



We have prepared the following answers to frequently asked questions to ensure you get the very best from your holiday. If there is something that we have not covered, please do not hesitate to get in touch.

Due to the recent COVID-19 Pandemic, we have had to make significant changes to the way we operate and subsequently, have had to make some changes to our booking Terms and Conditions – a copy of our updated T&Cs can be found here:

<https://www.barnsoulcaravanpark.co.uk/terms-conditions>

For your reassurance and information we have set a page up on our website which details all the additional measures we have taken to protect everyone during their visit to Barnsoul and also explains our policies which we ask you adhere to throughout your stay. This page will also give you information on our new pre-arrival, check-in and check-out procedures as well as some guidance for during your stay. A copy of our COVID-19 Fact Page can be found by following this link: <https://www.barnsoulcaravanpark.co.uk/covid-19-fact-page>

****Please see our COVID-19 Fact Page to check the up-to-date status of this facility**

What is provided in the Glamping Units?

Each pod has foam mattresses, lights, a heater, fridge, kettle, toaster and microwave, power sockets, outside seating area with picnic table, either a firepit or BBQ and parking for 1 car.

What are the check in/out times?

You are welcome to check in to your glamping unit anytime after 4pm. If you are arriving after 5pm, if possible, please advise us of this. Check out in the glamping pods is before 10am. Tents and touring caravans can check in anytime after 12noon and check out before 10am.

Is parking available?

Each glamping unit and touring pitch has a parking space for one vehicle, any extra vehicles can be parked in the car park next to the reception area. Camping guests should park in the car park next to reception and the Wardens House – please park diagonally to ensure there is enough parking for all – and should not drive onto or park their vehicle on the camping field.

Are dogs allowed on the park?

Dogs are very welcome on the park but they have to be kept on a lead at all times. We do however have a dedicated dog exercise area where they can run free but should be under control at all times. We also have a great walk around the park, which is marked out our park map.

Is the park suitable for the disabled?

We have a disabled toilet and shower facilities in the service area and the communal areas are easily accessible, however the park has natural and rolling landscape with uneven ground which may not be suitable for wheelchair users.

Is there a shop onsite?

No, we do not have a grocery shop on site, however there is a small shop selling a large range of items 4 miles away in the village of Crocketford. Dumfries itself is only 6 miles away and has all the facilities expected in a large town.

Where is the nearest pub/restaurant?

The Galloway Arms Hotel is 4 miles away in Crocketford. It offers an excellent variety of food and drink and serves an all day menu which is available in the Lounge from 12noon – 9pm, and breakfast is available from 9am – 12noon. A wide variety of other options is available in Dumfries 6 miles away.

Is Wifi available on site?

No, there is no wifi at Barnsoul, however most areas of the park does have 4G coverage.

Can we have a Camp fire or BBQ?

The Apex pods and Little lodges all have their own fire pit, and logs and kindling are available to purchase at the time of booking or at reception. **Communal BBQs are available to use in the centre of the pod area and also a covered all weather communal BBQ is situated by the service block**. Bothies, Star Pods and the couples retreat all have their own BBQ, but you are not allowed campfires in this area.

Where can we cook?

All glamping units have a toaster and a microwave, in addition, there is a communal kitchen** available for all to use. You will find kettles, toasters, microwaves and also induction hobs as well as utensils, cutlery and limited pots and pans. Of course there are also washing up facilities. Everyone is welcome to use the undercover BBQ area**.

What is there for the kids to do?

We have a small children's playground, with climbing frames and a slide, there is also a small race track with various ride on toys suitable for under 5s**.

Are there any local walks/activities?

We have put together a helpful fact sheet suggesting all activities local to the area and a list of the nearby walks and cycle routes. This is available to read on the notice board or by following this link: <https://www.barnsoulcaravanpark.co.uk/local-attractions-1>

Can I store bikes safely?

We have a purpose built bike storage facility located by the wardens lodge, with lockable cupboards able to house two or more bikes. Keys and padlocks are available from reception. You may also be interested to know that we have a bike wash area by the service block, where you can clean off mud and dirt before returning home.

Can I wash and dry clothes?

We have a laundry, containing 2 washing machines and 2 dryers **. These machines take one pound coins and/or tokens available from reception. You will also find 2 rotary washing lines and pegs available, should the weather be suitable.