

## **CALSHOT ACTIVITIES CENTRE CAMPSITE – FAQs**

### **How can I book a pitch on Calshot Campsite?**

To book a camping pitch at Calshot you need to be a Calshot Activities Centre Campsite Access Pass member. You can purchase annual membership online at: [Calshot Activities Centre Camping Access Pass](#)

Once you have purchased membership you will be able book a pitch online at: [Calshot Activities Centre Camping bookings](#) You will not be able to book a pitch beyond the expiry date of your membership.

You must hold valid Calshot Camping Access Pass membership to book a camping pitch, but customers are able to view prices and availability before purchasing membership.

### **Is there a minimum age restriction for membership?**

Campsite Access Pass membership can be purchased by those aged 18 and above. We operate a family friendly site and there is no minimum age for guests.

### **How long does membership last?**

Calshot Camping Access Pass membership runs for one year from date of purchase. You will not be able to book a pitch beyond your expiry date.

### **How do I view my membership?**

Log in to the online system, click **View Memberships**, click on your name, and then select **Memberships**.

### **I want to book for dates that fall outside my access pass membership expiry date, what can I do?**

You will not be able to book a pitch beyond the expiry date of your membership. To book a pitch beyond expiry we recommend you purchase your follow-on membership early.

Your follow-on membership will run for 12 months from the expiry of your current membership and will allow you to book pitches that are available.

### **Can I book a pitch for the following season?**

Calshot Activities Centre release prices and availability for each season in February of the same year.

### **Is there a restriction on the size on my camper unit?**

Units (which include the main unit and awning) must not exceed 6m wide and 9m long. Two pitches must be booked if your unit exceeds these limitations. If you have not booked two pitches and your unit exceeds single pitch limitations, you may be asked to leave site due to safety reasons.

### **How do I tell Calshot what my vehicle registration number is?**

As you progress through the booking journey you will be asked several questions about your unit and vehicle registration. Please ensure you enter these details correctly as they will be transferred to the Automatic Number Plate Recognition system (ANPR) to enable your easy entry and exit during your stay.

### **Do I have to pay extra for parking if I have paid to camp on the campsite?**

Parking charges for camping at Calshot are not applicable to the towing or arrival vehicle (if staying in a tent) and a second vehicle if towed by a motorhome or campervan. Additional vehicles (including guest vehicles) are subject to parking charges.

If you are a regular visitor to Calshot outside of using the campsite, you will need to pay for parking and the Annual Parking Access Pass provides excellent value. Details about on-site parking and a link to purchase a parking pass can be found at [Calshot Activities Centre Plan Your Visit](#)

### **What is the minimum night policy?**

- Bank holiday weekends – minimum 3-night stay (either Fri/Sat/Sun or Sat/Sun/Mon)
- Mid & high season weekends – minimum 2-night stay (either Fri/Sat or Sat/Sun)
- Mid season New Year 2025-26 – minimum 2-night stay
- Some pitches will be limited to a minimum of 3 or 4- or 7-nights during school holidays
- Details are included on pitch descriptions

Please note that the booking portal will not allow you to book a pitch for less than the minimum night restriction. If a pitch shows that it is available for one night during the minimum night restricted periods you will not be able to book it online. In these cases, contact the Centre via [Calshot.ac@hants.gov.uk](mailto:Calshot.ac@hants.gov.uk) and we will see if we can book you in.

### **How do I extend my stay?**

If there is availability, you can extend your booking via the online portal [Calshot Activities Centre Camping bookings](#). If you are already on site and do not have Wi-Fi, you can visit Reception, and the team will check availability and book for you.

A late extension to a booking is viewed by the system as a separate booking and will encounter minimum night restrictions. If your request falls within the minimum night restrictions, you will need to speak to the Centre for support with extended your booking.

### **What is the maximum number of consecutive nights I can stay on the campsite?**

Our licence allows for a member to camp for 28 consecutive nights after which the member cannot return to site for seven nights.

### **Is the campsite open all year?**

Our main field (Beach and Roadside pitches) is closed from mid-December to the end of January each year.

Creekside pitches are open all year (subject to weather conditions) except for a 24 – 29 December 2025.

### **What time can I access my pitch and how do I check in?**

Arrival time is from 13:00 on the first day of your booking. On arrival, please call the Campsite Assistant on 07525 387516.

Before setting up please check the pitch set up guidance available in your Booking confirmation email and on the Campsite notice board. If you are unsure on how to position your unit, please advise the Campsite assistant and they will come to assist. You will be asked to reset if you are set up incorrectly.

Our pitch lay outs are to ensure we are compliant with fire regulations.

### **How should I position my unit on my allocated pitch?**

Please see the pitch set up guidance in your booking confirmation email and on the Campsite Notice Board.

Please ensure that your vehicle side door is the same side as your awning and set up as per the guidance. You will be asked to adjust your unit if it is not set up correctly.

### **Is sleeping in awnings permitted?**

Sleeping in awnings is permitted due to the extended spacing between pitches.

### **Can additional guests stay with me while I am camping?**

If more than six guests are staying overnight, then additional fees may be payable during the booking process. Day visitors are welcome, any vehicles they bring are subject to parking fees and must be parked in the main car park. Visitors should leave site before 23:30 when the site gates are closed.

### **Can I book two pitches at the same time with one membership?**

Each pitch must be occupied by a Camping Access Pass member. A member cannot book a pitch for family or friends who are not members.

### **Do all pitches have electric hook up?**

Beachside 1 and Roadside 1 are the only pitches with electric hook up availability.

Members staying on pitch B1 or R1 are expected to bring their own electric cable to hook up to the points available for these pitches. The maximum cable length allowed is 25 metres.

Other pitches accessing electricity from the hook ups via joined cables will be asked to remove the electrical supply. This is due to fire regulations and is a health and safety requirement.

### **Will Calshot be adding electric hook up to more pitches?**

Due to funding constraints, our plans to increase the number of electric hook ups are currently on hold.

### **Is Calshot an accessible site?**

Calshot has accessible facilities in Sunderland Hangar. There is no designated accessible pitch as all the pitches have easy access to the facilities, if required, in Sunderland Hangar.

### **Is there a quiet policy?**

The site operates a quiet policy between 22:00 and 06:30. We ask that all site users are respectful of other site users and noise is kept to a minimum during this period.

### **Can I have fires and BBQs?**

The use of small private barbecues and fire pits is permitted if raised off the ground to avoid damage or fire risk. Members must be considerate to others whilst in use. Ash must be quenched with water and only placed in site skips when thoroughly cold. All fires or BBQs must be extinguished by 22:00.

### **Can I park by my pitch?**

You can park one car on your pitch, please see the pitch set up diagram in Booking confirmation email. Any additional cars must be parked in the main car park and may be subject to additional parking charges.

### **What should I do if I want to leave site?**

Open entry and exit is available between 06:00 and 23:30. The main gate is locked outside of these hours. If you are arriving back to site after 23:30 please call the security guard on 07341 538504 to open the gate.

If you wish to leave site for more than 24 hours, please let reception know.

### **What time should I leave on departure day?**

Please leave your pitch by 11:00. You are welcome to stay on site and access all the facilities at Calshot for the rest of the day. Please park in the main car park (parking charges apply).

### **I need to cancel my booking – what should I do?**

Please email [Calshot.ac@hants.gov.uk](mailto:Calshot.ac@hants.gov.uk) with the booking details and reason for cancellation. The cancellation terms are detailed in the Calshot Campsite Rules, Terms and Conditions and are available to view on our webpage [Calshot Activities Centre Camping bookings](#).

### **What are the Calshot Campsite rules, terms and conditions?**

These set out the general rules that all members are required to abide by when staying on the campsite. You can view these at [CAC Camping Rules, Terms and Conditions](#).

### **I have changed my email address and cannot log on to book a pitch. What can I do?**

Please email [Calshot.ac@hants.gov.uk](mailto:Calshot.ac@hants.gov.uk) with the old and new email address and your postcode and we will make the change for you.

### **Why do I get an email from [donotreply@cinolla.com](mailto:donotreply@cinolla.com) – who are Cinolla?**

Hampshire Outdoor Centres use Cinolla software to manage all online bookings. You will be prompted to provide a 6-digit code when logging in which will be emailed to the email address you provided at the time of registering. This email will come from [donotreply@cinolla.com](mailto:donotreply@cinolla.com). The subject heading will be a code and saying “xxxxxx is your 6 digit code”.

### **Can I purchase food on site?**

There is an onsite Café in Sunderland Hangar. Please visit [The Café at Calshot Activities Centre](#) for opening times. Any changes to the opening times will be detailed on our social media pages. We suggest you follow these for updates. Keep up to date with us on [Facebook](#), and [Instagram](#).

### **Are there any activities available on site?**

Please visit the [Calshot Activities Centre website](#) for detailed information about the Centre, the services and facilities on offer and to book courses and activities.

Activities available on a Pay and Play basis include Ringos, Aerotrek and Take Off. Please visit [Action adventures at Calshot](#) for more information and to book online.

### Does my access pass come with benefits?

Your Camping membership will entitle you to 10% discount in the café. You will need to show your membership purchase email to Café staff to obtain your discount.

Camping memberships purchased between 1 January and 31 December 2025 will receive a 10% discount voucher to be used against selected activities at the Centre. Voucher conditions are as follows;

- Vouchers will be sent out in the first week of the month following your camping access pass purchase.
- Activities are subject to availability.
- Vouchers expire on 31 March 2026 – no extensions will be granted.
- Vouchers must be redeemed online.
- Only one code can be used per purchase.
- Exclusions apply – vouchers are not available to be used for Pay & Play Laser Climb

### 2025 – 26 Pricing Schedule

2025-26 Seasons and Prices	Season			
	Premium	High	Mid	Low
Beachside with electric	£41.00	£38.00	£33.00	£27.00
Beachside without electric	£34.00	£31.00	£26.00	£20.00
Roadside with electric	£39.00	£36.00	£31.00	£26.00
Roadside without electric	£32.00	£29.00	£24.00	£19.00
Creekside	£34.00	£31.00	£26.00	£20.00
Prices are per night and inclusive of VAT				
Bank holiday weekends - minimum 3 night stay (either Fri/Sat/Sun or Sat/Sun/Mon)				
Mid and high season weekends - minimum 2 night stay (either Fri/Sat or Sat/Sun)				
Mid season New Year 25-26 - minimum 2 night stay				
Members may book 1 - 11 April 2026 within the 2025-26 booking window. Prices for these dates are shown at the time of booking				

### I am a member of the Calshot caravan and camping club; do I need to purchase a Calshot Activities Centre Camping Access Pass Membership?

Yes, you will need to purchase a Camping Access Pass membership from Calshot Activities Centre to be able to book a camping pitch at the Centre.

Updated May 2025