

# Frequently Asked Questions

## Staying on a Rookery Camping Pitch at Durdle Door Holiday Park

### **Can I sleep in a vehicle in The Rookery camping Area?**

No, you must be sleeping in a tent if you have booked a Rookery Camping Pitch. If you do not have a tent you will be asked to leave.

### **Can I bring more than one tent per pitch?**

Each pitch is for one tent, up to 18 metres squared in size. You cannot have any additional tents.

### **What happens if my tent is too big?**

If your tent is too big you will not be allowed to stay.

### **How should I pitch my tent?**

You must pitch your tent at least 6 metres away from any other tents, and park your car as close to your tent as possible. Please park your car facing the road beside your tent.

### **Can I pick my pitch?**

The Rookery Camping Pitches are unallocated, so you are unable to reserve a certain pitch prior to your arrival. Similarly, we are unable to guarantee that two bookings could be pitched next to each other in the Rookery.

### **Do the Rooks make noise?**

It is worth noting that the nesting season for our rooks is between spring and early summer, and during this time they do make a considerable amount of noise which can wake you up in the morning – they may also leave some unwanted gifts on your tent or car! Though the noise doesn't affect all of our guests, you may wish to bring ear plugs if you are a light sleeper.

## **Where can I charge my phone?**

There are USB charging points in the dishwashing area for charging items. There is no electric available on the pitches themselves.

## **What time can I check in, and when do I have to check out?**

You can check in from 2pm, any time up to 9pm. Check out is by 11am on your day of departure.

## **What happens if I arrive early?**

You can buy a discounted ticket for Durdle Door Car Park, Lulworth Cove Car Park or Lulworth Castle car Park if you want to arrive in the area early or stay in the area after checking out. Please see the Customer Care Team in Reception to purchase this. The time between check out and check in is used to clean facilities, carry out pitch maintenance and ground work, and ready the area for our incoming guests.

## **Can I bring an extra car?**

Extra cars are charged at £7.50 per night per car. This extra car may be able to park on the pitch, alternatively we do have some additional parking for guests staying with us.

## **Can I pitch next to my friends?**

The Rookery Camping Pitches are unallocated. You have the best opportunity to pitch next to each other if you arrive at the same time, and as close to check in as you can.

## **Can I have day visitors?**

You can have day visitors to your pitch, and their vehicle does not need to be paid for if they are not staying overnight. We ask that you inform the Customer Care team if you are having any day visitors – this is so we can advise them of the best place to park, and take their vehicle registration.

## **Where are the nearest toilets when the shower block is closed?**

The shower block is closed between 11:00am – 12:00pm. During this time there are public toilet facilities in the car park, including a disabled toilet.

## **What facilities do you have on the Holiday Park?**

We have a toilet and shower block, dishwashing area with USB charging points, washing machine, shared fridge-freezer, and chemical disposal. We also have two Play Parks for children.

## **Where is the nearest drinking water?**

All water points across the park labelled 'W' on the map are drinking water.

## **Where can I wash my clothes?**

There is a free to use washing machine in the dishwashing area, and clothes airers (but no tumble dryer). We do offer a service wash, including wash and dry for £12 per load. You can arrange this via the Customer Care Team in reception.

## **Do you take cash?**

We have gone cashless – we only accept card payments across our outlets.

## **Where can I buy bottled gas?**

We do not sell any bottled gas on site. The nearest shop with limited stock of Calor Gas only is Amber Hardware in Wool.

## **Can I have a barbecue?**

You can use a reusable barbeque as a guest at Durdle Door Holiday Park, as long as it is raised off of the ground, and only burning coal or gas is used. We do not allow fires or disposable barbecues. Barbeques and fires are not allowed on the beaches, car parks, and surrounding land.

## **Where should I dispose of barbecue waste?**

Please do not put hot ash or charcoal into the bins. Extinguish any barbecue waste and wait until it has cooled completely before disposing of it in one of the metal bins marked for barbecue waste.

## **Is there a shop on the Holiday Park?**

There is an onsite shop, open from 8am daily – closing times vary.

## **Is there a Bar & Restaurant on the Holiday Park?**

The Man O' War Bar & Restaurant is open daily from 12pm – closing times vary. Their menu is available on our website.