

# INFORMATION FOR CAMPERS 2023

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, apart from the check-in desk. The fields are marked out with emergency lanes and according to social distancing guidelines. Please be aware that if you camp near main walkways, Hub or facilities you may be disturbed by noise.

## 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. Caravans and Motorhomes must only be sited in the upper areas of the site, the lower area is for tents only, this is due to the access to the lower field being unsuitable for their access.

**Once you have checked in**, you can drive onto site, unload and then park your car in the designated parking areas. Only Motorhomes, camper vans and caravans may park and stay on the field, all other vehicles **MUST** be moved to the car parking areas, once unloaded. This is monitored by the campsite wardens and if you fail to move your vehicle, they will ask you to leave the site as this is a condition of hire by the school that cars must not park next to their tent. All movement on and off site is monitored, so please be ready to show your wristbands at the main gates each time you enter the site during the festival.

## Arrival & Departure Times

**Check-In is open Friday 11th August 10am, located in the entrance to the Sports Hall.**

Please do not arrive before 10am, as you will not be allowed on site. If you arrive when check in is closed the, campsite warden's team will be on hand to assist you. **Departures:** Please leave the campsite by 12 noon on your departure day. The campsite needs to be cleared by 12 noon on Saturday 19<sup>th</sup>. Our volunteers need to get the site ready to hand back to the school.

## What is Available On-Site

**Information** – our volunteers in the campsite admin office and warden's office are there to help.

**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. Shower facilities will be closed at 10am on Saturday 19<sup>th</sup>.

**Campsite Hub** This is the heart of the campsite, with workshops during the day, big games are available to play and the bar is open every evening run by our lovely Hub managers. Meet up with friends, play, sing and join in the fun. Please visit Paddy at the hub if you are looking to place orders at the Offy. We do ask that, after 11pm you are respectful of other campers and our neighbours, keeping noise to a minimum. The Hub will be closed at 1am.

**Onsite Catering** 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.

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

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

**Minibus Transport** Careys minibuses are running a regular service from 10am – 8pm (9pm Fridays) stopping at the Festival Campsite, Dance Venue (Sarah Thorne Theatre), Queen's Road Baptist Centre, Bandstand and Craft Fair then return to the campsite. Outside of these hours, from 8.30am until 10.15pm our volunteer drivers will be providing the service. Please be aware that all our drivers are volunteers.

**Children** There are games and activities available at the hub. All children under 7 should wear a wristband with an emergency contact number on in case of emergencies In the case of a lost child please contact the campsite wardens as soon as possible. **Please remember adults are still responsible for their children, even at a Festival.**

**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.**

**SITE RULES** by booking into our campsite you are agreeing to these rules.

- Everyone on site must wear a Festival Camping Wristband. No under 18s are permitted to camp without adult supervision.
- **Parking** \_all vehicles MUST be moved to the car parking areas, once unloaded, no vehicles except motorhomes & Campervans can be left on the field. This will be monitored by the campsite wardens and if you fail to move your vehicle, you will be asked leave the site **For safety and noise reasons there should be no vehicles moving** anywhere on the campsite fields, especially 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. Caravans and Motorhomes must only be sited in the upper areas of the site, the lower area is for tents only, this is due to the access to the lower field being unsuitable for large vehicle access. 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. 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. Visit [www.rosipa.com/leisure-safety/advice/camping/](http://www.rosipa.com/leisure-safety/advice/camping/)
- **Chemical Toilets** Must be emptied into the disposal facility provided, CDP. Please do not empty your chemical toilet waste into the general toilets.
- **Drugs** Any persons found using/selling illegal drugs on the Campsite will be asked to leave. **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 and please advise festival on booking your camping.
- **Behaviour** Any camper whose behaviour is deemed unacceptable will be asked to leave. This is a family site and we do expect common decency regarding dress code. **Noise curfew time across the site is 1am** 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.

## Thank you for purchasing a Festival Ticket

**VENUES** You are advised to arrive in good time for events. Seating in venues is not reserved.

**Festival Concert Venue** - Folk Week headline concerts will take place at the Queens Road Baptist church. The QRBC run a super Café, open most of the day serving food and drinks, we will also have a small bar open before and during concerts. No food or alcohol is allowed to be brought onto the venue.

Venues such as the **Sailing Club and Crampton Tower** are small, intimate, and acoustic. **The Sarah Thorne Theatre** has street parking and a public carpark available nearby.

Queues at some events will be inevitable. People arrive early and doors cannot be opened until sound checks have been completed. Please be patient and co-operate with our volunteer stewards who will let you in as soon as they can. At some venues, stewards may ask you to form two queues: one for Event/Festival ticket holders and the other for those paying on the door. Holders of Festival tickets or Event tickets will be let in first, on a first come, first served basis. We keep an allocation available for our volunteers and Dance sides, if there are still seats available, then tickets may be purchased at the door. Venues are visited by our official Festival photographers; images may be used for Festival marketing via various media formats. The use of audio, audio visual or video equipment is strictly prohibited without prior arrangement with the Festival Director.

**PROGRAMME CHANGES** Programme changes will be displayed at the Concert venue, Dance Venue and Campsite.

**CRAFT FAIR AND FESTIVAL BAR** Positioned on the clifftop at Victoria Gardens is our Craft & Music fair, in the open-air, with many new stalls and the Jack Hamilton Festival Bar. Free entry – open 10am to 9pm from Saturday 12<sup>th</sup> to Friday 18<sup>th</sup> August 2023

**THE FESTIVAL MERCHANDISE** – Can be found at the Craft Fair & Music Fair or the Festival Box Office at Queens Road Baptist Church, some items will be available at the Campsite.

**MINIBUS TRANSPORT** Carey's run a regular service for us throughout the day stopping at all major festival venues. Outside of these hours our volunteer drivers will be providing the service from 8.30am-10.15pm look out for the notice boards at venues.

**HOW TO FIND US** Broadstairs is on the East 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. CT10 1NU for Queens Road Baptist Church for main concerts. 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/](http://www.thanet.gov.uk/info-pages/maps-of-car-parks-in-thanet/)

**FIRST AID** - Festival Concert Venue and Craft Fair/Bandstand will have first aid cover during opening hours. There is a 24-hour A & E unit at Queen Elizabeth the Queen Mother Hospital, Ramsgate Road, Margate CT9 4BG 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.

**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?**

### SAFETY AND COVID 19

The safety and comfort of festival goers is of paramount importance to us. Folk Week will continue to follow all government guidelines relevant during the festival.



## Broadstairs Folk Week - TERMS & CONDITIONS AND TICKET POLICY

**Full Festival Week, Weekend or Day Tickets, with or without camping include all ticketed events.** The Festival Lite tickets do not include the evening concerts at Queens Road Baptist Church. There is no reserved seating in any venue.

**Individual tickets** are available for all Folk Week ticketed events. Only Week, Weekend or Day tickets can be used in conjunction with camping. Tickets are available online, by phone until 5<sup>th</sup> Aug or in person at the Festival Box office during Folk Week.

**Tickets for all Festival events** can be purchased at the Festival Box Office in Queens Road Baptist church, open 11am to 3pm on Saturday 5<sup>th</sup> Aug and 10am to 9.30pm daily from 11<sup>th</sup> to 18<sup>th</sup> August. Family Tickets are for 2 adults and 2 children aged between 7 and 15. Under 7s are free, (except for specific children's events).

**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](mailto:info@broadstairsfolkweek.org.uk). When booking, please advise the Box Office.

### Children and Youth Tickets

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

### Camping at Broadstairs Folk Week

Festival Tickets with camping are sold subject to the terms and conditions below: -  
You **MUST** have a Festival Ticket to camp. Festival Day/Weekend/Week Tickets with camping cover all events on the relevant day. Festival Lite Tickets do not cover evening concerts at the Queen's Road Baptist Centre.  
Camping charges are applicable to the relevant Festival Ticket – Day/Weekend/Week.  
'With Camping' Festival Tickets are priced individually – not per tent or caravan.  
Holders of individual event tickets are not entitled to camp. For more information about the Campsite – please visit the Camping page on the website.

### Carers and disabilities

If you have special requirements, such as positioning of a wheelchair, it is the ticket holder's responsibility to contact Folk Week in advance to make sure that requirements are known. Venue stewards will do their best to accommodate requests. Should you require it,

you can download the Information Sheet for Disabled visitors from the Folk Week website.

**Postage/Dispatch of Tickets** - Tickets are sent by email in the form of E-tickets unless postage has been requested or they can be collected from the Festival Box Office during Folk Week.

### Tickets & Refund Policy

Please ensure you arrive early for your chosen event at all venues, or we cannot guarantee entry. 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.

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.

The festival concert venue has seating and is indoors. 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.

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.

### 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 any festival venue.

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.

Office Address:

Broadstairs Folk Week, Kent Innovation Centre,  
Millennium Way, Broadstairs, Kent. CT10 2QQ