

## **FOR YOUR INFORMATION**

### **VEHICLES**

- Our park has a maximum speed limit of **5 mph**.

### **RECEPTION**

- Reception is manned between **9am – 5pm**
- Latest check in time for arrivals is **9pm**
- Arrivals from 5pm please follow the instructions provided on the door of reception for check-in procedures.

- Towels, tea towels and oven gloves are **NOT** supplied.
- The accommodation must be left in a clean and tidy condition when vacated; any breakages or damages to the unit will be replaced or paid for on departure.
- Lost keys will incur a £10 charge.
- We reserve the right to charge for any excessive cleaning incurred after your departure.
- The proprietors reserve the right to re-allocate caravans if and as necessary.

### **FOLLY EAST & FOLLY WEST APARTMENTS**

#### **Admittance time 3pm - Departure time 10am**

### **STATIC CARAVANS**

#### **Admittance time 3pm - Departure time 10am**

- All units are non-smoking.
- Our static caravans are situated within a walled orchard which is traffic free.
- There is **NO** access for cars into the walled orchard, a carpark is adjacent to this area and trolleys are provided to transport your luggage to your caravan.
- There are no pathways to the units as this area is laid to grass. Therefore: it is advisable to bring some waterproof shoes in case of inclement weather.
- Please ask at reception for assistance if required.
- Our static caravans consist of 4 and 6 berth units i.e.
- 2 or 3 bedrooms.
- Maximum occupancy in the 3-bedroom units is upto 6 people including infants or babies.
- Each unit has a colour TV with Freeview.
- Certain caravans are fully centrally heated, others have hot air circulation heating in the bedrooms and gas fires in the lounge.
- All cutlery, crockery and cooking utensils are provided
- Microwaves are supplied in all units
- All accommodation is provided with duvets and pillows, linen is not provided, sets can be hired if required upon making a reservation ( we do not make the beds ).

- Both units are non-smoking.
- Both are accessed via external staircases and are situated over the licensed cafe / lounge complex.
- They are centrally heated with 1 double and 1 twin bedroom.
- Bedding and linen are provided.
- Towels, tea towels and oven gloves are not supplied.
- Both have a shower room with toilet and basin, and a separate toilet.
- The lounge with balcony and dining area are spacious with an open plan design with flat screen TV with Freeview.
- The contemporary style kitchen is fully equipped with fridge, freezer, dishwasher and microwave.

### **ORCHARD LODGE**

#### **Admittance time 3pm - Departure time 10am**

- This unit is non-smoking.
- Situated within a walled orchard. Level pathways surround the lodge for easy access.
- 1 double and 1 small twin bedroom.
- Combined shower, hand basin and toilet.

- The Lodge is centrally heated.
- The Lounge and kitchen are of an open plan design. It has a colour TV with Freeview.
- Bedding and linen are provided.
- Towels, tea towels and oven gloves are not supplied.
- A parking space is allocated close to the lodge.
- Calor/camping gas is available to purchase from reception.
- The proprietors reserve the right to re-allocate pitches if and when necessary.

## **WISTERIA LODGE**

### **Admittance time 3pm - Departure time 10am**

- This unit is non-smoking.
- Situated adjacent to the pool area, it has 2 double bedrooms and 1 twin room.
- The contemporary style kitchen is fully equipped with fridge, freezer, dishwasher, cooker and microwave.
- The lounge and dining area are open plan and has a 40" flat screen TV with Freeview.
- The lodge also has its own outside seating/dining area, is centrally heated and double glazed.
- The master bedroom has a king size bed with en-suite Jacuzzi bath, toilet and separate shower. The bedding is Egyptian cotton and towels are provided
- There is also a separate shower room with toilet.

## **ONSITE FACILITIES**

### **OUTDOOR SWIMMING POOL**

- 18 metres x 7.5 metres. Depth gradual from 1 metre to 1.7 metres.
- Open from May Whitsun week to early September.
- The pool is unattended, and parents are responsible for their children at all times around the pool area.
- We do request swimmers to be considerate of others whilst using the pool.
- The proprietors reserve the right not to open the pool before Whitsun week or after the 2nd week of September.

## **TOURING / MOTORHOMES & CAMPING**

### **Admittance time 1pm - Departure time 11am**

- We do not have a holding area and there is only a single road in and out of the site, so please kindly adhere to the arrival and departure times for traffic control.
- Pitches are booked on a nightly basis from 1pm on arrival to 11am on departure.
- Maximum occupancy on a pitch is up to 6 people including infants or babies.
- Pitching is not permitted before 1pm or after 9pm.
- All our pitches have electrical hook-ups and offer 16-amp electricity; please ensure your electrical appliances have been tested before use onsite.
- If possible, please make sure you have breathable groundsheets.
- In order to restrict the spread of fire there should always be a 3-metre clear space between ancillary equipment on each pitch.

## **LICENSED CAFE AND LOUNGE AREA**

- The Core is a licensed cafe with adjoining lounge area which offers refreshments and light snacks.
- This facility is not open all season - Opening times vary throughout the season. Please contact us by email if you require general opening times.
- Under the ever changing Covid regulations the opening of the above facilities might alter or may have to close at short notice.

## **WELLBEING ROOM**

- Offers group or personal Pilates & yoga classes.
- This facility is not open all season - Opening times vary throughout the season. Please contact us by email if you require general opening times.

## **PLAY AREA & MINATURE 4 HOLE CRAZY GOLF**

## **Closed at dusk**

- The play area is unattended. Parents/guardians are responsible for their children at all times, as well as their safety and good behaviour. Children must not be left unaccompanied on the play area.
- The play area equipment is only suitable for children up to 12 years of age.
- Parents/guardians are responsible for ensuring that their children are using the equipment for the use of which it is intended.

## **LAUNDRETTE**

- Has coin-operated washing/drying/ironing facilities, an additional drying area adjoins the camping field.
- We regret, washing lines are not permitted in the orchard static caravan area or suspended from caravans/tents etc on the camping field.

## **ICE PACK FACILITY**

- Free Ice Pack facility is available and can be located by reception.

## **DOGS**

- Unfortunately, we do not allow the following breeds onsite: German Shepherds / Dobermans / Rottweilers / Pit bulls / Staffordshire Bull Terriers.
- Touring & Camping dogs are permitted – a maximum of two per pitch at additional costs per night.
- A few of our static caravans and The Orchard Lodge are pet friendly.
- Dogs must be over 1 years of age and are 'only' permitted in 'certain' units, a maximum of two permitted.
- Dogs are NOT allowed on the sofas or in the bedrooms.
- Dogs must not be left unattended in the static caravans/ The Orchard Lodge at any time during your stay.
- Dogs are not permitted in the non – pet units.
- If damage is caused to the accommodation by your dog during your stay, compensation will be required.
- Owners are responsible for their dog(s) actions at all times.
- Unfortunately, there is no 'dog walking /exercise area' on site - information for dog walks is provided on arrival.
- There are an abundance of lovely walks within 5 minutes off the park.
- Dog payment is not refundable.

## **CYCLING**

- Cycling is permitted onsite, but in the interest of safety, cycling is not allowed in or through the orchard/pool area at any time.

## **SKATEBOARDS/ROLLER-BLADES**

- In the interest of safety, we regret skateboards and rollerblades are not permitted on site.

## **BBQ'S, FIRE PITS & OPEN FIRES**

- Unfortunately, BBQ's are not allowed in the 'Orchard' static caravan area due to piped gas servicing the static caravans.
- But you are welcome to use your own BBQ on the grass area behind reception.
- BBQ's are permitted on the campsite as long as they are raised off the ground. Due to fire safety precautions, we do not allow fire pits or open fires in any area.

## **SPECIAL NEEDS – ACCESS STATEMENT**

- Some areas of the park may not be suitable for guests with mobility aids, as there are steps and gradients to certain units.
- Please mention at the time of booking and we will be able to advise you accordingly.
- An Access Statement is available from our website, or we can send a copy in the post to you.

## **GENERAL**

- Visiting relatives/friends are requested to make their presence known at reception.
- For insurance and Health & Safety purposes, we regret visitors are unable to use the swimming pool.
- The proprietors reserve the right to refuse or terminate the stay on site of any person(s) causing undue noise or disturbance to others.
- We also reserve the right to refuse any bookings that in our opinion may be unsuitable either by reasons of numbers, composition or false declaration.