



# APPULDURCOMBE GARDENS

HOLIDAY PARK

## FOR YOUR INFORMATION

### RECEPTION

- Reception is manned between **9am - 5pm**.
- If you will be arriving after 5pm - please kindly notify us.
- From 5pm onwards - please follow the instructions provided on the door of Reception for late check-ins.
- N.B: The latest check-in time for arrivals is **9pm**.

### VEHICLES

- **5 mph** maximum speed limit throughout the park.

### ELECTRIC CARS

- Currently, we do not have a dedicated charging point for electric cars onsite.
- Charging your electric car from our camping sockets is prohibited, as we do not have an adequate amperage within our infrastructure to charge electric cars.
- The closest car charging point is at Morrisons which is two miles away.

### 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 static caravan.
- There are no pathways to the units as this area is all 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 2 or 3 bedroom units.
- Maximum occupancy in the 3 bedroom units is upto 6 people including infants or babies.
- Each unit has a colour flatscreen TV with Freeview.
- Certain static 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, fridges and freezer space are supplied in all of the units.
- All accommodation is provided with duvets and pillows as standard. Linen is **NOT** provided; sets can be hired if required upon making a reservation (if linen is hired - we do not make the beds).
- 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 have to be 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 static caravans if and as necessary.
- Access maybe needed into accommodation without warning, in case of an emergency or a maintenance fault.
- BBQs / fire pits are NOT allowed outside the static caravans.

### FOLLY EAST & FOLLY WEST APARTMENTS

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

- Both units are non-smoking.
- Both are accessed via external staircases and are situated over the licensed café / lounge complex.
- They are centrally heated with 1 double and 1 twin bedroom.
- Both have a shower room with toilet and basin, and there is also a separate toilet.
- The lounge, with balcony and dining area are spacious with an open plan design with flat screen TV with Freeview.
- BBQs / fire pits are not allowed on the balcony area.
- Duvets, pillows and linen are provided (the beds will be made).
- The contemporary style kitchen is fully equipped with a microwave, fridge, separate freezer and dishwasher.
- All cutlery, crockery and cooking utensils are provided.
- Towels & tea towels are provided, 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 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.
- Access may be needed into accommodation without warning, in case of an emergency or a maintenance fault.

### 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.
- A parking space is allocated close to the Lodge.
- BBQs / fire pits are not allowed on the outside seating area.
- The Lodge is centrally heated with 1 double & 1 twin bedroom (with junior sized single beds).
- Combined shower, hand basin and toilet.
- The lounge and kitchen are of an open plan design. It has a colour flatscreen TV with Freeview.
- Duvets, pillows and linen are provided (the beds will be made).
- The kitchen is fully equipped with a microwave, fridge and freezer compartment.
- All cutlery, crockery and cooking utensils are provided.
- 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 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.
- Access may be needed into accommodation without warning, in case of an emergency or a maintenance fault.

## WISTERIA LODGE

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

- This unit is non-smoking.
- A parking space is allocated close to Wisteria Lodge.
- The Wisteria Lodge has its own outside seating/dining area. BBQs / fire pits are not allowed on the outside seating area.
- The Wisteria Lodge is centrally heated and double glazed.
- It is situated adjacent to the pool area, and has 2 double bedrooms and 1 twin room.
- The master bedroom has a king-size bed with en-suite Jacuzzi bath, separate shower and toilet.
- The double and twin room share a separate shower room with toilet.
- Duvets, pillows and linen are provided (the beds will be made). Towels **ARE** provided in this unit.
- The contemporary style kitchen is fully equipped with a microwave, fridge, separate freezer and dishwasher.
- All cutlery, crockery and cooking utensils are provided.
- For hygiene reasons - Oven gloves are **NOT** supplied.
- The lounge and dining area are open plan and has a 40" flat screen TV with Freeview.
- The accommodation must be left in a clean and tidy condition when vacated; any breakages or damages to the unit will be 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.
- Access may be needed into accommodation without warning, in case of an emergency or a maintenance fault.

## 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 management control.
- Pitches are booked on a nightly basis from 1pm on arrival to 11am on departure.  
Pitching is not permitted before 1pm or after 9pm.
- Maximum occupancy on a pitch is up to 6 people, including infants or babies.
- All our pitches have electrical hook-ups and offer 10-amp electricity; please ensure your electrical appliances have been tested before use onsite.
- To prevent risks of electrical fires, please ensure you only use one plug per socket.
- In order to restrict the spread of fire, there should always be a 3-metre clear space between ancillary equipment on each pitch.
- If possible, please make sure you have breathable groundsheets.
- Calor/camping gas is available to purchase from Reception on an exchange basis.
- We do not accept groups of more than 3 pitches.
- Only 1 tent + car, caravan + car, motorhome per pitch.
- Additional charges incur for additional items, i.e. pup tent, gazebo or 2<sup>nd</sup> car (a maximum of 2 vehicles per pitch subject to space).
- The proprietors reserve the right to re-allocate pitches if and as necessary.
- Access may be needed onto pitches without warning, in case of an emergency or a maintenance fault.

## 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 proprietors reserve the right not to open the pool before Whitsun week or after the 2nd week of September.
- The pool is unattended, and parents are responsible and therefore **MUST** supervise their children at all times around the pool area.
- We do request swimmers to be considerate of others whilst using the pool. Lilo's etc are not allowed in the pool.

### 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.
- The Core is dog friendly but to respect other guests, please ensure dogs are kept on short leads.
- Under the ever-changing Covid regulations the opening of the above facilities might alter or may have to close at short notice.

### LAUNDRETTE

- Has coin-operated washing/drying/ironing facilities.
- 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

- There is a free Ice Pack facility available which can be located behind the reception building.
- Frozen food, ice creams, lollies etc. are NOT to be stored in this facility.
- Ice Packs are placed in the facility at the customers own risk and the proprietors do not take any responsibility for missing Ice Packs.

### 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.
- Parents/guardians are responsible for ensuring that their children are using the equipment for the use of which it is intended.
- The play area equipment is only suitable for children up to 10 years of age.
- No glass is to be taken into the play area.
- Clubs and golf balls for miniature crazy golf can be hired from Reception between the hours of 10am and 4pm. Both clubs and balls are to be returned to Reception.

### 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.
- A bike rack can be located by the play area. We kindly request that bikes are stored neatly to prevent any risk of accident.

### **SKATEBOARDS / ROLLER-BLADES / HOVERBOARDS**

- In the interest of safety, we regret that the above items are not permitted on site.

### **DRONES**

- Please note that the flight or use of drones is **NOT** permitted on site.

### **BBQS, FIRE PITS & OPEN FIRES**

- Unfortunately, BBQs are not allowed in 'The Orchard' static caravan area due to piped gas servicing the static caravans.
- BBQs are not allowed in the Orchard Lodge, Wisteria Lodge or either of the apartments.
- However, guests are welcome to use your own BBQ on the grassed area behind Reception.
- BBQs 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.

### **DOGS**

- Apart from the dog breeds which are officially banned in the UK, we no longer allow the following breeds onsite: German Shepherds / Dobermans / Rottweilers / Pitbulls / Staffordshire Bull Terriers / Malamutes / ALL Bullmastiff breeds and Cane Corso.
- Touring & Camping: dogs are permitted. A maximum of two dogs per pitch at additional costs per night. Please inform us of any dogs you are bringing and their breed at the time of your reservation.
- A few of our static caravans and The Orchard Lodge are pet friendly. If you have a pet and are on holiday with another party who does not, please do not take your dog into their unit.
- If you take a pet into a unit which is not booked as pet friendly, you will be required to pay an additional fee of £100 for the deep cleaning of the accommodation.
- Dogs are **NOT** permitted in our NON-pet units. Please check at Reception if pets are allowed in certain units.
- Dogs must be over 1 years of age staying in our units and are only permitted in the pet friendly units.
- There is a maximum of two dogs allowed per unit.
- 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.
- 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.
- Dogs are to be kept on short leads at all times when moving around the site.
- Dogs are NOT permitted inside the paved pool area.
- There is no dog walking or a dog exercise area on site - information for dog walks is provided on arrival.
- There is an abundance of lovely walks accessible within minutes off the park via public footpaths and walkways.
- Please be aware that dogs are NOT allowed in the stream on the camping field due to this being a protected wildlife area, if a customer is caught breaking these terms, they may be asked to leave site, without a refund.
- Dog payment is not refundable.

### **PETS**

- Pet friendly accommodation relates specifically to dogs. If you are thinking of bringing a different pet with you, please call Reception first before making a reservation.

### **WiFi**

- 'Free WiFi' is accessible for guest use on the park.
- The service is offered 'as is' and 'as available'.
- We cannot guarantee the availability, speed, or performance of the WiFi or internet connection.
- We do not guarantee that data transmitted over the network will be secure.
- Internet access may not be available at all times and may not operate at the speeds desired.
- We are not liable for any loss, inconvenience, or disruption relating to WiFi performance or availability.
- The WiFi is not suitable for streaming, downloading, gaming, or other high-bandwidth activities.
- If you need to work remotely during your stay, you are responsible for arranging your own reliable internet connection.

### **SPECIAL REQUESTS – 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 if you have any special requests 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**

- Visitors are permitted. All visitors are required to report to Reception on arrival to 'sign-in' the visitors book, so that we know numbers onsite on a daily basis. They are then required to 'sign-out' at the end of the visit.
- For insurance and Health & Safety purposes, we regret visitors are unable to use the play park or swimming pool at any time.
- We do not offer day passes for visitors to use the facilities.
- 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.