

INFORMATION FOR CAMPERS 2021

Folk Week at Dane Court Grammar School, Broadstairs Road CT10 2RT,
We wish you a warm Broadstairs welcome and hope you have a wonderful time.

The Folk Week campsite is located on school fields, with hard-standing parking and residential housing nearby. There is no access to the school buildings. The fields are marked out with emergency lanes and according to social distancing guidelines. Please be aware that if you camp near main walk ways, Hub or facilities you may be disturbed.

Arrival Details

Access is through the school's main gates on Broadstairs Road.

(Postcode for satnav CT10 2RT). All campers must park in the main school car park first and then go to the Campsite Check In office to collect or purchase their Festival Ticket which is in the form of a wristband and must be put on before you leave the Check-In office. You will also be issued with a tent tag, car park pass etc.

Once you have checked in, you can drive onto site, unload and then park your car in the designated parking areas. Only Motorhomes may park on the field, all other vehicles must be moved to the car parking areas.

Arrival & Departure Times

Check-In is open Friday 6th August 10.00. Please do not arrive before this time, as you will not be allowed on site. We ask that you try to arrive by 9.30pm. Should you arrive after this time, the campsite warden's team will assist you. **Departures** Please leave the campsite by 12 noon on your departure day. The campsite will be cleared by 12.00noon on Saturday 14th, please do not delay your departure because our volunteers need to get the site ready to hand back to the school and it will have been a long week for us all.

What is Available On-Site

Showers/Loos - All shower units are situated by the school buildings, portaloos by the school buildings as well as elsewhere on the site. These are cleaned on a regular basis – please see additional information for Covid-Safety. Shower facilities will be closed at 10am on Saturday 14th.

Campsite Hub This is for socialising and sessions. You are welcome to use it to meet up with friends. We do ask that, after 11pm you are respectful of other campers and keep noise to a minimum. No music after midnight. The Hub will be closed at 2am for security. If there are noise issues, the Hub will close earlier.

Onsite Catering is on site all day, look out for notice boards and posters on site for information and opening times. To help us reduce the amount of plastic waste, bring your own refillable drinks bottles (or tankards if you're a Morris dancer). Drinking water taps are situated around the site.

Campsite Wardens deal with campsite facilities, site security and minibus times. They have the authority to enforce all the campsite rules, including parking on site. Please remember they are volunteers, and the festival will not tolerate any abusive behaviour.

Minibus Transport There is a regular bus service into town during the day, please check onsite information for times.

Merchandise & Programmes can be purchased on-site.

Children The Creative tent is now located in the Festival Arena and is free of charge to children with camping tickets.

Site Rules

Everyone on site must wear a Festival Camping Wristband. All camping children should wear their wristband, with an emergency contact number on, this is in case of emergencies. No under 18's are permitted to camp without adult supervision. Please remember adults are still responsible for their children, even at a Festival.

For safety and noise reasons there should be no vehicles moving anywhere on the campsite fields at night. In the case of an emergency please speak to security.

Pitching your tent or caravan –You must keep all marked access lanes clear for emergency vehicles. There must be a minimum of 3 metres between units. Small groups of no more than six tents can be closer but then there must be a firebreak. No cars can be left by your pitch; they will need to be moved to the designated parking areas. All tents/ caravans/ campervans **must always display their Tent Tags.**

Fire Precautions & Safety Please bring a bucket to fill with water on arrival and leave it by your caravan/tent. No fireworks, smoke canisters or open fires are allowed, only barbecues raised up from the ground may be used. STAY SAFE – if you are cooking or using gas lamps or cookers anywhere near a tent they MUST be kept at least 2m away from your canvas when alight, this is to reduce the risk of fire AND to avoid gases building up in your tent causing asphyxiation. For more information regarding camping safety. Visit www.rospa.com/leisure-safety/advice/camping/ The local Fire Officer will inspect the site during the week and may ask people to move if he considers that any van, caravan or tent constitutes a Fire Hazard.

Chemical Toilets Must be emptied into the disposal facility provided, CDP. Please do not empty your chemical toilet waste into the general toilets.

Smoking is not permitted on the School premises.

No animals are allowed on the campsite. Persons arriving with animals will be asked to leave. Guide or support dogs are the exception to this rule. Please inform us that they are coming at time of booking.

Drugs Any persons found using/selling illegal drugs on the Campsite will be asked to leave.

Behaviour Any camper whose behaviour is deemed unacceptable will be asked to leave.

Litter & Recycling please **do not leave bags of litter outside** - the seagulls will attack them. Use the Bins and try to recycle as much as possible. The warden's office can supply you with bin bags.

Security Professional security guards patrol the site at night. Broadstairs Folk Week cannot take responsibility for lost or stolen items, so please keep your valuables with you. You may be asked by security or campsite staff to produce your wristband/pass at any time. Please 'be aware' and report suspicious behaviour or anyone you suspect of being on site without a ticket.

Any issues on site from 01.00am, contact one of the professional security guards.

Should an emergency occur, and you are unable to leave your tent/caravan you can contact our emergency campsite phone on 07742553503: **THIS IS FOR EMERGENCIES ONLY.**

Noise curfew time across the site is 1am If you're returning to the site late at night, please be quiet. Anyone continuing to make excess noise after a warning will be asked to leave the festival. Too many problems will lead to the site being closed and as there is no alternative site –it would mean the end of this Festival. We do appreciate your co-operation in all campsite rules.

GENERAL INFORMATION 2021

Festival Arena This year, all Folk Week's ticketed events will take place in a new Festival Arena with an Outdoor Stage. This is to ensure that we can plan within current government guidelines. The Arena is in open, grassy park, sited near Broadstairs train station which is a five-minute walk away. There will be food and drink vendors, as well as a bar. Information regarding artist line up will be added to the website over the coming weeks. The Arena will be open for free entry each morning until midday, to provide a place to meet up with friends, have a coffee and a bite to eat. The afternoon and evening events are for ticketholders only. Festival goers need to bring their own seating, chairs or blankets and be prepared for the weather. Currently, we are planning that the site will be divided into socially distanced areas between festival goers, but we hope restrictions will be lifted by 21st June. We will update the website with information when the government official steps in the road map are reached. The on-site toilets will be regularly cleaned and inspected and there is a disabled toilet available. There is no dedicated parking area for this venue, only the town's public parking area.

CRAFT FAIR AND FESTIVAL BAR Positioned on the clifftop at Victoria Gardens is our newly redesigned Craft & Music fair, which will be in the open-air. There will be many new stalls and tasty treats to try and our Festival Bar will be a fantastic place to meet up with friends.

FESTIVAL BIG PARADE this takes place on Saturday, leaving Pierremont Hall at **5.30pm** prompt culminating with a Celebration show at the Bandstand. (at the moment, this event cannot be confirmed.)

PROGRAMME CHANGES Programme changes will be displayed at the Festival Arena and Campsite.

VENUES You are advised to arrive in good time for events. There are no allocated places at the Festival Arena, and it is likely that there will be staggered entry times to ensure the safety of the public. (Please see our Terms & Conditions). The Festival Arena is accessible for the less able, but it is sited on a grassy slope, so care needs to be taken when moving around the site. There will be toilet facilities for the disabled. Please download the Information Sheet for Disabled visitors from the Folk Week website. The use of audio, audio visual or video equipment is strictly prohibited without prior arrangement with the Festival Director. Venues are visited by our official Festival photographers; images may be used for Festival marketing via various media formats.

WORKFORCE - The Festival has a superb volunteer workforce, identified by their Yellow T shirts & Badge ID, without whom we would be unable to stage the event, and we thank them for giving us their time. They are not paid to work here—other than by receiving a Free Festival Ticket—so please be nice to them and respect their free time. Why not volunteer yourself next year?

THE FESTIVAL INFORMATION – Information points will be at the Festival Arena entrance and at the Craft Fair & Music Fair on Victoria Gardens.

HOW TO FIND US Broadstairs is on the North Eastern tip of the Kent coast between Margate and Ramsgate.

BY RAIL – high speed link means London is less than an hour and a half away

BY COACH – there is a direct route from London Victoria Coach Station.

BY ROAD – Sat Nav users can use postcode CT10 2RT which will take you to the Campsite at Dane Court Grammar School. Broadstairs Memorial Recreation Ground is in the centre of town CT10 1HZ. Please visit the Thanet District council Website for more information on local parking. www.thanet.gov.uk/info-pages/maps-of-car-parks-in-thanet/

FIRST AID - Festival Arena and Craft Fair will have first aid cover. There is a 24 hour A & E unit at Queen Elizabeth the Queen Mother Hospital, Ramsgate Road, Margate tel. 01843 225544 [10 mins drive]. There are several pharmacies in the town. First aid kits will be available at all Festival venues.

PROBLEMS AND COMPLAINTS PROCEDURE Most problems during the week can be sorted by individual managers or by the Festival Director. However, sometimes there are issues that fall outside of this. Any issues that cannot be resolved should be sent in writing to the Chairman of Broadstairs Folk Week and will be dealt with by the committee following the Festival.



TERMS & CONDITIONS AND TICKET POLICY

In 2021, there are Festival Week, Weekend or Day Tickets, with or without camping. These are wristbands. All ticketed events are included in these tickets.

There are also tickets available for afternoons and evenings at the outdoor Festival Arena that can be bought separately i.e. for one evening or one afternoon. These tickets cannot be used in conjunction with camping. There is no reserved seating or seating provided in the Festival Arena.

Tickets are available online, by phone or in person at the Folk Week office or Festival Arena during Folk Week.

Single Event Tickets for the Festival Arena

Please ensure you arrive early for your chosen events or we cannot guarantee entry.

Single event tickets for the Festival Arena are valid for that event only.

Single Event Tickets will be available online up until 6pm of the day before the applicable ticket date.

Festival Tickets

Festival Day/Weekend/Week Tickets cover all events on the relevant day (subject to space).

Day Tickets will be available online up until 6pm of the day before the applicable ticket date.

Festival Tickets with camping are sold subject to the terms and conditions below:-

You MUST have a Festival Ticket to camp.

Camping charges are applicable to the relevant Festival Ticket – Day/Weekend/Week.

The With Camping Festival Tickets are priced individually – not per tent or caravan.

Holder of individual event tickets are not entitled to camp.

Festival Day/Weekend/Week Tickets with camping cover all events on the relevant day.

Family Tickets are for 2 adults and 2 children aged between 7 and 15. Under 7s are free.

Concessionary Full Week Festival Tickets apply to people of pensionable age; registered disabled and unemployed people. Proof of entitlement should be emailed to info@broadstairsfolkweek.org.uk. When booking, please advise the Box Office if you have a disability. A separate information sheet for Disabilities is available to download.

For more information about the Campsite – please visit the Camping page.

Children and Youth Tickets

Child and Youth Tickets and Festival Arena tickets are only available when booked in conjunction with Adult tickets.

Youths are 16 & 17; Children's tickets are between 7 and 15.

Under 7s go free (unless specified in programme) but please notify us that they are in your party if you are camping.

Children under 14 must be accompanied by a responsible adult at all performances and under 16 at any licensed bar area.

Ticket Terms and Conditions for all types of Tickets & Refund Policy

Tickets of all types are limited in number, sold on a first-come, first-serve basis.

Tickets cannot be exchanged, transferred, re-sold, refunded or re-issued. Tickets will not be replaced if lost.

Once tickets have been purchased at a certain price, there will be no refunds of balance difference on other ticket options.

If Folk Week is cancelled in 2021....

Broadstairs Folk Week reserves the right to alter or change the programme, without prior notification. Every effort will be made to carry out the programme as advertised.

In the event of very bad weather, concerts at the Festival Arena may be cancelled but we will make that judgement on the day. If rain is forecast, please come prepared.

Ticket holders give their express consent to the use of their actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of this event, and/or element thereof in any/all media throughout the world.

Folk Week does not accept responsibility for any losses of valuables.

Adults are aged 18+; Youths are 16 & 17; Children's tickets are between 7 and 15.

No tickets may be used for competitions, promotions or hospitality packages without the written consent of Broadstairs Folk Week, and any ticket so used may be voided and the holder may be refused admission.

Any details which you provide when booking, are held and processed lawfully in accordance with the Data Protection Act. Your details are not passed on to any third parties.

These Terms and Conditions are subject to change at any time without prior notice. Any such change shall not affect any contract between us at the time of such change.

(Priority Booking for individual Event tickets is available to members of Friends of Folk Week only.)

Postage/Dispatch of Tickets

Tickets are dispatched by 2nd class post or they can be collected from the Festival Arena during Folk Week.

Venues Policy

Please ensure you arrive early for your chosen events or we cannot guarantee entry.

Broadstairs Folk Week reserves the right to refuse entry to the Festival Arena.

The use of audio, audio visual or video equipment is strictly prohibited and such devices shall not be brought into venues without prior arrangement with the Director or Artistic Director.

Any person who fails to comply with instructions from a steward or other person acting for the management may be ejected from the venue or campsite.

Dogs are not admitted to the Festival Arena.

In the event of very bad weather, concerts at the Festival Arena may be cancelled but we will make that judgement on the day. If rain is forecast, please come prepared.