

More information on regulations & guidance at:  
[www.hetas.co.uk](http://www.hetas.co.uk)

## HETAS Advice - Guidance for Glamping Site Owners

For the best advice, appliance quality and to stay safe **HETAS** recommend:

- (1)
  - Using a **HETAS Approved Retailer** showroom to buy your stove
  - Purchasing a **HETAS Approved Appliance**
  - Using a **HETAS Registered Installer** to fit your stove
  - A **HETAS Registered Installer** or **HETAS Approved Servicing technician** to service your appliance annually
  - A **HETAS Approved Chimney Sweep** to clean & maintain your chimney

Ask **your solid fuel professional** for their **HETAS ID**.

- (2) Search for a local **Ready to Burn** accredited fuel supplier at [woodsurre.co.uk](http://woodsurre.co.uk).

- (3) Print out the **Glamping Safety Checklist** pdf and display it within each accommodation: [www.hetas.co.uk/glamping-guest-safety](http://www.hetas.co.uk/glamping-guest-safety)

For further information read the other important HETAS advice leaflets:  
**Before Your Purchase, After Your Purchase & Protect Yourself from Carbon Monoxide**

Visit us online at [www.hetas.co.uk](http://www.hetas.co.uk)

Call HETAS on **01684 278170**

Send an email to [info@hetas.co.uk](mailto:info@hetas.co.uk)



HETAS, Severn House, 5 Newtown Trading Estate, Green Lane, Tewkesbury GL20 8HD

## MAINTAIN SITE APPLIANCES & CHIMNEY SYSTEMS


- **Burn the correct fuel for your appliance. Do not burn wet, green wood as this can damage flue systems.**
- **Service appliances regularly in accordance with Manufacturer's instructions (if instructions do not cover this, service at least once a year). HETAS Approved Installers and HETAS Approved Servicing technicians can issue you a HETAS Servicing & Safety Record Sheet after each safety check.**
- **HETAS recommend using a HETAS Approved Chimney Sweep to clean and maintain a chimney.**

### How Often do I Need to Use A Sweep?

- ✓ Sweep at least twice a year if burning wood or bituminous house coal
- ✓ Sweep at least once a year if burning smokeless fuels.

The best times to get a chimney swept are just before the heating season and after an extended period of shut-down. If sweeping twice a year, the second time should be after peak heating season.

Find a local HETAS Approved Chimney Sweep, call **01684 278170** or search: [www.hetas.co.uk/find-chimney-sweep](http://www.hetas.co.uk/find-chimney-sweep)

 For ongoing maintenance HETAS recommend site owners have each accommodation's installation inspected annually by a HETAS Registered Servicing engineer or a HETAS Registered Installer. Make sure you receive a "Servicing & Safety Record Sheet" after the inspection.

## IMPORTANT SAFETY CHECKLIST FOR GLAMPING GUESTS

Pass on the following information to all glamping guests to avoid accidents and maintain air quality:

- **Do not burn freshly gathered "green", wet wood. This can increase Carbon monoxide and particulate emissions and gives less heat per log than dry logs. Woodsure Ready to Burn logs and briquettes have 20% moisture content or less. Search for your nearest Woodsure Ready to Burn supplier at: [www.woodsurre.co.uk/wood-fuel-suppliers](http://www.woodsurre.co.uk/wood-fuel-suppliers)**
- **Keep all combustibles, including logs, at a safe distance from a hot stove and hearth. Do not dry wet clothes and boots directly on an appliance.**
- **Demonstrate how to start a fire to new guests.**
- **Show all guests how to recognise the early symptoms of CO poisoning and what to do if they suspect a CO escape.**


A printable A4 pdf of these points and many more to display in your accommodation is available at:

[www.hetas.co.uk/glamping-guest-safety](http://www.hetas.co.uk/glamping-guest-safety)

### EARLY SYMPTOMS OF CO POISONING

Early symptoms of carbon monoxide (CO) poisoning can be similar to many common ailments. Symptoms include:

- Headaches
- Stomach pains
- Nausea
- Drowsiness
- Erratic behaviour
- Dizziness
- Visual problems
- Chest pains
- Tiredness
- Vomiting
- Loss of consciousness

 **If a guest feels unwell, they should go to a doctor, call NHS Direct on 111 (0845 4647 in some areas) or if it is urgent phone 999 for an ambulance. Mention the symptoms may be related to carbon monoxide poisoning.**

# Glamping Guidance

IN ASSOCIATION  
WITH THE  
GLAMPING  
ASSOCIATION




## WILL THE CLEAN AIR STRATEGY AFFECT MY BUSINESS?



The Clean Air Strategy will aim to reduce particulate emissions in the air we breathe - this affects new wood burning, biomass and solid fuel appliance installations, as well as the sale of the most polluting fuels.

Key points of the Clean Air Strategy:

- Introducing legislation to prohibit the sale of the most polluting fuels
- Ensuring only the cleanest stoves are for sale by 2022
- Making changes to existing smoke control legislation to make it easier to enforce
- New powers for local authorities to take action in areas of high pollution
- Improving awareness of the environmental impact of domestic burners

 Many modern stoves are DEFRA exempt which means they are suitable for use in smoke control areas.

## ALWAYS USE A PROFESSIONAL

**HETAS Registered Installers, Servicing engineers and Sweeps** are trained, registered and insured to work on solid fuel, wood & biomass heating systems.



Although any new proposals will initially target new installations, products and fuels, installing an Ecodesign stove will dramatically reduce your particulate emissions:

- A 10-year old stove produces 5 x the particulate emissions of an Ecodesign stove
- An open fire produces 10 x the particulate emissions of an Ecodesign stove

Find the right person by calling HETAS on **01684 278170** or use the online searches at: [www.hetas.co.uk](http://www.hetas.co.uk)

## Always ask for Identification

Ask to see a **HETAS Identity Card** before any work from a HETAS registrant commences.



## NEW INSTALLATIONS

HETAS installers are able to:

- self-certify their own work
- supply a **Building Regulations Compliance Certificate for the job**



Using an installer from a government approved **Competent Person Scheme** such as HETAS is a safe, easy way to ensure all work is safe and legal and installed to currently recognized industry practices and guidelines.

## HETAS APPROVED APPLIANCES

To check an appliance meets Building Regulations and Standards for safety & efficiency look for HETAS approval. The HETAS product search includes all **HETAS Approved Appliances** including stoves and chimney systems:

[www.hetas.co.uk](http://www.hetas.co.uk) > **Product Search**

## DOCUMENTATION & SAFETY EQUIPMENT

After a new installation, make sure your HETAS Registered Installer supplies you with a **Commissioning Certificate**. This shows that all necessary safety checks have been carried out.

Your HETAS installer should also provide the following:

- A correctly fitted **Notice plate**
- A correctly fitted **CO Alarm** - see HETAS leaflet No.3: "Protecting Yourself from Carbon Monoxide"
- **The Manufacturer's Instruction Manual** - this will have important information specific to your appliance

## LOGS & BRIQUETTES - IMPORTANT FACTS



**Moisture Content** - Dry (seasoned or kiln dried) wood burns better than wet wood (fresh cut logs). Dry wood improves appliance efficiency and is part of the solution to improving air quality and our environment.

Wet wood is hard to light and creates lots of deposits that damage the flue lining and increase the chance of a chimney fire. Wet logs also tend to blacken stove glass, even if the appliance is designed to stay clean.

The "Woodsure Ready to Burn" logo provides confidence that the logs and briquettes are dry, safe and ready to use. Read more at [www.readytoburn.org](http://www.readytoburn.org)

Burning hardwoods is preferable (e.g. oak & ash) as they tend to burn longer so you'll use less fuel. Consult your supplier for more information.

Do not burn treated waste wood (e.g. old furniture); it can emit harmful fumes.

*Right - A bell tent with a solid fuel installation.  
Far right - A pile of logs being naturally 'seasoned'*



## FUEL STORAGE AND SAFETY INFORMATION

- ✓ Consult the appliance's manufacturer instructions for safe distances to combustibles.
- ✓ Do not provide storage space by the appliance or within the accommodation which could be used to store fuels or other flammable materials. Do not store combustibles in the hearth area at any time.
- ✓ Visit the Woodsure website for a detailed log and briquette storage guidance at: [www.woodsure.co.uk/storage-guidance](http://www.woodsure.co.uk/storage-guidance)

## QUALITY ASSURED FUEL

The **Woodsure Quality Assurance Scheme** provides a high quality and sustainability standard for wood fuel and is certified by HETAS. For further information visit: [www.woodsure.co.uk](http://www.woodsure.co.uk)



HETAS run the only specialist solid fuel & wood burning appliance Competent Person Scheme in the UK

