



## **FAQ**

### **What are the benefits to Boutique Camping?**

Boutique Camping offers an eclectic selection of accommodation options for you and your family at Camp Bestival. Camping in one of these carefully selected accommodation options helps you and your family to relax and camp in comfort as you enjoy all that the festival has to offer. A short 10 minute walk away from Main Arenas, the Boutique campsite also offers plenty of warm showers, proper flushing loos, a dedicated carpark and staff ready to welcome you in and ensure you have a wonderful experience.

Your experience will include:

- Proper toilets
- Warm showers
- Free parking
- 24-hour Reception
- Free phone charging at reception
- Campsite security through the weekend
- Pamper tent (hairdryers, straighteners and mirrors)
- Food & Coffee vendors (at extra cost)

### **Does my Boutique accommodation give me access to the festival too?**

No, Weekend Festival Tickets are not included in your Accommodation price. Anyone staying in Boutique Camping must also book Weekend Festival Tickets to be able to use the accommodation – you can choose to add these to your order during the purchase process or purchase them separately afterwards from [here](#).

### **How does the payment plan work?**

You can review the full details of the payment plan on the ticket site during the booking process for your accommodation – please note dates for paying your instalments will differ depending on when you make your first booking.

### **What are the opening times and when do I have to leave?**

Boutique Camping is open from 10am on Thursday 29<sup>th</sup> July until Midday on Monday 2<sup>nd</sup> August 2021.

### **Do I need to book an accommodation space for children?**

Everyone staying in your Boutique accommodation must have a Weekend Camping ticket to gain entry and only the advertised number of **adults** for your tent size can stay in the accommodation. Children under 17 are welcome to stay in your accommodation without counting towards the advertised number of people, but they will require a free guest pass! This is for our own records, so we know how many guests to account for, and it can be added easily to your booking as an upsell during the order process. Up to 2 Boutique Guest Passes can be purchased alongside each accommodation. These wristbands will allow entry to the Boutique Campsite and facilities, but no additional bedding or car park passes are included.

### **Can our friends visit us in Boutique Camping?**

Boutique Guest Passes are available to book in the order process for children and adults, they are free for children and £40 for adults. These wristbands will allow entry to the Boutique Campsite and facilities, but no additional bedding or car park passes are included.

### **When will my tickets and car pass be sent out?**

Tickets will be sent out in batches throughout the year. If you haven't received your tickets 2 weeks before the event, or you have any other ticket enquiries, please contact your point of purchase.

### **I have already purchased but cannot remember what is included in my accommodation (i.e. towels, lighting)?**

Please check exactly which accommodation structure you have purchased by checking your order confirmation email or signing in to the ticket website.

### **Can I have my accommodation next to my friends?**

You are welcome to email us with your request but please note that we may not be able to fulfil your request at this late stage.

### **Can I stay in a Boutique accommodation situated in the Access Campsite?**

Requests for this are now closed.

### **What items can I not bring into Boutique Camping?**

Please refer to the Camp Bestival website for this information as the same restrictions apply to Boutique as the rest of the camping areas. You can view full terms and conditions of the event [here](#) and general information about the festival [here](#).

**I still have some questions; can I contact you?**

Yes, we can be reached at [this form](#) or at [boutique@campbestival.net](mailto:boutique@campbestival.net). Please note there will be a full information pack sent out 1 week before the festival.