



Welcome to Hartsop Fold Holiday Lodges

We would like to welcome you to Hartsop Fold; to ensure that you have an enjoyable stay with us we have provided the following information which we hope you will find useful.

Please leave this folder in the accommodation for the use of our next guests, thank you.

Should you require assistance during your stay, we are available on **017684 80020** 24/7. If your query is non-urgent, please contact us during our office hours (8:30am-5pm). We have an out of hours member of staff on duty always should you require them.

We are aware that the phone signal is restricted here. There is a payphone in reception (code 215) which is free to use when calling us (**017684 80020**) or the emergency services. Our WhatsApp number is **07917 784977** which can be used to call us using WiFi from your mobile phone.

Safety:**What to do if your smoke/carbon monoxide alarm goes off ...**

If your smoke alarm goes off and there is a fire, please exit the lodge immediately and make your way to the evacuation point at the reception block marked on the map. If your carbon monoxide alarm goes off please exit the lodge immediately and head to the evacuation point. Please familiarise yourself with the map to see the most effective route from your accommodation.

In an emergency, dial 999 as soon as you can and stay safe until the emergency services arrive.

A torch is provided in each lodge and can be located near the door (plugged into an outlet). Please stick to all walkways when navigating the park.

There is a defibrillator located at Reception. Call 999 who will talk you through using it.

Access code: C159X

Location: Hartsop Fold CA11 0NZ

What3Words: ground.haunt.shelving

Park Rules

At Hartsop Fold, we try not to have too many rules so everyone can enjoy their stay with us. However, we have found it helps to have a few do's and don'ts to help keep the park peaceful and looking stunning.

- 1) Please do not hang clothes or other articles outside your accommodation, use the indoor clothes rack provided.
- 2) Do not make too much noise; no noise should be audible from or around the lodges between 10:30pm and 08:00am. Respect your neighbours!
- 3) No smoking in any of the lodges or buildings.
- 4) Park your vehicle(s) in the designated areas and please do not obstruct any other road area. Keep off the grass with vehicles.
- 5) Please take your refuse to the park refuse compound located by reception
- 6) Pets must be kept quiet (i.e. no persistent barking etc.) and under control. It is the owner's responsibility to clean up any fouling and dispose of it at refuse points.
- 7) Pets must not be left unattended in the lodges at any time.
- 8) Pets must be kept off all furniture and beds, and out of hot tubs.
- 9) Barbeques must only be used on a hard surface and **MUST NOT** be used on the wooden deck or grassy areas.
- 10) Open campfires are **NOT** allowed at any time.

- 11) Fireworks and Chinese Lanterns must **NOT** be used under any circumstances.
- 12) Please observe the **10MPH** speed limit on site at all times.

On-site facilities

Telephone

A pay-phone is located in reception (code 215)

Calls to ourselves (017684 80020) and emergency services are free.

Laundry

A washing machine, tumble dryer, iron and ironing board are available for your use. The code for this is 215.

Defibrillator

Should you require in an emergency, we have a defibrillator installed at reception (see page 2). Upon dialling 999 they can instruct you on how to access this.

WiFi

There are 3 access points (no password required)

Hartsop 1, Hartsop 2, Hartsop 3

There is WiFi in reception (information for this is in the window)

Local cafes, bars & restaurants

Brotherswater Inn (Patterdale, CA11 ONZ, 017684 82239)

Travellers Rest (Glenridding, CA11 0QQ)

Patterdale hotel (CA11 ONN, 017684 82231)

Fellbites Café & Restaurant (Glenridding, 017684 82781)

Further information

Tourist Information	Penrith Tourist Information Centre Address: Middlegate, Penrith CA11 7PT Phone: 01768 867466 www.visiteden.co.uk/visitor-information/tourist-information-centers-tic/penrith-tic
Public Transport	The 508 bus runs between Penrith and Windermere every 2 hours. The bus stop is located at Road End, near Cow Bridge Car Park (approx. 10 min walk from Hartsop)
Garage	Braithwaites Garage Ltd Newbiggin, Stainton, Penrith CA11 OHT Telephone: 017684 83254 Email: enquiries@braithwaitesgarage.co.uk OPENING HOURS Monday - Friday 8.30AM - 6PM Saturday 8.30AM - 5.30PM Sunday by appointment only (Nearest fuel Ambleside, Penrith or Keswick)

Doctor	<p>Glenridding Health Centre Phone: 01768 482297</p> <p>CHOC (Cumbria health On Call) Phone 01228401999</p>
Hospital	<p>Minor Injuries Department Penrith & Eden Community Hospital Bridge Lane, Penrith, Cumbria CA11 8HX, UK Tel: 01768 245555</p> <p>Accident & Emergency Cumberland Infirmary Newtown Road, Carlisle, Cumbria, CA2 7HY Tel: 01228 523444</p>
Dentist	<p>Stricklandgate Dental Practice Stricklandgate, Penrith CA11 7NH Tel:01768 865744</p> <p>mydentist, Gloucester Yard 10 Great Dockray, Penrith CA11 7DE Tel: 01768 895068</p> <p>Victoria Road Dental Practice Victoria Road Dental Practice 9 Victoria Road, Penrith CA11 8HR Tel: 01768 862009</p>
Vets	<p>Paragon Veterinary Group Townhead Veterinary Centre Newbiggin, Nr Stainton, Penrith CA11 OHT Tel: 01768 483789</p>

DEPARTURES (IMPORTANT INFORMATION)

PLEASE READ CAREFULLY

On the day of your departure please make sure you vacate your accommodation by 10am.

Please make sure that you have left your accommodation clean and tidy and have taken all your personal belongings with you. You will find a letter box at reception where you can post your keys when you leave.

Thank you!

We hope you enjoyed your stay with us and hope to see you again soon!

**PLEASE CAREFULLY READ THE FOLLOWING BEFORE
ENTERING THE HOT TUB**

HOT TUB HYGIENE & SAFETY RULES

- PLEASE SHOWER BEFORE ENTERING THE HOT TUB TO WASH OFF ANY CONTAMINANTS ON YOUR HAIR OR SKIN (SUCH AS LOTIONS, CREAMS & OILS)
- IF YOU SUFFER FROM HEART OR SKIN CONDITIONS, ARE IMMUNO SUPPRESSED OR ARE SUBJECT TO FITS PLEASE SEEK MEDICAL ADVICE BEFORE USING THE HOT TUB
- IF YOU ARE PREGANANT PLEASE SEEK MEDICAL ADVICE BEFORE USING THE HOT TUB
- CHILDREN UNDER THE AGE OF 8 WHO ARE UNABLE TO HOLD THEIR FACE OUT OF THE WATER SHOULD NOT USE THE HOT TUB
- CHILDREN UNDER THE AGE OF 16 MUST BE SUPERVISED BY AN ADULT WHILST USING THE HOT TUB
- PLEASE AVOID SWALLOWING THE SPA WATER
- PLEASE AVOID SUBMERGING YOUR FACE IN THE WATER & KEEP LONG HAIR TIED UP
- IT IS RECOMMENDED TO HAVE A BREAK AFTER 15 MINUTES OF USING THE HOT TUB TO COOL DOWN
- PLEASE DO NOT HAVE GLASS CONTAINERS OR ELECTRICAL ITEMS IN OR AROUND THE HOT TUB
- PLEASE DO NOT SMOKE IN THE HOT TUB

- PLEASE REMEMBER THESE ARE HOT TUBS AND NOT SWIMMING POOLS; DO NOT DIVE OR JUMP INTO THE HOT TUB

HOW TO USE THE HOT TUB

- TO REMOVE THE LID, UNLCLIP THE 2 FRONT CLIPS & CAREFULLY LIFT THE FRONT HALF OF THE LID OVER THE BAR ACROSS THE MIDDLE. ONCE FOLDED IN HALF OVER THE BAR, LIFT AGAIN SO THE LID IS HANGING SECURELY AT THE BACK OF THE HOT TUB

PLEASE NOTE: THE LID SHOULD NOT BE FULLY REMOVED FROM THE HOT TUB (CONTACT OUR ON SITE WARDENS IF YOU HAVE ANY ISSUES)

- WATER TEMPERATURE MUST STAY BETWEEN 38-40 DEGREES
- DO NOT TURN OFF THE MAIN ELECTRIC SUPPLY TO THE HOT TUB
- PLEASE TAKE CARE WHEN ENTERING & EXITING THE HOT TUB AS THE GROUND MAY BE SLIPPERY
- WHEN EXITING THE HOT TUB SQUEEZE OUT EXCESS WATER ON YOUR SWIMWEAR TO MINIMISE WATER LOSS