

DERWENT HILL CAMPSITE

Thank you for booking the Derwent Hill Campsite. We hope you enjoy your stay.

This document includes information about the following:

- General Information
- The Role of Visit Organisers
- Emergency Telephone Numbers
- Fire Procedures
- Map of Derwent Hill

Please contact us if you would like this information in a different format such as large print, electronic, in Braille or in another language.

GENERAL INFORMATION

Arrival and Departure

The campsite will be available from **4.00pm** on your day of arrival and you should vacate the site by **10.00am** on the day of departure. Vehicles should not be left parked at Derwent Hill outside these times due to other arrivals and departures. If you wish to arrive earlier or depart later, please contact us to see if this is possible.

Parking

Please park in the designated campsite parking area under the trees at the end of the Training Centre car park or in the overspill car park (behind the workshop and greenhouse). Please note, the campsite is a 5 minute (400 metres) walk from the nearest parking place and there is no lighting on the route.

Boundaries

Please do not go beyond the boundary of the campsite except to use the footpaths to the car park or alongside the river. The remainder of the Derwent Hill grounds, including the bush craft area and old tennis court below the campsite are out of bounds. The field adjoining the campsite may contain stock or farm vehicles and is also out of bounds.

Accessibility

There is a wheelchair accessible route to the campsite; however, the route is rough and involves negotiating tight bends, gravel paths and tree roots. There is no lighting on route to the campsite.

Facilities

The campsite has an amenity building that comprises of 4 individual bathrooms, one of which is accessible and a separate kitchen with a free-standing cooker, under counter fridge and freezer, kettles and microwaves. You will need to bring your own cutlery, crockery and pans. If you are using the camping pods, you will also need to bring your own bedding.

Keys

The keys for the camping pods are kept in key safes outside the main entrance door of the Training Centre. You will be given the code when you book. Please leave the keys in the key safe before you leave on your day of departure. Feel free to store the key in the key safe during your stay if you'd prefer not to take it out with you. Keys are not required for the amenity building; it will be unlocked before your arrival.

Dogs

Dogs are permitted on the campsite, but not in the camping pods or the amenity building. They should always be kept on a lead. Owners must have public liability insurance and dispose of any dog fouling appropriately.

Noise

In consideration to our neighbours, other guests and resident staff, please keep noise to a minimum, especially after 9:30pm.

Office

The office is open from 8:30am to 5:00pm Monday to Friday, except Bank Holidays. See useful telephone numbers for assistance outside of these times.

Security

Derwent Hill is unable to take responsibility for your possessions during your stay. We advise you to not leave any valuables unattended.

Barbeques

You are welcome to use portable barbeques, but we would ask you to extinguish them after use. Please place cold coals in the rubbish bins. Use of camp fires and fire pits are not permitted and cooking is not permitted inside tents or camping pods.

Smoking

Derwent Hill is a non-smoking venue. Campsite guests can only smoke at the designated smoking area signposted on the campsite. Please dispose of extinguished cigarette butts in the rubbish bins.

Visitors

If you are expecting any visitors, please let us know in advance. You should politely challenge anyone you see in or around the site if you are concerned about whom they are: Derwent Hill staff and any bona-fide visitors should be wearing an ID badge.

Departure

On departure please ensure that the campsite and its facilities are left clean and tidy. Please remove all rubbish to the refuse bins and recycling units in the main car park. We reserve the right to levy a charge if we feel the campsite or camping pods have been left in an unacceptable state.

Behaviour and Damage

You are responsible for maintaining acceptable levels of behaviour by members of your group. If the group or any members of it are asked to leave due to unacceptable behaviour, no refund will be due. You will be asked to pay for any damage caused by malicious or careless behaviour.

Please be aware and considerate that the Keswick campsite is over the river. Derwent Hill has two other facilities on the same site as the Campsite. These are normally occupied by a schools or groups of young people or adults.

Electricity

There are no hook-up facilities available on the campsite. Camping pods and the amenity building have their own electricity supplies.

Shops

The nearest place to get supplies is Keswick, where there are many outdoor shops as well as supermarkets, chemists, etc.

THE ROLE OF VISIT ORGANISERS

Supervision

During your stay at Derwent Hill you will take full responsibility for your group, including overnight. You are totally responsible for supervision and for responding to emergencies such as medical and fire. This means you must be capable of the following duties:

- Assuring the safety and welfare of all in your group, including adults and children
- Safeguarding the campsite and its contents
- Maintaining appropriate conduct
- Responding in an effective way to any incidents, accidents, fire or other emergencies.

You should refrain from any activity, such as drinking alcohol or taking illegal substances, which might compromise your ability to carry out your responsibilities.

Where a group is accompanied by more than one organiser, one of these should act as co-ordinator to ensure that all members of the group are aware of their roles and responsibilities.

Safety

You can contribute to minimising the risk of accidents by being aware of the following hazards:

- Use of camping stoves, barbeques and sharp utensils
- Unauthorised use of equipment (e.g. fire extinguishers)
- Unauthorised use of Derwent Hill's ropes course
- Smoking, alcohol and drugs
- Vandalism
- Noise and commotion at night, causing fatigue
- Slipping e.g. outdoors during wet weather; on wet shower room floors
- Tripping e.g. limited lighting; tent guy lines
- Climbing e.g. river banks, trees and barbed wire fences
- The river near the campsite which can be deep and fast-flowing
- Bad weather e.g. wind damage and flooding out of tents
- Limited lighting and uneven ground
- Illness and infection follow good hygiene practices e.g. drink tap water only

Emergency Telephone Numbers

Contact	Telephone Number
Police / Ambulance / Fire	999
Police (Non Emergency Number)	101
Out of hours medical assistance	111
Doctor (Castlehead Medical Centre)	017687 72025
Hospital (The Keswick Community Hospital)	01768 245678
Dentist (Dental Direct)	01228 603900
Derwent Hill Office (8.30 – 17.00 weekdays)	017687 72005

Fire Procedure

If you discover a fire, and it is small, and you are trained to do so, put out the fire with the appropriate equipment i.e. fire extinguisher. Otherwise proceed as below:

- Using a mobile phone call 999 for the Fire Service. State: "Fire at the campsite at Derwent Hill Outdoor Education Centre, Portinscale, Keswick, Cumbria CA12 5RD. There is no road access to the campsite, but it is accessible to 4-wheel drive vehicles via a track and across a field."
- Take charge and ensure everyone calmly leaves the camping pods, amenity building and tents. Do not stop to collect personal belongings.
- Direct everybody to the signed Fire Assembly Point and make a roll call.
- If the Fire Service is called, send a responsible adult to the main entrance to meet and direct them. When they arrive, inform them of the location of the fire and of any missing people. A map is included with this information to show the location of the campsite and to give access directions.

Derwent Hill Centre

Scale 1:2000 (1mm=2m)

0 20 40 60 80 100

Magnetic North

Contours 5m

