
WHAT YOU NEED TO KNOW

A to Z to help you get the most out of The National 2019

Thank you for booking The National 2019, please take a few moments to read the following, which will help you know what to expect and how to get the most out of the event; whether it is your first time or you are an 'old hand' at The National. We hope you enjoy the experience and look forward to seeing you at Ragley.

Arriving at The National:

Gates will be open and marshals will be on hand to greet you from 08:00 on Saturday 25 May (and 08:00 on Friday if you have booked Friday arrival). Outfits arriving after 22:00 will be held in a late night arrivals area and pitched the following morning. The event will close on Tuesday 28 May; water and electricity will be turned off at 13:00 and all outfits should be clear of the site by 16:00.

You will be sent a windscreen hanger before the event; please use the approach route provided and gate that corresponds with your windscreen hanger colour, as specified on the pull-out map provided in your documentation, and then follow directions within the venue to your block.

These routes have been planned in conjunction with the local authority to make your journey easier and minimise disruption to local residents. **Please have your windscreen hanger in place and the document envelope to hand in your vehicle before entry to site.**

Your Pitch Location:

Please see your booking emailed confirmation for information on the pitch you have booked. You will be pitched with your local region or division, unless you specified otherwise. Blue Badge holders who specified Blue Badge lines will be pitched in a separate area.

Linked Bookings:

All pitches are now pitch-on-arrival and there will be no linked bookings. If you wish to be pitched near to someone, you will need to arrive at the event together. Unfortunately, there will be no space available at the gates to The National or within the site to park up and wait for friends.

Pitching:

Pitches are all on parkland grass that may be sloping in parts, please bring a supply of wooden blocks or wedges to level your outfit. Although the grass will have been cut before you arrive, once electric cables have been laid no further cutting is possible. Therefore, variable growth of grass is to be expected. A free-standing or 'pup' tent may only be erected in the space on the nearside of the outfit that would otherwise be occupied by an awning. Please erect a barrier fence around any tent of less than 1m high and use reflective tape to mark the guy lines etc.

What should I do first:

Once pitched and settled in you should make your way to your Block Marshal – who will have your event information and refuse sacks and will be able to offer you a cup of tea or coffee. Look out for your special draw ticket for a chance to win a pitch at next year's event, which will be awarded to holders of the winning tickets, but only if they are present at the Opening Ceremony. There will also be an Information Centre in The Club Marquee, manned throughout the event and open from 09:00 to 18:00 daily.

What services to expect:

Fresh water is available at the service points; to maintain these areas in good condition, please don't wash pans, clothing or anything else under these taps. Washing of outfits on site is also not permitted. Elsan waste is to be disposed of into the tanks provided, please only rinse toilet tanks at the designated taps. Grey water should be disposed of as directed by your block marshal.

Please put all household waste into the colour coded recycling sacks provided, tie securely once full and dispose of in the compounds provided - additional sacks are available from your Block Marshal. Hazardous items (medical waste, sharps, batteries, broken glass etc) should be taken home with you for disposal.

The vast majority of pitches will be within the range of a standard 25m electric hook-up cable, but occasionally this may require a longer cable. It is recommended that you carry an additional cable to enable you to hook-up if circumstances require it.

Please note that there are no specific service points for motorhomes on-site and where possible you should come with an initial supply of water on board, please come prepared to decant grey water.

All outfits must have their own sanitation and washing facilities. There will, however, be a number of toilet blocks provided in The Village area for use whilst in that area.

A to Z of the National:

Activities:

The Activities Marquee: hosts a range of events for all the family – all of which are free of charge to participants. Evening entertainment for all the family will include a disco and a barn dance. Tickets for the evening entertainment in the Activities Marquee will be issued on-the-door on a first come, first served basis. Look out for details of all the competitions that will be held at The National on the website.

Have a Go:

The extended 'Have a Go' area is a must see at the National. It has a growing variety of activities.

Hobbies and Crafts Exhibition:

Members are invited to exhibit their hobbies and crafts and demonstrate their skills if possible. Members are permitted to sell their home-made crafts.

Scottish Ramble:

Members of the Scottish Division will lead a walk from the site, suitable for all ages – everyone is welcome.

Sports Competitions & Activities:

Downloads are available for full details of sporting events and tournaments on our website.

Keep up to date with everything on offer by Checking our website at: www.camc.com/national

Additional Cars:

Any additional cars should be parked as directed by your block marshal; stickers for additional vehicles may be purchased on the gate if not already done so in advance. If you will have more than one additional car, block marshals may ask for them to be parked in another area.

Arena:

The arena will host the Opening Ceremony and an exciting programme of entertainment throughout the event. Look out for a wide range of events including the children's sports, caravan manoeuvring competitions and the Fun Dog Show.

Attendance:

All caravanners/motorhome owners are eligible to attend whether a member of the Caravan and Motorhome Club or not. The head of the family or group is responsible for ensuring all participants in his/her outfit abide by The Club code of conduct, which can be found at www.camc.com

Band:

The Caravan and Motorhome Club Band will be performing at the Opening Ceremony and the church service. For further information on The Club Band please see www.caravanandmotorhomeclubconcertband.co.uk

Bars:

Drinking of alcohol is only allowed in licenced areas or participants lines. Sales end at 23:00 and bars close at 23:15. Your own drinks and food are not allowed into the bar areas. Off-sales are permitted from the bars and shop. All bars will follow a Challenge 25 policy.

Blue Badge Area:

If you have booked a Blue Badge pitch marshals are on hand to assist you. We do our best to make the event as accessible as possible, but there may be parts of the site that are not suitable for wheelchair or scooter access. Please be careful when using motorised scooters around the site.

Box Office / Information Centre

Located in the Club Marquee the Information Centre will be manned throughout the event along with the Box office. It will be open from 12:00 till 21:00 on Friday and then from 09:00 till 18:00 from Saturday to Monday.

If you have not purchased evening entertainment tickets in advance, the Box Office is the place to buy them. All available tickets will be on sale from opening time on the Friday and payment can be made via cash, MasterCard or Visa credit/debit card.

Cash:

Although there will be no banking facilities on site, the shop will, subject to availability, be offering a limited cash-back service on purchases.

Catering on-site:

There will be a range of catering outlets on site; including fast food, street food and breakfast. The on-site shop sells essentials, including bread, milk, toiletries and offers a cash-back service. The Street Food Garden will have a range of food outlets around a central seating area and is home to the Club Marquee and The Whale Inn with free Wi-fi.

Children:

The National welcomes families and children of all ages. Under 18's remain the responsibility of their parents or carers at all times, and those aged under 8 are to be accompanied by an adult at all times. The Tourer Explorer Zone hosts a wide range of free activities, both indoors and outside, for children of all ages.

Church:

Holy Communion and a family church service will take place on site but for those of you who wish to attend a service in one of the local churches, details can be found in your Souvenir Program.

Competitions:

There are numerous competitions at the National; including caravan manoeuvring, with classes for novices and experts; photography, home-made wine, baking, handicrafts and more. Full details of all competitions both old and NEW are available to download from our website: www.camc.com/national

Comments & Suggestions:

We always welcome your comments on the event and these can be made in the Comments Book available in the Club Marquee or alternatively via the post-event questionnaire or direct to the Events Department: events@camc.com

Departure Routes:

Please leave the Site by the gates indicated on the site plan.

Dogs:

Dogs are welcome at the event as long as they are kept on a short lead at all times. They are allowed in the Club Marquee, Whale Inn and the Activities Marquee during the day - please be considerate to other members. Dogs are not allowed in the Adria Marquee at any time or in the Activities Marquee in the evenings, with the exception of assistance dogs.

Many people still believe that it's acceptable to leave a dog in a car/caravan/motorhome on a warm day if the windows are left open or they're parked in the shade, but the truth is, it's still a very dangerous situation for the dog.

We also ask you to consider neighbouring outfits and **please avoid leaving your dog alone in your car, outfit or awning at any time.**

Always clear up any fouling immediately, disposing of waste in the dog bins located at every service point.

Electric Hook Up (EHU):

Please see information in your documentation pack for advice on using the temporary EHU. All electric hook ups are 6 amp.

Early Arrivals:

If you wish to arrive on Friday 24 May, you can do so at an additional booking fee of £10.00 per pitch. Entrances will be manned prior to the event, the local agencies will not allow parking on the approach roads and participants who arrive before 08:00 may be moved on.

If you do arrive in the area on the Thursday, please make use of one of the Club sites, licensed sites, certificated locations please see the Club website. For a pre-National rally in the area please see www.camc.com/national

Entertainment (Ticketed):

Various entertainments will be held on site – including the fabulous shows in the Adria Marquee. Tickets can be purchased from The National website, which has full details of all the shows. Any remaining tickets will be available to purchase on-site from the Box Office in the Club Marquee. Unfortunately advance tickets, once sold, are non-refundable.

Whilst children of all ages are admitted to the Adria Marquee, we do ask that they are seated quietly throughout the performances.

Members attending the Adria Marquee for the performances are asked to show consideration and avoid disturbing those seated nearby.

For safety reasons, members with prams, pushchairs, wheelchairs and mobility scooters are asked to follow directions of the house marshals, who will assist you to find suitable seats.

Fire:

Fire extinguishers and alarms are located at every service point. Open fires are not allowed, other than purpose made barbeques – all barbeques must be raised off the ground.

First Aid:

There will be a First Aid post in The Village manned 24 hours a day. During the night if First Aid is required please contact your nearest block marshal who will be able to contact First Aid for you. However, in a medical emergency please phone 999 quoting Ragley Estate and inform the nearest marshal so that arrangements can be made to assist the ambulance on arrival.

Games:

Ball games are not permitted in the blocks or roadways.

Calor Gas:

Calor Gas will be available to purchase on site.

ID Bands:

Day visitors will be issued with ID bands on arrival. Welfare bands are also available for children – please collect from the Information Office in the Club Marquee, the Event Office or your Block Marshal. For young children, they may be affixed in any visible way.

Information:

Look out for the National 'What's On' guide that will be sent with your entertainment tickets, vehicle sticker, map and final documents shortly before the event. This will contain details of how to join in the activities at the event and other useful information.

Check out the website for the latest information about the event: www.camc.com/national

Noise:

Please consider other members at all times, and remember that the event is 'quiet' and The Village area is closed between 23:30 and 07:00.

Out of Bounds:

Areas are designated 'out-of-bounds' for your safety, please keep out of unoccupied marquees and other designated areas.

Levelling Blocks:

You are advised to carry these or suitable devices to enable satisfactory pitching.

Litter:

Please use the recycling stations provided, and help us to keep the site clean and safe by picking up any litter you find and putting it into the appropriate bin.

Quiz:

Teams of four are invited to enter the National Quiz, with entries being accepted up to 13.00 on Saturday. For further information please see your "What's On" guide that you will receive within your documentation pack.

Safety:

Please remember that this is a temporary installation and there may be water pipes, cables and equipment stored laid out and around the site, so take care moving around the site. Please comply with all safety instructions.

Security:

Gates are manned 24 hours during the event. Security staff patrol the area overnight and are based in the Event Office, they can be contacted via your Block Marshal.

Singers:

The Caravan and Motorhome Club Singers will be performing an evening concert for your enjoyment in the Activities Marquee. Look out for details in the "What's On" at The National of this and other ways to engage with the Singers, further details at www.camc-singers.co.uk

Trade Stalls and Exhibits:

Traders will be on site in The Village area, please support them. Participants are not permitted to trade on or near the site.

Truma FM:

Tune in to Truma FM within 5 miles of the National Site – the frequency will be confirmed in your pre-event documentation. Look out for details in the information bag for how to get a request played. Emergency announcements will be broadcast over the radio as necessary.

Vehicles on Site & Yellow Flag:

A speed limit of walking pace in caravan lines and 5 mph on roads and tracks will be in operation – these are for everyone's safety, please observe them. Likewise a one-way system may be in operation – please observe this at all times.

The Village is out of bounds to all vehicles and bicycles at all times.

When it is necessary for your safety, to protect the ground or to allow outfits to leave the site safely, vehicle movements will

be prohibited (other than to exit the site with your outfit.) A yellow flag will be flown from flagpoles, a text message will be sent to registered mobile numbers and announcements will be made over Truma FM. Please comply with this restriction for everyone's safety.

Only official vehicles, with a flashing amber light, will be exempt from the one-way system and the prohibition of movement under a 'Yellow Flag'.

Visitors:

Day visitors are welcome and may purchase admission passes at the gate. A day visitors car park will also be available. All visitors are asked to leave site by 23.00.

What's On:

Look out for your copy of the What's On guide that will be sent with your pre-event documentation. It will contain details of all the activities happening at The National and how you can join in. It will also have full details of arrival routes etc.

Volunteering at The National:

From manning the gates to working with site services; from sports competitions to backstage support, there are many ways to get involved at The National. You'll become part of a dedicated marshalling team, have fun and get to know other members from up and down the country.

Our volunteers play a big part in creating a great atmosphere and helping members to get the most out of The National. By joining the team you can help us to continue to achieve this!

If you would like more information on our volunteering opportunities please contact the Events Team on events@camc.com

Contact Us:

The answer to most questions can be found on the website: www.camc.com/national. If you can't find the answer to your query on the website and need to speak to us - Call: 01342 33 66 66 or E-mail: events@camc.com