

itch village y Information

Belladrum Tartan
Heart Festival
2018

Belladrum Estate
By Beauly
Inverness-Shire
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"Belladrum Tartan Heart is a firm favorite on the festival calendar, with a loyal following of fervent fans that return year on year.."

to Pitch Village, at Belladrum Tartan Heart 2018!

delighted to welcome you to the beautiful
n Estate for another year of fantastic music, art
tainment in the heart of the Scottish Highlands.

mation booklet is designed to give you the key
on you need to make the very most of your time
nd to ensure that you have the best experience

o take a moment to read through our FAQ's,
e available on our website, if there is anything
ill unsure of. Also, please see the festival's own
or further information at the following address:

[n Tartan Heart FAQ's](#)

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Your Belladrum Villa Manager:



ROBERT KERRIGAN
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About Pitch Village

was founded in 2015 by Susan Millichip and Katt

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

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

'Glamorous Camping' (Glamorous Camping that is!) has been
for a few years now - in the main, it is not an affordable
for the majority of festival goers. Pitch Village is about
to take most of the festival, making camping hassle free and
so audiences have the facilities and customer service they

Contrary to popular belief, there are very few ways to
run 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
environmental impact - Pitch Village believes in giving
to communities that support our wonderful industry and
as the backbone to each and every festival site.

Later in this document we detail the schemes that
we use Pitch Village as a force for good, from supporting
charity banks, to twinning our toilets with sanitation facilities
in areas that need them the most.

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

**We create a home away from home for our customers
in the middle of the field.**

How to find our site

Information about how to access the festival site by car, bus or train is available on the travel advice page, on the [Official Website](#).

Located within the Glamping area, in our own dedicated site with tent and car parking. Directions are described below; the main entrance/exit is off the A833 main road opposite Brockie's Lodge Hotel

When driving from Beaulieu/ Inverness direction, do not turn right at the Belladrum Gate Lodge entrance. Instead, continue to the left on the left a quarter of a mile further on opposite Brockie's Lodge Hotel. If approaching from Drumnadrochit, continue to the past main festival vehicle exit and turn right into Brockie's Lodge Hotel.

Signs are shown where to park and you will find Glamping here. Only Glamping customers can park here with a valid Glamping vehicle pass.

When returning to the Belladrum Gate Lodge entrance by car, follow the one way system back out onto the A833 main road, turn right onto the main road and then right into Brockie's Lodge Hotel

Camping Package Descriptions

We provide two types of packages; 'Basic' packages where you can select your tent and additional equipment, and 'Full' packages where we provide a full camping set including a camper in the booking.

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.

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

Please note, none of our Camping Packages include tickets for the festival weekend.

All customers must have purchased their festival ticket

3. Opening & Closing Times

Open for Check-In from:

Thursday 2nd August at 10am

Close for Check-Out by:

Sunday 5th August at 1pm

5. Check-In and Check-Out

When you arrive please look for our lovely green 'Check-In' Container. Simply provide your order number, your booking name and we will show you to your tent. We will then help you to get settled in.

When you are leaving, please visit us in Reception. Let us know you are checking out and we shall wish you a safe onward journey, and we do all the rest!

6. Toilets

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

Please be advised, as our Villages are still located in the middle of fields, therefore these toilets are of a 'bathroom suite' variety - but we make every effort to make them as pleasant as possible.

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 spend in the shower at peak times, between 8-11am.

Refreshments

We have free tea and coffee in every tent. We do not provide disposable cups, but you can purchase reusable cups for purchase. Please remember to bring your own cup!

Security

We have 24-hour security cover for the duration of each event. Should you have any concerns, please contact them, as they are part of our team and will assist you.

Good Camping Practices

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

• Keep tent windows and doors closed when you're not in yourself, this stops little bugs from getting in!
• **Don't leave valuables in your tent (leave them in secure storage!)**

• Pack your bags up against the tent walls - if the tent poles are pressed against each other, this can lead to dampness

• **Wear your wristband at all times, so we know you are a lovely villager**

• Respect other villagers and try to keep noise to a minimum between 12am and 7am

• We're all about having an enjoyable camping experience. Please be respectful to your fellow villagers during your stay, behave appropriately and ensure that your actions do not impact on the enjoyment of others. We don't bring guests back to Pitch Village who are not booked to stay.

11. Other Facilities

Sinks will be available close to the toilet and shower. Please only use water to brush your teeth from the sinks, not 'drinking water'.

We also have a fantastic PAMPER CABIN where you can use our hairdryers and straighteners free of charge.

13. Customer Service

We are on hand 24 hours a day to help you and ensure you enjoy your stay with us.

Every Village has two Village Managers (day and night) who also have an additional team of Customer Service staff here to help, so please don't be shy!

15. Fire Safety

You are welcome to use disposable BBQ's in our designated campsite (subject to festival rules).

BBQ's may only be used in the designated area. 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 your campsite tidy and deposit them in the designated bins. We have plenty of bin bags in Reception, so please don't be shy. Thank you!

Good, Dead Food