

# CAMP BESTIVAL

## HOSPITALITY CAMPING

### FAQ

**Please note:** Anyone staying in Hospitality Camping must also book Hospitality Weekend Camping Tickets to be able to use the accommodation / BYO Tent / BYO Campervan or Caravan Pitch.

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

Hospitality Camping is the most exclusive festival experience for you and your family at Camp Bestival. Hidden away in the heart of the festival's backstage area and perfectly located with fast track entry to the main arena, you'll never miss any of the Main Stage action! Hospitality Camping hosts exceptional facilities, including Luxury toilets, Hot Showers, Pamper tent and complimentary hot drinks. We have a dedicated car park and concierge buggy service to help you with your luggage so you can truly arrive in style. This campsite has a peaceful and welcoming atmosphere with a fantastic community vibe and an array of sophisticated creature comforts.

#### **Hospitality Camping Ticket includes:**

- Weekend Festival Ticket
- Private campsite for Hospitality guests including:
  - o 24-hour Reception
  - o Charging hub for mobile phones and electronic devices
  - o Free car parking a short walk from the campsite
  - o Concierge buggy service to assist with your luggage
  - o Campsite security through the weekend
  - o Food & Drinks vendors\*
  - o Luxury Toilets
  - o Hot Showers
  - o Pamper tent (hairdryers, straighteners and mirrors)
  - o Complimentary hot drinks (please bring a reusable cup!)
  - o Sunday fireworks farewell party
  - o Fast track entry from campsite to main arena
- Access to the Castle Bar in the main arena including:
  - o Views of the main stage
  - o Food & Drinks vendors\*
  - o Luxury Toilets

- Seating Booths available to book\*
- Thursday night welcome party

\*At extra cost

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

No, Weekend Camping Tickets are not included in your Accommodation or BYO Tent / Campervan Pitch price. Everyone staying in Hospitality Camping must also book Hospitality Weekend Camping Tickets as well as Hospitality Upgrade 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 [here](#).

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

You can choose to use either Klarna or PayPal at the checkout, both of these then give you the option to split your payment into multiple chunks.

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

Hospitality Camping is open from 10am on Thursday 28<sup>th</sup> July until midday on Monday 1<sup>st</sup> August 2022.

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

Everyone staying in your Hospitality accommodation or BYO Pitch must have a Hospitality 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 also require a Hospitality Weekend Camping Ticket.

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

Tickets will not be sent out via post, instead they will be available in your Ticketmaster account closer to the date of the festival. Car Passes will still be sent out via post.

Please note that you will not receive any tickets for accommodation bookings.

### **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 can fill in [this form](#) to send us details of your bookings. Completing this form does not guarantee that we will be able to position you all together, especially if you are booking different types of accommodation, but we will do our best to accommodate requests.

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

Please refer to the Camp Bestival website for this information as the same restrictions apply to Hospitality 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 [hospitality@campbestival.net](mailto:hospitality@campbestival.net). Please note there will be a full information pack sent out 1 week before the festival.