

Pitch Village

Key Information

Belladrum Tartan
Heart Festival
2019

Belladrum Estate
By Beaully
Inverness-Shire
IV47BA



Pitch Village;

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



"Belladrum Tartan Heart is a firm favourite on the festival calendar, with a loyal following of fervent fans that return year on year..."

Welcome to Pitch Village, at Belladrum Tartan Heart Festival 2019!

We are delighted to welcome you to the beautiful Belladrum Estate for another year of fantastic music, art and entertainment in the heart of the Scottish Highlands.

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: [Belladrum Tartan Heart 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 August!

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 Belladrum Village Manager:



ROBERT KERRIGAN
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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 detail 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

Information about how to access the festival site by car, bus or taxi is all available on the travel advice page, on the [Official Belladrum Website](#). **Download your parking pass [HERE](#)**

We are located within the Glamping area, in our own dedicated campsite and car parking. Directions are described below; The vehicle entrance/ exit is off the A833 main road opposite Brockie's Lodge Hotel

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

You will be shown where to park and you will find Glamping Reception there. Only Glamping customers can park here with a Glamping vehicle pass.

If you turn in by the Belladrum Gate Lodge entrance by mistake, follow the one-way system back out onto the A833 main road; turn right onto the main road and then right into Glamping opposite Brockie's Lodge Hotel

4. Package Descriptions

At Belladrum we provide two types of packages;

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

'**All Inclusive Packages**' where we provide a full camping set up for each 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.

[Please note 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 to the Festival weekend.**

Customers must have purchased their festival ticket separately to get access to the event.

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. Please remember to bring your own phone charging cable.

3. Opening & Closing Times

Open for Check-In from:

Thursday 1st August at 8am

Close for Check-Out by:

Sunday 4th August at 1pm

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 we 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 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.

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.

10. Refreshments

We provide free tea and coffee in every Village. We do not provide disposable cups, in order to cut down unnecessary waste, so please remember to bring your own cup!

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 your 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

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.

11. Other Facilities

Sinks will be available close to the toilet and shower facilities. Please only use water to brush your teeth from sources marked '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 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!

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 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