

# Welcome to....



To help you have an enjoyable stay we have provided the following information which we hope you 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, please call us on **017684 80020**. If your query is non-urgent, please contact us during our office hours (8:30am-5pm). We do have a small out of hours team should you require them outside of office hours.

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

**Access code: C159X**

**Location: Flusco Wood, CA11 0JB**

**What3Words: ground.decking.anthems**

## A few park rules to help maintain a peaceful and relaxing place to stay:

- Please do not hang clothes or other articles outside your accommodation, use the indoor clothes rack provided.
- Please do not charge electric vehicles from your lodge. The nearest EV charging point is at Rheged Visitor Centre 3.5 miles from Flusco Wood towards Penrith.
- No smoking in any of the accommodation or buildings.
- Please keep noise to a minimum always; and no noise should be audible from your accommodation or around the park between 10:30pm and 08:00am.
- Park your vehicle(s) in the designated areas and please do not obstruct any other road area. Keep off the grass with vehicles.
- Please take your refuse to the park refuse compound located next to the park entrance.
- Pets must be kept quiet (i.e. no persistent barking etc.) and under control.
- Please clean up after your pets (dog foul disposal points are located around the park. Bags can be obtained from reception). You will be fined if you do not clean up after your pets (around the park, and on your accommodation decking)
- Pets must not be left unattended in the lodges at any time.
- Pets must be kept off all furniture and beds, and out of hot tubs.
- Barbeques must only be used on a hard surface and **MUST NOT** be used on the wooden deck or grassy areas. If in doubt, please ask at reception about a suitable area. Be mindful of fire risks.
- Open campfires are **NOT** allowed at any time.

- Fireworks and Chinese Lanterns must **NOT** be used under any circumstances.
- Please observe the **10MPH** speed limit on site at all times.
- Please observe the privacy of the Private Lodge Owners by staying on the marked paths and roads and not walking between their Lodges.
- If your smoke alarm or carbon Monoxide detector goes off – please exit the accommodation immediately and make your way to the evacuation point at the laundry block; marked on your map.

## **General information**

### **Living Room**

**Heating** – Heating can be controlled to your requirements by thermostats on individual radiators, and in some cases a wall thermostat.

**Electricity** – should there be a power cut please report to reception (in the case of a site/area wide power cut; we will endeavour to do our best to get your electricity back on as quickly and safely as possible). Please be aware during the winter months especially, this rural area is known for weather induced power cuts, and we do our best to mitigate these. Flusco Wood has an emergency generator which is used in situations where there will be an extended period without power. The generator will only be turned on when Flusco Wood have ascertained with the electricity board and local businesses that the issue will not be resolved within the next hour or so.

**Wi-Fi** – network and password: please see separate sheet for list of networks and passwords. Choose the one that gives you the best connection.

**What to do if your smoke alarm goes off** - If your smoke alarm goes off and there is a fire, please exit your accommodation immediately and make your way to the evacuation point at the laundry block marked on your map.

If your carbon monoxide alarm goes off please exit the accommodation immediately and head to the evacuation point. Please familiarise yourself with the map to see the most effective route from your accommodation.

### **Kitchen**

**Washing-up liquid, dishcloths, a tea towel** and a small quantity of **dishwasher tablets** can be found under the sink, if you require any more of these items (including bin bags) please enquire at Reception.

**Dishwasher** – please try and put this on to clean any dirty items or leave empty when you vacate your holiday home.

**Hob, Grill and Oven** – these are supplied by bulk LPG gas and/or electric. Please note these aren't always as powerful as a standard domestic cooker so please allow for a little more time to heat.

**A fire extinguisher and fire blanket can be found on the wall in the kitchen or utility room, please identify and familiarise the location of this.**

### **Refuse Disposal**

We are committed to helping protect and improve the environment and this includes managing the safe and responsible disposal of all waste. Therefore, we ask that you separate your items into general waste, paper & card, glass, tins/cans, hard plastic and soft plastic and place these in the designated recycling bins situated adjacent to the park entrance. Thank you.

## **Bathroom**

Please do not put any sanitary products, face wipes, baby wipes or nappies down the toilet, use the bins provided.

## **Bedrooms**

A hairdryer is available for your use and can be found in the vanity unit drawer of the double bedroom.

## **Cot & Highchair are available upon request**

# **On-site facilities**

## **Laundry**

A washing machine, tumble dryer, iron and ironing board are available for your use. Both the washing machine and tumble dryer take £1.00 coins and 50p coins (change is available at reception)

## **Defibrillator**

Should you require in an emergency, we have a defibrillator installed at reception (see pg 1). Upon dialling 999 they can instruct you on how to access this.

## **Children's Play area**

A small children's play area is located opposite Reception

***Children must be supervised at all times and additional information is displayed at the play area.***

Please stay on designated paths and do not walk between lodges in order to respect the privacy of other people.

Thank you.

## Further information

<b>Tourist Information</b>	<b>Penrith Tourist Information Centre</b> Middlegate, Penrith CA11 7PT 01768 867466
<b>Public Transport</b>	Local bus services run from Newbiggin, Rheged and Penrith.  Local and National rail services are available from Penrith Railway Station, Ullswater Road, Penrith, Cumbria, CA11 7JQ
<b>Taxi</b>	<b>Lakeland Taxis</b> 1A Sandgate, Penrith • 01768 865722 <b>Eden Taxis</b> Mostyn Cottage Friargate, Penrith • 01768 867890 <b>Bluebell Taxis</b> 07594311421 <b>Jackies Taxis</b> 01768867890 <b>A-CABS Penrith</b> 07482289021
<b>Garage</b>	<b>Braithwaites Garage Ltd</b> Newbiggin, Stainton, Penrith CA11 OHT Telephone: 017684 83254 Email: <a href="mailto:enquiries@braithwaitesgarage.co.uk">enquiries@braithwaitesgarage.co.uk</a>

<b>Doctor</b>	<p><b>Birbeck Medical Group</b>  Penrith Health Centre, Bridge Lane, Cumbria CA11 8HW  Phone: 01768 214620</p>
<b>Hospital</b>	<p><b>Minor Injuries Department</b>  <b>Penrith &amp; Eden Community Hospital</b>  Bridge Lane,  Penrith, Cumbria CA11 8HX  Tel: 01768 245555</p> <p><b>Accident &amp; Emergency</b>  <b>Cumberland Infirmary</b>  Newtown Road,  Carlisle, Cumbria, CA2 7HY  Tel: 01228 523444</p>
<b>Dentist</b>	<p><b>Stricklandgate Dental Practice</b>  Stricklandgate, Penrith CA11 7NH  Tel: 01768 865744</p> <p><b>mydentist, Gloucester Yard</b>  10 Great Dockray, Penrith CA11 7DE  Tel: 01768 895068</p> <p><b>Victoria Road Dental Practice</b>  Victoria Road Dental Practice 9 Victoria Road,  Penrith CA11 8HR  Tel: 01768 862009</p>
<b>Vets</b>	<p><b>Paragon Veterinary Group</b></p> <p>Townhead Veterinary Centre, Newbiggin, Nr Stainton,  Penrith, CA11 0HT</p> <p>Tel: 01768 483789  Email: <a href="mailto:townhead@paragonvet.com">townhead@paragonvet.com</a></p>

<p><b>Post Office</b></p>	<p><b>Main Post Office</b>  Crown Square, Penrith CA11 7AA  Tel: 0845 722 3344</p> <p><b>Greystoke Post Office</b>  1 Church Rd, Penrith, CA11 OTW  Tel: 01768483301</p> <p><b>Kings Arm</b>  Stainton, Penrith CA11 OEP  Tel: 01768 867945</p>
<p><b>Bike Hire &amp; Bike delivery service (electric too)</b></p>	<p><b>Arragon's Cycles Group</b>  <a href="http://www.arragoncyclehire.com">www.arragoncyclehire.com</a>  Book online <a href="http://www.arragoncyclehire.com/hire">www.arragoncyclehire.com/hire</a>  07745190227  2 locations – Penrith &amp; Lowther Castle (tea room &amp; gardens)</p>



**Local takeaway/delivery services (please arrange to meet at reception)**

**Pizza/Kebabs**

Woodstone pizza & Flame grill 01768 866399

Pizza Piatto 01768 899169

Domino's Pizza 01768 862226 (delivery available)

My Kebab 017684 28496 (delivery available)

Deniz food 01768 866649 (delivery available)

**Indian**

Dana Curry House 01768 863812 (delivery available)

Taste of Bengal 01768 891700

Raj 01768 892574

**Chinese & Japanese**

Sukiya 01768 892939 (delivery available)

The Golden Boat 01768 863058

Silver Ocean 01768 899910

Lotus Garden 01768 862915 (delivery available)

Ming's Kitchen 01768 891725 (delivery available)

**Greek**

Just Greek 017687 44120

**Fish & Chips**

'Shap chippy' located at Newbiggin Village Hall most Saturdays 4:30pm to 7pm

# **DEPARTURES**

## **Check out is no later than 10am**

Please leave your accommodation clean and tidy, and make sure all personal belongings are taken with you (we are not held responsible for any items you may lose/leave in your accommodation)

Please take any rubbish and recycling with you, and place in the bins provided in our onsite refuse disposal (located at the park entrance)

Please return your accommodation key to Reception (If no one is available please post the key through the letter box).

We hope you enjoyed your stay with us.

Thank you



# FLUSCO WOOD

## **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 SUPPRERSSSED 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, UNLATCH 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