

# LUXURY FAMILY HOTELS

## Glamping Frequently Asked Questions

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**1. When is check in, check out time?**

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

**2. Can I park near to the glamping?**

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 breakfast included?**

Yes. A continental family picnic hamper will be delivered to your suite each morning along with flasks of coffee/tea.

**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. 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?**

Unfortunately, dogs are not permitted on the glamping site.

**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 and, under current Covid regulations, facemasks must be worn in communal areas. 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?**

7am to 9pm Monday to Friday and 8am to 8pm Saturday and Sunday, with spa treatments available from 9am to 6pm. Under current Covid regulations, swimming pool sessions are limited to one pre-booked 45 minute slot for each night of your stay.

**11. When is The Hideout open?**

The Hideout (Bar & Café) opens at 10am for coffee and cake followed by lunch, cream tea and dinner. The last dinner sitting is at 7.45pm. Glampers have a dedicated relaxation area with board games and toybox. See The Hideout sample menus here.

**12. 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 alternatives menus.

**13. Is there heating in the glamping suites?**

No, but heaters can be provided during inclement weather if required.

**14. 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 ride away. We especially recommend the Roman Baths for rainy day awe-inspiring fun.

**15. Do you take exclusive use bookings?**

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

**16. What if I need to cancel my booking?**

A full payment will be taken at the time of booking. This is non-refundable but if more than seven days' notice is given, we can transfer your booking to another date. For group bookings (five units or more) we need at least 14 days' notice in order to be able to transfer your booking to another available date.