

# Campsites

## Frequently Asked Questions

### **When can I check-in for arrival?**

Point of Ness and Birsay Campsites welcome guests to check-in from 14:00 each day.

### **When must I vacate the Campsite on departure day?**

We require guests to vacate our campsites by 10:00 on the morning of their departure.

### **Can I stay at the site all day or must I vacate?**

You are more than welcome to stay on the site all day during your booking.

Point of Ness Campsite - Our Wardens will be undertaking a daily deep clean of the amenity block between the hours of 10:00 and 14:00 therefore some areas will not be available during these times.

Birsay Campsite - Our Wardens will be undertaking a daily deep clean of the amenity block between the hours of 10:00 and 12:00 therefore some areas will not be available during these times.

### **Do I need coins to use the washing machines and tumble drying facilities?**

Yes, the machines are coin operated and accept £1.00 coins. It costs £2.00 approximately for an 18 minute wash and £2.00 for a 15 minute cycle in the tumble dryer.

Washing powder/liquid is not provided.

There is an outside drying green available for guests (your own clothes pegs are required).

### **Do I need to take coins for the showering facilities?**

No, showers at Point of Ness Campsite and Birsay Campsite are free of charge.

### **How do I know the facilities are cleaned regularly?**

We follow strict cleaning routines each day. Please contact the warden if you have any concerns.

### **How do I check in?**

You will be asked to give your name, telephone number and number in your party/family group (as shown on booking information).

### **What if I need to cancel or amend my booking?**

Please contact customer services as soon as possible on 01856873535 during normal office hours.

**Point of Ness - Can I use the power points in the amenity block to charge mobile devices?**

Yes, you can use the lounge area for charging up mobile devices with USB ports also available. Please note that guests are responsible for their own belongings at all times.