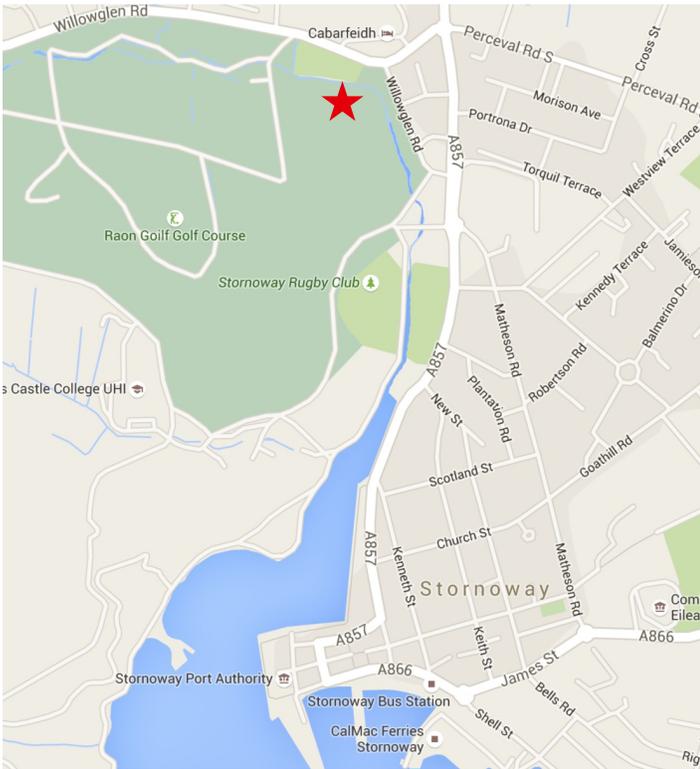
Contrary to popular belief, there are very few ways to recycle tents on this scale, and the current environmental impact is not sustainable.

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.

**We want to create a home away from home for every customer.. even if it is in the middle of a field!**



## 2. How to find our Village

We are located at Willowglen, just on the corner of Willowglen Road and opposite the Cabarfeidh Hotel (marked by a red star on our map).

We are only a few minutes walk from Stornoway Town Centre, and only a few minutes from the festival arena itself. Simply walk along the Woodland Pathway straight to the main entrance.

Unfortunately, there is no parking at our Village however it is easy to access on foot, by public transport or by taxi.

## 3. Opening & Closing Times

Open for Check-In from:  
Wednesday 13th July, at 12pm  
Close for Check-Out by:  
Sunday 17th July, at 3pm

Should the weather affect ferry sailings or flights, we will make arrangements to ensure that no Villagers are left without a (canvas) roof over their heads.

## 5. Check-In and Check-Out

When you arrive please look for our lovely green Reception Container.

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!

## 4. Package Descriptions

Pitch Village provide various ways for Festival goers to camp with us.

At HebCelt we provide 'All Inclusive' Camping packages, this means that your tent comes complete with sleeping mattresses and sleeping bags for each camper.

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

We also have offered a limited number of "Festival Ticket and Accommodation" Packages which include Weekend Arena tickets to the Festival.

**\*Please note, only "Festival Ticket and Accommodation" Packages include tickets to the Festival weekend.**

Please do make sure you double check your booking, and are aware of which package you have booked.

"All Inclusive" Camping packages do not include festival tickets, and customers with this package must have purchased their festival ticket separately to get access to the event.

## 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 be advised, as our Villages are still located in the middle of fields, therefore these toilets aren't of the 'bathroom suite' variety - but we make every effort to make them as pleasant as possible.

## 8. Phone Charging

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

## 10. Refreshments

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

## 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.

## 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

## 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, so as to be considerate to other Villagers.

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.

## 11. Other Facilities

Should you require additional facilities, such as baby changing, 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.

Every Village has two 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!