Frequently Asked Questions

1 - Damage & Charges:

Guests are responsible for any loss or damage caused during their stay, including damage caused by dogs.

2 - What is the arrival & departure times? Check-in is from 4.000pm to 7pm (or later by prior arrangement) on the day of arrival. Check-out is no later than 10.00am on the day of departure.

3 - Can I smoke in the Pods? Smoking, including e-cigarettes and vaping, is strictly prohibited in the Pods. Evidence of smoking will result in your security deposit being lost.

4 - What should we do if we lose, break or damage something? An inventory for each Pod is provided, Items that are missing, broken or damaged during your stay must be advised to site staff and paid for.

5 - Do we need to clean before we leave? Your Pod will be thoroughly cleaned prior to your arrival. Please leave your Pod as you found it. A quick clean of the surfaces and a sweep around before you leave will be sufficient. In the kitchen you'll find the required cleaning equipment, in the under-sink cupboard. Recycling, food and general waste bins can be found in the timber boxes at the rear of each Pod, and these will be emptied by us. Please do not leave food/waste out either inside or outside of your Pod. Guests who leave a mess will be charged a £50 cleaning fee, again.

6 - Will our Pod be cleaned, or bedding changed during our stay? We will only clean or change your bedding if you are staying for longer than one week and you request it.

7 - Can we cook in the Pods? The Pods have a kitchen with a two-ring induction hob and microwave, which may be used for preparing light bites, but is not designed for cooking big meals. Please bear in mind that the Pod must be left as clean as you found it.

8 - BBQ & Outdoor Items (Outside Storage Box)

- **BBQ dustpan and brush set**
- **Fire bucket with sand**
- **Galvanised ash bin with lid**

BBQ Concrete Table
This table is provided for use with your own Disposable BBQ, at your own risk.

Please ensure BBQs are fully extinguished and any gas is turned off before leaving unattended.

For safety reasons, disposable BBQs must not be placed on any combustible surfaces, including picnic tables or decking. A dedicated BBQ table has been specially provided for this purpose.

Ash and disposable BBQs must be disposed of in the designated galvanised bins located on the grass area in the centre of the main Pod site.

NO BBQ'S OF ANY TYPE ARE TO BE WITHIN THE POD STRUCTURE UNDER ANY CIRCUMSTANCES – thank you for your kind understanding and compliance with this.

9 - Open fires are not allowed, except as provided by our own fire pits, in the Glamping Park Garden.

10 - Is there a noise limit? We ask that you are always respectful of the other people staying on the park and quiet time is from 10:30pm. Music should be kept to a low level up to this time and turned off after.

11 - How many people can each Pod sleep? Each Pod sleeps a maximum of 2 adults, over 18 years only. We are also dog friendly and specified pet Pods are available. Please see our 'Dog Friendly' page in 'Stay' and also the booking page for further details.

12 - Can we invite visitors to the park? We are happy for you to invite up to 2 visitors to join you at your Pod. All visitors invited by guests are deemed by Otter Pods Glamping Park to be bound by our Terms & Conditions and consequently to have agreed to the same. All visitors must leave the Park by 10.30pm.

13 – Can we book the whole park – Yes, please get in touch with Pure Sage Holidays directly for more Information.

For full & further details, please read our Terms & Conditions.

UPDATED February 2026,