



## CAMPING FREQUENTLY ASKED QUESTIONS

### **DO YOU HAVE A RESTAURANT AVAILABLE AT BEWL?**

Yes, the Waterfront Café serves hot and cold drinks, snacks, and a small selection of food. There is also our brand-new ice cream parlour attached to the Café. For the most up to date menu and opening hours click [here](#).

### **IS THERE FRESH WATER AVAILABLE?**

Yes, there are cold water taps on all fields and a washing up station with hot water. All tap water is suitable to drink (unless stated) and can be potted for use next to your tents.

### **DO YOU ALLOW DOGS?**

We are a dog friendly camp site for friendly, well behaved, and importantly quiet dogs.

### **ARE THERE ELECTRICITY HOOK UPS?**

No, unfortunately we don't offer electricity.

### **CAN I PLAY MUSIC?**

You are allowed to play music very quietly until 10pm, however after that we ask for all music to be turned off.

### **CAN I PARK MY CAR NEAR THE CAMPSITE?**

Yes, you can park in the camping car park near to the main camping field. Some of our pitches have car parking spaces next to them.

### **DO YOU ALLOW CAMPFIRES?**

We don't permit open campfires at Bewl Water.

### **IS THERE A SHOP ON SITE?**

No, we don't have a mini supermarket although we have a very well stocked Café that serves hot and cold drinks, snacks and meals throughout the day, your handbook has up to date information.

### **IS THERE SOMEWHERE I CAN CHARGE MY PHONE?**

There are limited plug-in points available, speak to the camp site manager at check in for further details.

### **LEAVING THE BEWL WATER CAMPSITE**

To ensure the safety of all users, there is a 5mph speed limit on all roads, please adhere to the speed limit, drive slowly and considerately when leaving the site.

### **CAN I USE MY OWN STAND-UP PADDLEBOARD, KAYAK, CANOE OR SAIL WHILST I AM STAYING AT BEWL?**

Yes, you can. A day pass costs £20.00 per day for an adult (18 and over), £10.00 per day for a junior (10-17 years) and FREE for children aged 5-9 years.

Procedures and guidance must be followed to ensure you are safe whilst afloat. All crafts must have public liability insurance. All users must be supervised by an adult over 21. We do not permit inflatable kayaks or canoes however inflatable SUPs are fine. A full list of rules and regulations as well as the day pass form will be sent to you one week prior to your arrival.

### **IS THERE WIFI?**

Yes, in the Waterfront Café, although not on the campsite.

### **DO YOU HAVE GOOD MOBILE PHONE SIGNAL ON SITE?**

It depends on your network provider; some provider's signals are poor.

### **WHAT TIME IS CHECK IN/CHECK OUT?**

You can check in from 2pm – 6pm.

If you feel that you will be later than 6pm, please call us in advance on 07767 375115. The entrance gates close at 8pm. Anyone arriving after 8pm will be unable to gain access to the campsite.

On your day of departure, you must check out by 11am.

### **CAN I POSTPONE MY TRIP IF THE WEATHER FORECAST IS BAD?**

We have a 96-hour cancellation period, whereby should you cancel within 96 hours, you will lose your payment. If you give us more than 96 hours' notice, we will happily keep the payment in credit for you to rebook at a later date, subject to availability. Or you can receive a 50% refund of the full amount.

### **DO YOU HIRE OUT TENTS?**

We don't hire out tents, there are companies that can arrange this such as <https://tent2hire.co.uk/> and <https://www.contentedcamping.co.uk/>

### **CAN I USE A BBQ?**

You can use your BBQ in your designated area, these need to be raised on a purpose-built frame, please make sure that you dispose of waste and hot materials correctly. Please do not use any disposable BBQs.

### **CAN I SWIM IN THE LAKE?**

There is strictly no unsupervised swimming in the reservoir. Open Water swimming sessions are provided by Tri Swim, for more information visit <https://www.triswim.org.uk/product/bewl-water-swim/>

### **IS THERE A CASH POINT?**

There is no ATM or cash back facilities at Bewl Water however you can pay by card everywhere on site.

### **CAN I CAMP IN A PLOT ADJACENT TO ANOTHER FAMILY WE INTEND TO STAY WITH?**

Yes, you can. Please ensure you select the correct plot number on our camp site map when booking.