



HILLCROFT PARK
POOLEY BRIDGE
PENRITH
CA10 2LT
TEL 017684 86363

www.hillcroftpark.co.uk

A Warm Welcome to Hillcroft Park

This welcome pack contains all the information you should need, to assist and enhance your stay, here with us, at Hillcroft Park. There are details of the facilities provided on site and what's available locally, including tourist information for the surrounding area. If you require any details on local places of interest etc. Please call into the Red Telephone Box next to the Shop where we have a selection of information. If you require any information and maps on local walks please call into reception. Our friendly staff will always be on hand to answer any questions you may have about the local area so feel free to ask.

Have you considered Holiday Home ownership? Second home ownership on our park will give you the relaxing escape you deserve. Just come and go as you please its hassle free, there are no booking flights and much shorter travelling times. Our sales team will be able to advise and answer any questions you may have on Holiday Home ownership. Take the opportunity to view one of our Show Homes whilst you visit.

We all wish you an enjoyable stay and we look forward to seeing you again very soon.

Have a wonderful time!

John & Jill Heath

HILLCROFT PARK
POOLEY BRIDGE
PENRITH
CA10 2LT

OPENING TIMES

RECEPTION

Monday - Sunday 9am - 5pm
Times may vary during the Winter Season

**Emergency on call telephone number
(no text messaging)
07833 508512**

SHOP

Monday - Sunday 9am - 5pm
Open 1st March – 6th January

**PLEASE BE ADVISED SMOKING IS NOT
PERMITTED WITHIN THE ACCOMMODATION**



Information for Hillcroft Park

Introduction

Hillcroft Park is situated 1/2 mile from Lake Ullswater on the outskirts of Pooley Bridge in Cumbria. It consists of Lodges, Static Caravans, Glamping/Camping Pods, Camping and Touring facilities.

- Telephone number is 017684 86363
- Nearest bus stop is in Pooley Bridge (opposite the post office)
- Ullswater Steamer is 1/2 mile located in Pooley Bridge.
- Nearest train station is in Penrith
- Penrith is the nearest town approximately 5 miles away with Carlisle 23 miles north along the M6.

Arrival & Parking Facilities

- Car parking facilities for visitors are located outside our reception
- Car parking for lodge/holiday home guests are located outside their accommodation
- All roads on Park are of tarmac construction.
- Hillcroft Park speed limit is 5 mph on all areas of the Park speed bumps are in place on the main driveway into the Park.
- Access to the park after 8pm is controlled by electronic gates. Access is with either the electronic card or code given to you on arrival.

Main Entrance, Reception

- Reception is situated directly in front of the main drive with ramped access.
- Guests are escorted to their accommodation. A site map showing the location of all facilities can be found within this folder.

Public Areas

- Benches are available around the reception/shop area
- Water bowls for dogs are available outside the shop
- Easy access to Barton Fell for Dog Walking
- Red coloured Fouling bins are available around the park. Please refer to the site plan.
- We aim to keep high standards throughout the Park please scoop your Dogs poop and place in the bins provided. Please keep dogs on a lead when around the Park.
- Dogs must not be left un-attended at any time during your stay.

Laundry

- Laundry facilities are situated centrally on the park. See site plan
- Two front loading washing machines and two front loading dryers are available for use, both of which are coin operated. £1.00 and 50p coins.
- Ironing board and iron which is coin operated. 20p coin.
- Washing powder is available in the shop.

Shop

- The shop is located on the righthand side as you enter the Park with ramped access
- The shop is well stocked with alcohol and a variety of local award winning produce. Gifts Toys and Various Ice Creams. Along with a home section.
- Hillcroft French Wine, Hillcroft Teddy Bears and Gift Vouchers

Park Address

Hillcroft Park, Roe Head Lane, Pooley Bridge, Penrith CA10 2LT

Telephone: 017684 86363

Web Site: www.hillcroftpark.co.uk

Email: info@hillcroftpark.co.uk

Emergency Number

[OUT OF HOURS MOBILE NUMBER 07833508512](tel:07833508512)

Wi-Fi is complimentary through a service provider (Camping Connect) and not Hillcroft Park

To Connect:

There is a small, framed notice with a QR code and a password.

Camping Connect will be offered.

Click on the unit number for your accommodation.

Please ensure you log off as and when you leave the park.

Any problems with the Wi-Fi service kindly contact the provider – Camping Connect

Tel: 01792 277230

Website: www.support.campingconnect.co.uk

LOCAL INFORMATION & EMERGENCY NUMBERS

Penrith Hospital	01768 245555
Doctors Surgery- Birbeck Medical Centre	01768 214620
Dentist	01768 895068
Police Community Officer John Nicholson	0845 3300247
Police Non-Emergency	101
Police Emergency	112
Vet – Frame & Swift, Penrith CA11 8TZ	01768 862454
Pharmacy Morrisons Supermarket	01768 867631

HOUSEKEEPING

Our housekeeping team hope that you enjoy your stay with us and politely ask that:
All customers are reminded that **SMOKING IS NOT ALLOWED** within any of the Holiday Homes and site premises in compliance with the Health Act 2006.

At the end of your visit we request you leave this holiday home to the same standard of cleanliness that you found it. Please dispose of all rubbish in the Bin areas provided using tied polythene liners. Please **DO NOT** alter the controls on the boiler. Please ensure the heating is turned off on the thermostat before you leave. We do have Duvets, larger for a single bed and or a lighter weight duvet which are available from Reception.

FOR HIRE

Subject to availability you may hire the following items from reception.

Cot	£10.00
High Chair	£10.00
Extra Set of Bed Linen and Towels.	£25.00

HILLCROFT PARK RULES

Hillcroft Park aim to create a relaxed, friendly atmosphere with a safe environment.

To make sure everyone has a great time a few conditions are specified.

- **Open Fires** are not permitted on the park. BBQs can only be operated by an adult. Please place BBQ's on flagstone provided. Please keep off the grass and be aware of the increased fire risk.
- **Noise** must be kept to a reasonable level at all times.
- **Car Parking** between holiday homes must comply with the site parking regulations, if you have any doubt please contact the Park Office.
- **No fuels** or combustible materials other than LPG containers may be stored on park.
- **Quad bikes**, trial bikes and scooters are not permitted on the park.
- **Motor Vehicle Repairs** must not be carried out at the park but a recognised breakdown service may attend if required.
- **Drivers of vehicles** on site must hold a full current driving licence and related insurance. Learner drivers are not permitted to drive or to be in control of any type of vehicle anywhere on the park. All vehicles on the park must have the appropriate MOT and car tax licence.
- **We permit** cars onto the park for the purpose of access to the holiday home only and they are not to be used to drive around the park.
- **Vehicle drivers**, motorcyclists and cyclists are required to respect the 5mph speed limit at all times and show due care and attention and consideration for other park users.
- **Car horns** must not be sounded on the park outside the hours of daylight and please use dipped headlights at night.
- **Electric Vehicles – must not be charged** in the Holiday Homes/Glamping Pods. We have an Electric Charge point at the back of the Hire Fleet Area. This takes £1 coins and must be used at all times.
- **Bicycles** shall always be used in a safe manner and with due regard to other park users and to traffic priorities.
- **No holiday home** shall be used for sleeping a number of persons greater than the number for which the unit was designed.
- **Dogs and other pets** are welcome on park but it is important that they are kept under control at all times. Dogs must be kept on a short lead and exercised off park. Please remember to clean up after your pets and place waste in the appropriate bins provided. Dogs must not be left unsupervised in any holiday home. The park reserves the right to evict any pet considered to be a danger to other holiday home users.
- **Refuse** should be placed in secure plastic bags and deposited in the receptacles provided. Refuse must not be left or deposited outside the holiday home.
- **Fireworks**, firearms or any other weapon on the park is expressly forbidden. Any person found in possession of any such item will be immediately removed from the park and reported to the police.
- **In the interest of security**, it is important that all visitors to holiday homes on the park report to reception upon arrival at the park.
- **Day visitors** must leave the park by 11pm
- **Fire points**. It is your responsibility to ensure that all occupants of the holiday home are familiar with the location of the Fire Points and the notices displayed at each point.
- **The park operator** is not responsible for any accident, damage to, or loss by theft or otherwise from any vehicle holiday home or building or for any injury to any person whatsoever, however such loss, damage or injury may be caused, arise or happen.
- **Lost Property** any lost property handed into reception may, at the discretion of the duly authorised officer of the park operator, be handed to any person identifying it as their property. Items left in accommodations will be kept for a maximum of 28 days and then will be disposed of. If you have left an item in accommodations and wish it to be returned there is a £10 charge plus Postage.
- **Hillcroft Leisure Ltd** take a very serious view on any site occupier who is found using or making drugs available, other than for medical purposes and any such person will be removed from the park immediately.

- **We are entitled** to remove anyone from the park who persistently acts in a manner likely to upset or annoy other users of the park or park staff or who is guilty of a criminal offence.
- **Children** are the responsibility of their parents or guardians and must be supervised properly at all times so that they are not a nuisance or danger to themselves or others.
- **Ball** and other games are permitted only in the areas set aside on the Recreational Field opposite the office.
- **Please do not** place any foreign items into the drainage system i.e. cleaning cloths nappies, sanitary towels, cooking fat, oil or similar items.
- **Customer complaints** must be raised with our staff during your stay with us. Any complaint made at a later date cannot be taken further.
- **CCTV** is in operation around the park and site wardens wear body cams. This is for the safety and security of our staff.



EMERGENCY EVACUATION PROCEDURES AT HILLCROFT PARK

In an emergency and the park has to be evacuated, this is the plan of action to take, if the emergency is serious.

Call the Emergency Services and alert all Staff namely:-

John Heath, Virgilia Heath, Melissa Guy, Garry Shannon, Trish Hetherington, Pamela Bond, John Wood, Stuart Irving

Who are on site and requesting them to activate the evacuation.

Evacuation Plan/Site Map

The nominated lead staff are:- Melissa Guy, Virgilia Heath – Managers.

- 1) Evacuate the immediate area of the park, to the nearest fire exit. Exit 1 at the Reception or Exit 2 at Vicarage Gate shown as Exit 1 or 2 on the attached Map.
- 2) A member of staff will be at each Fire Exit point to ensure everyone's safety.
- 3) A member of staff will be at the Crossroads at Roe Head Lane to direct the emergency Services.
- 4) Members of Staff will be at various points in the park to direct the Emergency Services to the correct area of the Park.

This plan is subject to change due to the area and scope of emergency.

Plan indicative only - not to scale



HOLIDAY ACCOMMODATION

- U2 - Ullswater 2
- U3 - Ullswater 3
- U4 - Ullswater 4 - Pet Friendly
- U5 - Ullswater 5 - Pet Friendly
- U6 - Ullswater 6 - Pet Friendly
- U7 - Ullswater 7
- U9 - Rereat - inc Hot tub
- U10 - Jasmene - inc Hot tub/Pet Friendly
- U11 - Clearwater - inc Hot tub
- U12 - Clearwater - inc Hot tub
- U14 - Ullswater 14 - Sunspite
- U16 - Atlanta
- U18 - Tesco
- U19 - Atlanta - Pet Friendly
- U20 - Hollicomic
- U21 - Atlanta - Pet Friendly
- U22 - Atlanta - Pet Friendly
- U25 - Atlanta
- U26 - Meridian
- U29 - Ullswater 29 - Pet Friendly

Win 167 - Windermere 167
Win 168 - Denmark



IMPORTANT NOTICE

We all know accidents happen, if you have a mishap
And spill anything on the carpets
Please contact Reception at your earliest
Convenience during opening hours

On

017684 86363

Reception Hours are 9.00 am – 5.00 pm every day.

We will attend to the spillage as soon as it is convenient.

THANK YOU FOR YOUR CO-OPERATION



HILLCROFT PARK

POOLEY BRIDGE • ULLSWATER

RECYCLING AND REFUSE

There are Several Recycling and Refuse Bins on
The Site.

Please see the Site Plan for your nearest.

Paper and Card – Can be recycled

Cans and Glass – Can be recycled.

Thank You for your Co-Operation



EATING OUT

Crown Inn – Pooley Bridge – Village Location

017684 25869 – BOOKING REQUIRED FOR DINNER IN BUSY PERIODS – Good Varied Menu

The Pooley Bridge Inn - Pooley Bridge – Village Location

017684 86215 – BOOKING REQUIRED FOR DINNER IN BUSY PERIODS – Good Varied Menu

The Sun Inn - Pooley Bridge – Village Location

017684 86205 – BOOKING REQUIRED FOR DINNER IN BUSY PERIODS – Good Varied Menu

1863 Bistro - Pooley Bridge – Village Location - 017684 86334 – BOOKING REQUIRED

Granny Dowbekins - Pooley Bridge – Village Location

017684 86453 – Traditional Cafe Right by The Lake, Coffee, Cakes, Lunches

The Secret Garden - Pooley Bridge – Village Location

017684 86266 – Hidden Gem behind the Pooley Bridge Stores with seating outside looking onto the river. Daily varied Menu.

Glenridding Hotel - 017684 82228 –

Village Location Serves Non-Residents, Coffee, Lunches AND Dinner

The Inn on The Lake - 017684 82444

Lake Shore Location/Village Location Serves Lunches and Dinner 12 NOON TO 9.00 PM

Rheged Centre, Redhills, Nr. Penrith - 017684 82444 – Serves Snacks and Meals

Queens Head Inn, Tirril, Penrith - 01768 863219 – Good Varied Menu



HILLCROFT PARK

POOLEY BRIDGE • ULLSWATER

ENJOYED YOUR STAY

ALL RETURNING

GUESTS WILL RECEIVE

A 10%

DISCOUNT OFF YOUR

NEXT BREAK

IN OUR

LODGES/HOLIDAY

HOMES



WOULD YOU LIKE TO OWN YOUR OWN



HOLIDAY HOME TO COME AND GO AS YOU PLEASE

HILLCROFT PARK

IS OPEN FROM

1ST MARCH TO 6TH JANUARY EACH YEAR

PLEASE ASK AT RECEPTION FOR OUR SALES LIST

AND VIEW THE HOLIDAY HOMES CURRENTLY AVAILABLE