

20. Campervans and Caravans

The Caravan & Camper van Management Plan addresses:

- Improving information about camping in the caravan and camper van fields for the public before the event, on arrival and during the event
- Ensuring that only live in vehicles are permitted into these areas i.e. caravans, camper vans and dormobiles NOT people sleeping in vans and tents next to cars etc.
- Improving proactive camping density management by the Caravan & Camper van Crew and Caravan & Camper van Manager
- Onsite communication and co-ordination of the information between Caravan & Camper van Crew, The A Team, Security Control (and security staff) Safety Teams and Silver Command
- Regular monitoring of the site as it fills, with pro-active contingency plans should problems be anticipated

Festival goers will only be permitted to camp in the caravan and camper van fields by prior arrangement with the organisers and it will be clearly explained at the time tickets are purchased, that camping in tents next to cars, or sleeping in cars is not permitted in these areas i.e. these areas are for live-in vehicles (dormobiles, camper vans etc) only.

The agreed definition of a caravan or camper van is living accommodation with fitted, sleeping, washing and cooking facilities.

The Caravan and Camper van management teams, along with representatives from the security and stewarding teams will separate vehicles and tents in the caravan and camper van fields and ensure only the permitted vehicles are allowed into these areas.

The Caravan & Camper van teams ensure that that there is an adequate distribution of caravans/camper vans etc throughout the entire space available to avoid the situation where the capacity in some areas is greater than intended, with other areas being comparatively unoccupied. As agreed with Somerset Fire and Rescue Service a minimum separation distance of 3 metres will be achieved between each vehicle.

A briefing session for Caravan & Camper van Crew Managers and staff is held prior to the Festival and officers from Mendip District Council are invited to attend.

Prior to the festival, GFL addresses camping issues with festival goers both by mention in the Fine Guide and on the Festival website.

Advice is offered as festival goers arrive at the event as to the best places to camp and they are directed away from the areas that have already reached

capacity. This is achieved through the proactive approach of the Caravan and Camper van management teams, security and stewards, signage and physical barriers where required. Every effort is made to ensure that festival goers are given up to date, accurate information on camping availability.

Effective radio communication between Caravan and Camper van crews and gate staff is maintained at all times. There is a campsite controller located in the Security Control who can liaise with all other key personnel from GFL, Mendip District Council and all other agencies to ensure effective communication. Communication between security, gate staff and the Caravan and Camper Van management team ensures no unauthorised vehicles enter the area and those not meeting the criteria are refused entry at a point early enough to ensure easy removal from the site.

Careful consideration is given to the location of toilet facilities in camping areas in full consultation with Mendip District Council and the Environment Agency.

Fire access roads are maintained and afford access within 50 metres of any point. The roads are 4 metres wide and marked out by road poles on alternate sides of the road. Fire access roads are kept clear of encroaching tents by regular vehicle patrols by the A Team and by Caravan and Camper van crew. If there are any problems in keeping the road clear, site security are contacted, either to dissuade potential campers or to remove the offending tents and take them to lost property.

The fire access roads are for emergency vehicles, security vehicles and essential site vehicles. Caravan and Camper van crews advise site safety and security if any other vehicles use the road. People driving inconsiderately on site are escorted off site by security staff and their vehicle passes confiscated.

Similarly, should anyone set up a sound system or attempt to start trading in the caravan and camper van fields, the Caravan and Camper van crew advise site security.

A Caravan and camper van office has been established to oversee the caravan and camper van fields. It is conspicuously signed and consists of a portacabin or caravan. The office is permanently staffed by the Caravan and Camper van crew, and in communication with the Site Office, GFL Silver Command, Security Control and the Safety Teams (Safety, A-team, Fire, Medical).

The role of the Caravan and Camper van crew is:

- Staff the caravan and campervan office and patrol the caravan and camper van fields and ingress points.
- Ensure that only vehicles meeting the agreed criteria of living accommodation, with sleeping, washing and cooking facilities are

permitted into these areas i.e. caravans, camper vans and dormobiles NOT tents and people sleeping in vans etc.

- Inform the Caravan & Camper van Manager about the availability/camping density of the space available
- Direct festival goers to the most appropriate camping areas
- Act as a focal point within the caravan and camper van areas for festival goers and provide assistance to them as requested
- Ensure the maintenance of emergency and fire routes
- Provide a fire watch
- Remain vigilant for potential cases of theft, vandalism, violence and illegal trading or sound systems.
- Report any incidents to the appropriate authority
- Co-operate with the Emergency Services as requested.
- Take a pro-active approach to helping festival goers

The role of the Caravan and Camper Van management team is:

- To communicate effectively with the Gate Stewards, Security and the Off site parking manager to ensure the correct vehicles are allowed access to site
- To liaise with Somerset Fire and Rescue Service, in advance and during the event to ensure all requirements are clear and being met
- To arrange a pre event briefing meeting with caravan and camper van teams and Mendip District Council
- To ensure the caravan and camper van team are maintaining adequate separation distance between vehicles.
- To maintain an overview of camping densities and space available.