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 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 or 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, with a 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 and its own dedicated WIFI.
- 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 2nd vehicle (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 FACILIITIES

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, please use washing aids.

ICE PACK FACILITY

- There is a free Ice Pack facility available which can be located behind the reception building.
- Frozen food, ice creams, bottles or cans 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 or pool area.
- 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 areas.

DOGS

- Apart from the dog breeds which are officially banned in the UK, we no longer allow the following breeds onsite: American bull dog/ Cane Corso/ Dobermans / Pitbulls
- German Shepherds / Rottweilers/ Staffordshire Bull Terriers Malamutes/ Bullmastiffs / All Mastiff breeds.

- 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 have a pet, please do not take your dog into their accommodation.
- 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 accommodation.
- Dogs must be over 1 years of age staying in our accommodation and are only allowed in 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 or 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 pool enclosure area.
- There is no dog exercise area on site - information for dog walks is provided on arrival.
- As 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.
- As we are situated in a valley - Internet access may not be available at all times.
- We are not liable for any loss, inconvenience, or disruption relating to WiFi performance or availability.
- The WiFi is not suitable for 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.