



Tranquility on the edge of The Lake District

Low Greenlands House Guest Guide & Information

IMPORTANT

PLEASE READ THE INFORMATION BELOW CAREFULLY ALONG WITH OUR HOUSE (LOW GREENLANDS HOUSE) TERMS & CONDITIONS BEFORE USING LOW GREENLANDS HOUSE

Further useful park and attractions information can be obtained by visiting www.lowgreenlands.co.uk

Please note we do not operate an on-site office and check in/check out is done virtually in line with our house access through our key safes located at the left of the front door/entrance.

ARRIVAL IS FROM 15:00 AND DEPARTURE NO LATER THAN 10:00.

Any issues with the house should be reported immediately so we can where possible ensure this does not affect your stay with us.

CONTACT DETAILS

Office: 0345 825 2525

24 hour emergency contact: 07748 433893
(This number is purely for emergencies only)

In the event of an emergency such as a fire or flood please make your way to our emergency meeting point located at the entrance of the park.

OFFICE HOURS

Monday - Friday	09.00 - 18.00
Saturday	09.00 - 13.00
Sunday	Closed

Our warden and cleaners check on the site regularly and the park is monitored through remote CCTV 24 hours a day.

First Aid Kit: located in the house kitchen as well as the amenity blocks wash & laundry room.

Fire Extinguishers and Carbon Monoxide Detectors: located in the house kitchen and the amenity blocks wash & laundry room.

GENERAL HOUSE USE INSTRUCTIONS

STRICTLY NO SMOKING OR USE OF VAPING/SMOKING TYPE PRODUCTS WITHIN THE HOUSE. SMOKING STATIONS & STUBB DISPOSAL ARE PROVIDED TO THE FRONT AND REAR OF THE HOUSE AS WELL AS AROUND THE SITE AND SHOULD BE USED FOR ALL CIGARETTE TYPE SMOKING PRODUCTS.

THE PARK IN GENERAL IS A FAMILY PARK AND THE USE OF THE HOUSE IS FOR FAMILY BASED BOOKINGS (ADULTS/CHILDREN GROUPS). WE DO NOT GENERALLY ACCEPT GROUP BOOKINGS THAT ARE SPECIFICALLY FOR STAG/HEN/ONLY ADULT OR SIMILARLY RELATED EVENTS. THEREFORE WE WOULD REQUIRE NOTICE AT THE POINT OF BOOKING FOR SUCH AN EVENT TO ENSURE THE SAME IS NOT LIKELY TO CAUSE WIDER ISSUE TO OTHER GUESTS OR NEIGHBOURING PROPERTIES.

Hot Tub Use & Towels: Your hot tub will be cleaned and heated ready for your arrival and is generally pre-set to be heated throughout the day/evening at intervals. Please contact us should you have any issues with your hot tub or heating requirements.

To pair a device to the hot tub for streaming music, search network > low greenlands > bluetooth > P20 (hot tub) > enter code/password 2288 or 2222 > your connected and can alter the volume via your mobile device!

It is expected that all adults will wear appropriate swimwear and anybody using the hot tub will 'shower off' before hot tub use to remove any lotions & fake tan, soap detergent residues etc to avoid foam forming in the hot tub.

Eating, drinking, the use of glass items (plastic cups/wine glasses provided), adding oils/bath soaps/shampoos/liquids/similar items, wearing fake tan in your hot tub is prohibited to avoid accidents or potential water cleanliness issues such as foaming and murky looking water as well as possible damage to the hot tub itself. Should the hot tub require or a request be made to clean (outside our standard checks/dosing requirements) or replace the water due to an accident or pollution related issues we reserve the right to apply a charge for this.

We do not recommend using a hot tub if you have any open cuts or sores and/or are suffering from any underlying medical conditions or where you may have any potential skin conditions that could be affected by hot tub chemicals used to condition and keep the water free of harmful elements.

Where we are required to add water treatment solutions to your hot tub during your stay, please refrain from using it for at least 2 hours.

Please bring your own towels for hot tub use as we limit towels supplied to those required for daily showering in an effort to reduce energy usage around laundry consumption. Towels can be dried off on the house radiators (providing flooring or decorations are not damaged). Alternatively the washing machine/dryer in our washing/laundry/shower/toilet block located in the middle of the park can be used.

INFANTS, CHILDREN OR ANY INDIVIDUALS WITH DISABILITIES SHOULD NEVER BE LEFT UNATTENDED AT OR IN A HOT TUB.

Parking: 3-4 parking spaces are provided within the grounds/fencing of Low Greenlands House.

Electric Vehicle Charging: located to the right of the garage door and available as a paid for service via our app - **SCAN BELOW.**

Keysafe: this is used to collect your key on arrival and where you place your key on departure.

Property Inventory List: you must check all items within the houses inventory list supplied are present and report any items missing within 24 hours. Following this you will be deemed to have acknowledged all items are present during your stay.

Property Use: any linen or other items are supplied for your use and are the property of Low Greenlands Holiday Park Ltd. Any missing towels or other items will be charged to you.

Linen: is provided in line with the specific number of guests confirmed via your booking. We provide 1 hand towel per bathroom. One bath towel is provided/person. Beds are prepared based on the number of guests and provided with a bed sheet, duvet and pillow(s).

Towel Use: Our towels are provided for internal showering/bathroom use only i.e. not for hot tub use. We will not replace towels due to them being used for hot tub use.

SCAN HERE FOR ELECTRIC VEHICLE CHARGING APP



SCAN HERE FOR OVEN & GRILL MANUAL



SCAN HERE FOR DISHWASHER MANUAL



Free Wifi: The house has its own unique screened Wifi and router. Like accessing your router at home please see our separate attached access instructions/password. **From a mobile device go to settings > wifi > low greenlands > password - wififree > your connected!**

Smart TV(s): can be used to plug or connect other mobile devices into such as laptop and provides access to streaming services such as - Netflix, catch up, box sets, on demand, music and movies. You can log into your own relevant services/accounts and may be required to register to access paid for services.

General Electric Use: please ensure all lights, portable electrical items and appliances such as hair straighteners are switched off when not in use.

Bathroom(s) Underfloor Heating: this is already pre-set so please do not try and alter the settings.

Dining Table & Chairs, Sofas & Wider Internal Furniture: these are for internal use only and should not be used outside or for any other purpose than designed or intended as separate outdoor seating is provided.

Induction Hob: do not place empty pans or cooking utensils on the hob or leave the same unattended. Remove all items from the hob and switch off when not in use.

Oven & Grill: **SCAN BELOW for the user manual.** Ensure switched off when not in use. Electric isolation point located to cupboard underneath the oven.

Dishwasher: **SCAN BELOW for the user manual.** Dishwasher tablets are not supplied. Ensure switched off when not in use. Electric isolation point located in corner cupboard to the right of the dishwasher.

Hob Air Extraction Unit: ensure switched off when not in use. Electric isolation point located to the right of the extraction unit.

Lounge Fire: ensure switched off when not in use.

Microwave Oven: do not place metal items into the microwave.

Fuse board: located within the garage and accessible via the site warden or staff.

General Hot Water & Showers: all hot water is supplied via solar electric or gas. The heating and hot water is set to a daily programme in line with winter/summer conditions so should be hot where and when required. We are able to alter temperature settings remotely so please contact us should you have any issue with heating or hot water allowing for the fact hot water/heating could take <2 hours to reach temperature.

Toilets: **PLEASE DO NOT PLACE WIPES, NAPPIES OR ANY OTHER FORM OF SANITARY TOWELS DOWN THE TOILET AS THIS WILL CAUSE IRREVOCABLE DAMAGE TO OUR WATER TREATMENT PLANT AND SIGNIFICANT EXPENSE.**

Quiet Hours: apply from **22:00 Monday - Thursday, 23:00 Friday - Sunday** and we expect all guests to respect this for the benefit of other guests and neighbouring properties.

Visitors: no visitors are allowed unless we are informed of the same within 72 hrs of arrival and having paid any relevant charge. Any visitors will be treated as a fee paying guest and the primary booker will be responsible in this area. Where in breach of our visitor's policy and where no charge has been paid for a visitor all guests will be asked to leave the park with immediate effect and without refund.

RUBBISH & RECYCLING

You are permitted to dispose of general waste you generate during your stay.

You are not permitted to bring any waste outside your stay to leave on our park.

All waste should be placed in the wheelie bin(s) provided or taken to our recycling point, separated out and placed accordingly into the relevant bins with no rubbish left in the house on departure.

DEPARTURE

On departure please follow the following steps :-

- Ensure any utensils/items used are washed, cleaned and/or left as they were found.
- Ensure all external doors are locked via the internal keys provided, ensuring these are not removed with all windows closed.
- Leave the property clean and tidy.
- Place all rubbish in the wheelie bin(s) or take all rubbish to the recycling point.
- Check you have all your belongings and luggage.
- **Vacate the house no later than 10:00 as our cleaners will require access without fail from this time to prepare for the arrival of guests from 15:00.**
- Remove the front door key, lock the front door and place the key into the keysafe ready for the next guest.
- Report any lost key or damage caused to the property by email to info@lowgreenlands.co.uk within 24-48 hours detailing your name, contact mobile number, how loss or damage occurred.

ATTRACTIONS

Please visit our website to access information, discounts and offers at www.lowgreenlands.co.uk/attractions

CLEANING, LAUNDRY FACILITIES & COVID CONSIDERATIONS

The use of Low Greenlands House will generally mean you will be within your own 'booking group,' allowing you to maintain any potential future government guidelines and social distancing.

We carry out enhanced cleaning to the house and linen prior to your arrival.

Should our staff require access to the house either at your/our request, due to property checks and/or but not limited to cleaning/laundry requirements we would ask for your cooperation in providing staff access to the house.

Whilst we provide pot washing facilities as well as a dishwasher at the house, any washing/drying of clothing is provided via our washing/laundry/shower/toilet block located in the middle of the park. The shower block and toilet facilities are primarily used for our caravan/motorhome guests, although can be used by our house guests.

In line with any guest's ongoing Covid-19 concerns, it will be a guest's responsibility to provide their own PPE such as face masks and gloves. We recommend that whilst using our facilities and where you could be in close contact with others that PPE is worn. However, this is a personal preference for guest's and we will not make this mandatory. Our view in this area is to be pragmatic, respectful to guest's with varying views on the matter, the safety of guest's and staff and we hope this approach meets with guests approval without being overly stringent as we want our guests to enjoy their stay with us.

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LOCAL AMENITIES

Supermarkets

Tesco Lodge Quarry, Lancaster Road, Carnforth, LA5 9DW

Aldi Scotland Road, Carnforth, LA5 9JZ

Booths Scotland Road, Carnforth, LA5 9JZ

Newsagent & Post Office

Village Store Main Street, Burton In Kendal, LA6 1NA

Pub/Restaurant

Longlands Pub and Restaurant 200 yards from park entrance

Café, Ice Cream Parlour, Farm Shop, Farm Animals, Kids Soft Play, Crazy Golf, Archery, Arts/Crafts & more...

Greenlands Farm Village 200 yards from park entrance

Chinese Restaurant/Takeaway

Trungs 4 Main Road, Bolton Le Sands, Carnforth, LA5 8DH

China Essense 2 Scotland Road, Carnforth, LA5 9JY

Pizza & Kebabs

Pizzale Inn 30 Market Street, Carnforth, LA5 9JX

Italian

Miaitalia Hawthorne House, Bye Pass Road, Bolton Le Sands, Carnforth, LA5 8JD

Indian

Café Masala 5 Station Buildings, Warton Road, Carnforth, LA5 9BS

Fish & Chips

T'other Chippy 1 Stanley Street, Carnforth, LA5 9DX

North Road Chippy 1 North Road, Carnforth, LA5 9LQ

Postbox

Opposite Greenlands Farm Village 100 yards from park entrance

Cashpoint

Tesco Supermarket Lodge Quarry, Lancaster Road, Carnforth, LA5 9DW

Barclays Bank 3 Market Street, Carnforth, LA5 9JX

Train Station

Carnforth Train Station Market Street Carnforth, LA5 9TR
(change at Lancaster for many Southerly routes)

For bus, taxi, airport taxi services see details below. Also visit the links at www.lowgreenlands.co.uk/attractions (under the 'on your doorstep' section) for bus and train timetables and to book travel journeys.

Emergency & Medical Contacts

**FOR POLICE, AMBULANCE, FIRE EMERGENCIES CALL 999 OR 112
FOR MEDICAL ADVICE CALL THE NHS ON 111
FOR POLICE NON EMERGENCIES CALL 101**

DEFIBRILLATOR ACCESS & FIRST RESPONDERS

**CALL 999 AND ASK FOR A FIRST RESPONDER
IN PRIEST HUTTON OR CARNFORTH**

Alternatively please visit www.nddb.uk on a mobile device to locate the nearest defibrillator on the map, enabling satnav and directions access. The nearest defibrillators can be accessed by the public at Greenlands Farm Village (100 yds from park entrance), Warton & Nether Kellet.

MEDICAL CONTACT DETAILS

HOSPITALS

Lancaster Royal Infirmary Ashton Road, Lancaster, LA1 4RP

Queen Victoria Hospital (Morecambe) Thornton Road, Morecambe, LA4 5NN

Westmorland General Hospital (Kendal) Burton Rd, Kendal LA9 7RG

DOCTORS

Ashtrees Surgery Market Street, Carnforth, LA5 9JU

DENTISTS

VIVA Dental (Private) 29 Market Street, Carnforth, LA5 9JX

King & Associates (NHS) 46-48 Market Street, Carnforth, LA5

PHARMACY

Well 9 Market Street, Carnforth, LA5 9JX

Ashtrees Surgery Pharmacy Market Street, Carnforth, LA5 9JU

LOCAL TRANSPORT INFORMATION & DETAILS



BUS SERVICE Bus services run circa every half hour north and south. The bus stops are located 100yds from the park on the A6070, northbound outside Greenlands Farm, southbound on the opposite side, in front of The Longlands Hotel. Please note there is no physical bus stop or sign, although buses will stop when you indicate.



LOCAL TAXIS **Jocks Cabs** 01524 727777
Lawrence Taxi & Private Hire 07720 205099

AIRPORT TAXI **Bay Transfers Airport Taxis** 07800 873571