

Glamping FAQ's 2022

1. When is check-in, checkout time?

Your Glamping Suite is guaranteed from 3pm and checkout is by 10am. You are welcome to arrive earlier and have lunch in The Hideout Pizza Café.

2. Can I park near to the glamping site?

Yes. On arrival, through the main hotel entrance, signs will direct you to the glamping car park. Please park here and then make your way to The Hideout where a member of staff will check you in and help you with your bags.

3. Is continental breakfast included?

Yes. Continental breakfast is available from 8:00am until 9:30am each morning. Hotel cooked breakfast is available from 7.30am until 10:00am at £20 per adult and £10 per child. Please pre-book with the Hideout or hotel team.

4. Is childcare included?

Yes. For each night of your stay, we offer 90 minutes of complimentary daytime childcare (10-11.30am, 1-2.30pm or 3-4.30pm) in our Ofsted registered creche, the Woolley Bears Den. The creche is suitable for children from 12 weeks to 8 years old. We will contact you before arrival to ask if you would like to book these sessions.

5. Can I book a babysitter & how much for?

Babysitters can be pre-booked, subject to availability. The charge is £25 an hour with a minimum 2-hour sitting.

6. Do you provide equipment for babies and toddlers?

Yes. On request we can provide a cot with sheets and blankets, changing mat, nappy bin, bottle warmer and steriliser. An additional futon mattress and bedding can also be provided.

7. Can I bring my dog?

Yes, up to two dogs will be permitted per suite at a charge of £15 per dog per night. Dogs are permitted in The Hideout Pizza Café and in one of the hotel restaurant spaces. We kindly ask guests to remember that we have a lot of children on site, some of whom may be nervous of dogs, so please keep dogs on leads as appropriate. Please note there are steps into the Hideout.

8. What do I need to bring with me?

We recommend warm woollies, raincoats, and wellies just in case. A torch, umbrella and adult bathrobes are provided in the suite. Other than that, it is normal holiday packing. Don't forget your swimming gear. If you do forget any essential items, we will do our best to obtain these for you.

9. If I have extra requirements during my stay who do I ask?

The Luxury Family Hotels Glamping Suites have a dedicated team who will be happy to help you with any additional needs, advice or help.

10. What are the spa opening times?

7:00am to 9:00pm Monday to Friday and 8:00am to 8:00pm Saturday and Sunday, with spa treatments available from 9:00am to 6:00pm. The outdoor pool is open April to September 8:00am until 8:00pm, or dusk if earlier.

11. When is The Hideout Pizza Café open?

The Hideout opens at 10:00am for coffee and cake followed by lunch, cream tea, cake and dinner. The last dinner sitting is at 7.45pm. Glampers have a dedicated relaxation area with board games and toybox. See the sample Hideout Pizza menu [here](#).

12. Does the Hideout cater for those with allergies or dietary requirements?

As we operate from one pizza oven, regrettably we cannot cater for those with allergies or dietary requirements.

13. Can I eat in the other hotel restaurants?

Yes, if you would like to try one of our other dining experiences you can book into the Orangery or The Restaurant. Both offer delicious alternative menus and can fully cater for those with allergies and particular dietary requirements.

14. Is there heating in the glamping suites?

Wood burning stoves have been installed and fire wood is supplied.

15. What can we do if it rains?

If it rains you can play games in your spacious glamping suite or up in The Hideout, watch a movie at the Cinema Club in the hotel, play table football or pool in The Hen House games room or explore beautiful Bath, a 15-minute drive or train journey away. We especially recommend the Roman Baths for rainy day awe-inspiring fun.

16. Do you take exclusive use bookings?

Yes, if you would like to book all eight glamping suites plus The Hideout Pizza Cafe, please do give us a call to discuss.

17. What if I need to cancel my booking?

A 30% deposit will be required at the time of booking. If a cancellation request is received at least 7 days prior to arrival, we can transfer your booking to another date. For group bookings (five units or more) we need at least 14 days' notice to be able to transfer your booking to another available date.