Is my speed restricted on the Camping Connect Wi-Fi networks?

Bandwidth speeds are managed and limited based on park location and peak time usage. You may find free access services are more heavily bandwidth restricted.

When will my time run out?

Vouchers are measured as a duration, from the start of the period purchased, e.g. a 1-day tariff started at 17:03 will expire at 17:03 the next day. It is not calculated from accumulated usage online.

I'm having trouble connecting my Smart TV/games console.

Some devices have difficulty displaying the login page. You will need to provide a voucher code with an available device slot along with the MAC address of that device you want to connect. To add your device, use the support website, go to Apps > 'Whitelist Device', where you can also find instructions on obtaining your MAC address.

I've got a security issue message, what should I do?

Our support website offers guidance on how to stay safe when using the public internet. When connecting to the Wi-Fi, some devices may display a security message about unsecured networks; this informs you that you're using an unencrypted connection that carries some risks. Accept it and continue as normal but remember to read up on how to follow best practice to stay safe online via our website.

Camping Connect's Terms and Conditions

Please note that the only way to complete your purchase is by accepting Camping Connect's Terms and Conditions available on our website by searching "terms".

Further Help & Troubleshooting

Most Wi-Fi connection issues can be solved using our self-service tools or guides on our support site. Links to these are available on the login page when you connect to our Wi-Fi. Don't worry if you aren't connected to the Wi-Fi yet; you can still access our support site before paying.

Hotspot and park Wi-Fi service limitations.

We cannot guarantee a problem free connection unless you are subscribed to our "direct in van" Wi-Fi. This is due to some accommodations not receiving a strong enough signal inside to get your devices connected. If you're having trouble, contact our team, and we'll advise you if you're likely to be able to use the Wi-Fi or not during your stay. Don't worry, if you're not happy we'll provide you with a refund providing you've not used much data and have not breached any terms and conditions.

Support website: support.campingconnect.co.uk
Send SMS: Text WIFIHELP to 07520 632230
Chat go to support.campingconnect.co.uk/chat or click the chat icon on our support page.

Telephone support

You can call us to raise a ticket. To obtain the phone number, you must first have completed some text based troubleshooting steps, so please use an internet-connected device to reach our support website and follow the steps to obtain the number or send us a text.

Support opening times

October to March, Monday to Saturday 9 am to 5 pm

April to September, Monday to Sunday 8 am to 8 pm

Our team typically responds to guest support tickets in less than two working days.

Site operators dedicated contact details

Sites and their staff have access to dedicated phone and email support. The reliable number and email are available on request.

Camping Connect
LEISURE INDUSTRY WIFI

WiFi HELP
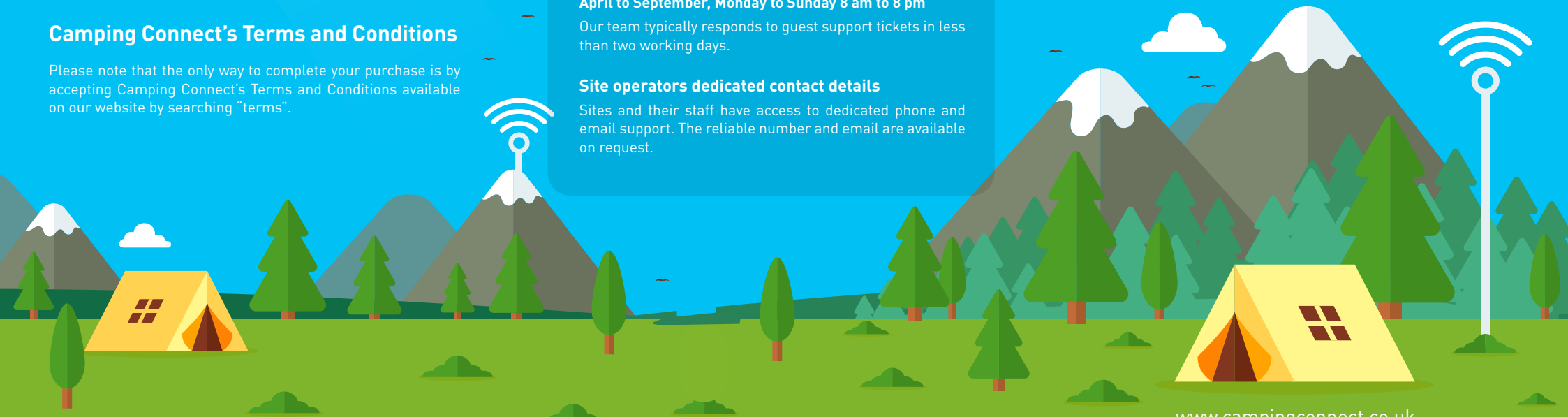
Get Started with Wi-Fi from Camping Connect

When you are in a Camping Connect Wi-Fi hotspot coverage area, it is easy to connect to the Wi-Fi following these steps:

1. Make sure your Wi-Fi is turned on.
2. On your device, navigate to the list of available wireless networks.
3. Select the correct Wi-Fi network, usually named after the park.
4. After a few seconds, the Camping Connect Wi-Fi login page automatically appears. If it doesn't, open any Internet browser (e.g. Internet Explorer, Google Chrome or Safari etc.) and go to wifi-login.co.uk, then the login page will appear.
5. To gain access to the Wi-Fi, you will need to purchase a new voucher, enter an existing voucher code, or some parks provide internet for free. The options will be made clear on the login page, so please check and then proceed as below:

Free Access

1. Check with the site reception if you need a passcode.
2. Once connected, enter your details along with any passcode provided.
3. Click 'Login'.
4. You will be redirected to the welcome page.

Paid Access

1. Once connected, select your desired tariff and click 'Purchase'.
2. You can pay via credit/debit card or PayPal.
3. After a successful purchase, wait for your voucher to be displayed on the screen.
4. Click 'Begin Browsing' to login and be redirected to the welcome page.

In Van Wi-Fi

In Van Wi-Fi offers a strong, fast and reliable signal throughout your entire caravan, creating secure home-style broadband, perfect for streaming the latest movies, playing the newest games and connecting all your Smart Home devices. You can connect as many devices and use as much data as your family needs. You'll need one of our engineers to install a router and a small external antenna on your caravan, so go to https://www.campingconnect.co.uk/invanwifi/ to learn more and place your order today.

Frequently Asked Questions

The login page is not appearing.

Once you have connected to the Wi-Fi, you can find the login page by opening an Internet browser (e.g. Internet Explorer, Google Chrome or Safari etc.). You can force the login page to appear by navigating to wifi-login.co.uk in the Internet browser.

How much will it cost me to get online?

Tariffs vary in every park. The latest prices can be viewed from the login page when you first connect. Please refer to the tariff information located on the login page.

How do I purchase Wi-Fi?

Once connected to the Wi-Fi network, you can pay during the sign-up process using credit/debit cards and PayPal. All payments are processed through PayPal to ensure that your details are secure. Wi-Fi payments cannot be made to Camping Connect in advance or over the telephone. Some parks allow free Wi-Fi by using a passcode or voucher available from the site reception, so please contact them first.

My apps/websites aren't loading.

First, disconnect your device by turning the Wi-Fi or device off then on. Once you have reconnected to the Wi-Fi, go to wifi-login.co.uk in any Internet browser (Internet Explorer, Google Chrome or Safari etc.). If you're able to view the "You're Online" welcome page, then try using your apps/website again. If you still have connectivity issues, please contact us.

I can't see the Wi-Fi network or it won't connect.

Firstly, make sure that your Wi-Fi is turned on. Refer to the "connecting with my device" section on our support website for help with your device.

I'm losing connection, getting slow speeds or experiencing constant buffering!

One of the most common causes is the distance from the access point you are connected to. Try and disconnect and reconnect the Wi-Fi and establish a new connection to make sure you are connecting to the access point closest to you and see if anything improves. Please contact our team and refer to our service limitations if you continue to experience issues.

I want to purchase Wi-Fi, but I've got no phone signal!

Some credit card processors require an authorisation code to be sent to your phone to complete the payment, so please ensure you have access to a phone signal to receive this. We cannot verify this for you, so you'll need to find somewhere on-site with mobile coverage if you want to purchase.

I've paid, but I've not received or lost my voucher.

You can use our self-service tool to retrieve a lost voucher. To access the tool, either connect to Wi-Fi and use the 'Lost Voucher' button on the login page or from any internet-connected device go to our support website > Apps > Lost voucher. Enter the date you made the payment along with the email address you entered into PayPal to retrieve your voucher code, making a note for future reference.

Can I use more than one device?

Our networks limit the number of devices you can use per voucher via the device MAC address. You can purchase up to 4 concurrent devices, and you'll see these options listed at the time of purchase. To remove an old device from your voucher code, use the support website self-service app 'Clear Voucher'.

I've purchased a multi-device package, but I can only connect one device.

A multi-device package allows you to link multiple devices to the same voucher. You can use the same voucher code to login from other devices. Multi-device packages could take up to 10 minutes before allowing other devices to login using the same voucher code. If the system still displays 'maximum users exceeded' after this time, then please contact our team via our support site contact form and also ensure you have randomised Wi-Fi addresses turned off.

Help with turning off randomised Wi-Fi/MAC addresses.

You'll need to turn off all randomised Wi-Fi/MAC addresses to complete your transaction and log onto our Wi-Fi network. This process is different for each device, so check out our guidance page. Search 'random' on our support site.