

Campsites

Frequently Asked Questions

When am I able to check-in for arrival?

Point of Ness Campsite - We welcome guests to check-in from 14:00 each day.

Birsay Campsite – We welcome guests to check in between 19:00 and 21:00 each day.

When must I vacate the Campsite on departure day?

We require guests to vacate our campsites by 10:00 on the morning of their departure.

Can I stay at the site all day or must I vacate?

You are more than welcome to stay on the site all day during your booking.

Point of Ness Campsite - Our Wardens will be undertaking a daily deep clean of the amenity block between the hours of 10:00 and 14:00 therefore some areas will not be available during these times.

Birsay Campsite - Our Wardens will be undertaking a daily deep clean of the amenity block between the hours of 10:00 and 12:00 therefore some areas will not be available during these times.

Am I still able to use the washing machines and tumble drying facilities?

Yes, these will remain open however we do expect guests to adhere to physical distancing guidelines. We are operating a maximum of 1 individual in this area at one time.

They are coin operated and accept £1.00 coins. It costs £2.00 for approximately an 18 minute wash and £2.00 for a 15 minute cycle in the tumble dryer.

Washing powder/liquid is not provided.

There is an outside drying green available for guests and we would advise that you take your own clothes pegs.

Do I need to take coins for the showering facilities?

No, during this time there will be no charge for the showers.

How many people can be in the drying room or the washing up/sink area?

A max of one person at a time can be in these areas.

What is the protocol for using the campsite wash and toilet facilities (toilet/shower/sink)?

A max of one person or one family group can be in the facilities at any one time. Please lock the door once within the facility, wash hands and adhere to signage.

How do I know the facilities are cleaned regularly?

The 'Good to Go' mark has been obtained and shows we follow strict cleaning routines each day and toilet facilities have a cleaning schedule on the doors showing cleaning frequency and time of facility last cleaned.

How do I check in?

Please use face covering if indoors and respect physical distancing.

You will be asked to give your name, telephone number and number in your party/family group (as shown on booking information).

Any changes or additional persons to the booking must be declared to us at check in to follow the Scottish Governments Track and Trace guidance.

How do I clean hands when not near a sink with water/soap?

All facilities will have hand sanitisers for your use.

Please use these when entering and departing building areas or after touching door handles or any public touch surface areas including waste bins, wash areas, drying room, common room area and before and after handling food.

What if I need to cancel or amend my booking?

Please contact customer services as soon as possible on 01856 873535 during normal office hours.

If my local area is locked down due to a COVID 19 outbreak and I cannot travel to Orkney, can I cancel my booking and get a refund?

Yes, please contact customer services by phone 01856 873535 and give your reference number, name and reason for cancellation.

A full refund will be given in these circumstances.

Point of Ness - Am I able to use the power points in the amenity block to charge mobile devices?

Yes, you can use the lounge area for charging up mobile devices with USB ports also available. We will require guests to adhere to physical distancing and there will

be a limit as to the number of guests accessing the lounge at any one time. Please check the posters upon arrival.

Point of Ness - Am I required to wear a face mask when using the amenity block?

In enclosed spaces, where physical distancing is more difficult and where there is a risk of close contact with multiple people who are not members of your household, you should wear a face covering.

Our staff wardens will be wearing face masks and appropriate PPE.