

# Welcome to Dartmoor View Holiday Park

You've arrived! Now it's time to relax and enjoy all that our park has to offer. We do hope that you enjoy your holiday with us and find time during your stay to explore the park and its surrounding coast and countryside.

This guide tells you all that you need to know to get the most from your holiday plus a few DOs and DON'Ts that will ensure your stay is as comfortable as possible.

If you require any further assistance please do not hesitate to ask us.

Enjoy your holiday!



**If you haven't already  
checked in online, go to**

[checkin.haulfrynholidays.co.uk](https://checkin.haulfrynholidays.co.uk)



**or scan the QR code below.**



*Please enjoy your stay!*

# Did you know you can buy your own Dartmoor View Holiday Home?

Pop up to the main reception and ask the Owners Team for more details. We work with a no pressure sales environment, our job is to give you all the information and explain your running costs and income throughout the year.

All of our homes are privately owned. We have a Sublet Scheme to gain income and contribute to running costs.

## Subletting

### It pays to share when you're not there...

Earn from your holiday home with our 5 Star Subletting Scheme. Book the days you would like to use your home and we'll do the rest!

For more information please call our Ownership Team on 01647 231545 or email [info@dartmoorview.co.uk](mailto:info@dartmoorview.co.uk)



## Buy into the Dartmoor View holiday lifestyle and have your holiday on us!

We are so confident that you are going to love your holiday experience with us, that if you purchase a holiday home we will pay back the cost of your holiday.

Terms & conditions apply

# Contact

Our friendly and knowledgeable team are here to help so please don't hesitate to come in and see us. If you have any concerns, please let us know straight away as your holiday enjoyment is our prime concern.

A selection of leaflets and information booklets are available upon request from Reception. This fact file has been produced as a guide and each entry is for information only and does not necessarily represent a recommendation. If you require any further assistance do not hesitate to contact us.

## We are here to help

<b>Reception:</b>	01647 231545 Open daily 9am to 6pm
<b>Fax:</b>	01647 231654
<b>Internet access:</b>	Free to use but please register first.
<b>Out of hours:</b>	Call <b>999</b> immediately for emergency services <b>Fire, Police or Ambulance</b> For any other EXTREME EMERGENCIES only between <b>8pm to 8am</b> the Park Warden can be called on 07585 301613.
<b>Park Barrier Gate:</b>	Open daily 8am to 6pm, then entry by electronic gate key only.
<b>Departure:</b>	Please vacate your Holiday home by 10am.

## Arrival

Ahead of your arrival, please download the 'JustIN Mobile' app from your app store on your smart phone. Approximately two hours before your check in time, your holiday home key will be automatically sent to you via the downloaded app. On arrival, please follow the below instructions to gain access to your holiday home.

### How to use your digital door lock

#### To unlock:

Ensure you have downloaded and opened the **JustIN Mobile** app



1 Activate the key by pressing the big green button and hold your phone against the lock knob until it lights green



2 Turn the knob one rotation, as you would with a key



3 Use the handle to open the door

Use the thumb turn to lock and unlock it from the inside

#### To lock:



1 Close the door and raise the handle fully as you usually would



2 Open the **JustIN Mobile** app and press the big green key button



3 Hold your phone against the lock knob. When the green light shows, turn the knob until it stops, as you would with a key

If you are not able to download or use the **JustIN Mobile** app, please visit main reception.



Haulfryn

## Accommodation

Your accommodation is situated in a wonderful countryside setting and provides a unique and relaxing holiday environment. It is superbly equipped and beautifully styled so what could be more enjoyable than watching the sun set from your private deck?

Our maintenance and housekeeping teams have fully checked the lodge prior to your arrival so we are confident that you will have a trouble-free stay. However if you do find something amiss, or if something goes wrong during your stay, please advise us as soon as possible.

All our accommodation is NON SMOKING. An ashtray can be found under the sink if you do require a cigarette; however you are cordially requested to smoke outside the lodge. Smoking inside the lodge may result in a claim against your security deposit.

## Barbecues

For customers staying in our lodges you are welcome to bring your own BBQ or use a disposable BBQ on the gravel area beside your lodge. We request that disposable BBQs are not placed directly on the decking as this will result in damage.

## Boiler

Your boiler operates your hot water system and, unless your lodge has electric heaters, will also power your heating system which is either radiators or under floor heating. If you have any problems with either your heating or your hot water, please contact reception and a member of our maintenance team will have a look for you.

## Children's Safety Policy

As a family orientated Holiday Park Operator, the safety of our customers, including children, is of paramount importance. Should your child go missing report immediately to reception; all team members are trained in the procedure for finding lost children.

## Departure Time

We would request that you DEPART your lodge by 10am on the last day of your stay. Please lock your accommodation using your mobile app. If you have a door card it must be returned to reception before you leave. If you wish to leave early please bring your card to reception and pop your card in the post box inside our reception area. There is also a postbox outside the front gate for your key fob.

## Safety

Please familiarise yourself with the exit route from your lodge.

All necessary fire and safety precautions must be taken when using portable barbecues. All lodges have smoke detectors. We check the batteries regularly however, if you do need a replacement battery during your stay, please contact reception.

## In Case of Fire

Please only attempt to put the fire out if there is no danger to you. Call 999 and ask for the fire service. Give your lodge number and our address:

**Dartmoor View Holiday Park, Whiddon Down, Okehampton,  
Devon EX20 2QL.**

Our public areas are fitted with smoke alarms. If the alarm sounds, please evacuate the building following the instruction of our team members who are fully trained for this eventuality.

## Gas Safety

All our gas boilers and appliances are installed and inspected regularly by our safe, registered engineers. Your lodge is equipped with a carbon monoxide tester which we have checked prior to your arrival.

### **If you suspect a gas leak inside your lodge:**

- Open all windows and doors to ventilate the area.
- Turn off all appliances, extinguish any naked flames and do not activate any switches or equipment.
- Isolate the gas supply outside the accommodation by closing the cylinder or emergency control valve.
- Advise reception or call the after-hours emergency mobile number 07585 301613 and inform them that you suspect a gas leak.
- Evacuate the accommodation, and do not re-enter or turn on the gas supply until a registered gas engineer has investigated the area and declared the unit safe.

**IF IN DOUBT CALL DARTMOOR VIEW'S 24HR EMERGENCY NUMBER:  
07585 301613**

## Hot Tub

We trust that you will enjoy your hot tub. We are certain that this will be one of your special holiday memories. Our maintenance team have cleaned and checked your hot tub prior to your arrival. A member of the team will check the hot tub at regular intervals during your stay. We would kindly request that you do not enter the accommodation with wet feet.

The hot tubs are set on a heater/filtration timing system which runs daily between 8am and 10.30pm.

**Please do not adjust the programme button, please ask maintenance to do this for you.**

In case of emergency while using your hot tub the main isolator switch is located on the decking. This large red switch will immediately stop the hot tub.

- To turn the hot tub on press the high power jet button
- To turn the light on press the light button on the keypad
- To add more air bubbles twist the tap to open; close the tap to reduce the bubbles. (On some tubs only)
- To increase the temperature press the up arrow on the key pad until the required temperature is reached. Water temperature will increase at approximately 2 degrees per hour if the hi jets are off and tub lid is closed
- To decrease the temperature press the down arrow. Water temperature will decrease slowly according to the ambient air temperature.

**Please DO NOT add bubble bath, or use soap or shampoo whilst in your hot tub.**

We would kindly request that you do not enter the accommodation with wet feet or sit on furniture in wet swimwear.

## Hot Tub Health & Safety

We take your health and safety extremely seriously and while we want you to enjoy your hot tub we also want it to be a safe and enjoyable experience.

### **Please familiarise yourself with the following information:**

- Keep the cover on the hot tub when you are not using it.
- Shower before and after use.
- Maximum bathe time 15 minutes.
- Only use your hot tub between 0830 - 2230.
- Excessive use may lead to skin irritation/heat rash/dizziness.
- Cool off & shower before re-entering.
- Never use the hot tub whilst under the influence of alcohol.
- Never use the hot tub during a thunder storm or when lightning is forecast.
- Always tie back long hair – this will stop it getting sucked into filters.
- We strongly recommend children under the age of 8 do not use the hot tub.
- No diving into or ducking under the water.
- Children under the age of 14 must be supervised at all times.
- We strongly advise you not to use the hot tub if you are pregnant.
- We use chlorine and bromine in our hot tubs – if you are allergic to either of these chemicals please do not use the hot tub.
- The jets will supply bubbles - never add any detergents or chemicals to the hot tub. You could damage the hot tub or cause a chemical reaction which could damage you!
- We suggest you remove all jewellery before using your hot tub.

We take the care and cleanliness of your hot tub extremely seriously and we respectfully request that you do the same. This will ensure your enjoyment throughout your stay.

## **Launderette**

Used at your own risk as no refunds available at this time due to not handling money by team members. Some of the units may have washing machines inside. Please check facilities for your holiday on Hoseason's booking information.

## **Oven & Grill**

### **The Oven (Gas)**

The oven is heated by gas.

To light the oven turn the oven selector to the desired position and depress either the knob or the igniter button to light the gas. Hold the knob for five seconds before releasing. You can then select the gas mark you require.

### **The Grill**

The grill is also heated by gas. Follow the procedure for gas ovens using the grill selector. Please ensure the door is kept open when the grill is being used.

## **Parking**

There is one parking space per lodge. If you have additional cars please park them in the reception car park or outside in the layby.

## **Park**

Whilst the area is widely regarded as one of outstanding natural beauty we would remind guests that extreme care should be taken when walking. You should always keep to the established footpaths. Small children should be supervised at all times.

## **Pets**

In order to ensure the enjoyment of everyone we would ask that you adhere to the following:

### **Keep your dog on a lead**

You must keep your dog on a lead at all times when walking through the park. This applies to all dogs irrespective of how well trained they are!

### **Do not allow your dog to foul indiscriminately**

Please ensure you always pick up any deposits left by your dog and place in the appropriate bins.

### **Dogs are not permitted in the following areas:**

- The children's playground
- Swimming pool
- In any of the holiday homes or lodges on hire, unless specified as a pet friendly unit

## **Sewage/Drainage**

Our sewage and drainage system is not a mains system. Please be mindful that introducing foreign objects into the toilet such as baby wipes, cooking fat/oil, toilet wipes, nappies, sanitary products, condoms or cleaning cloths can cause the pumps/system to block, leaving you unable to flush your toilet or drain your sink.

We respectfully ask for your co-operation to ensure the above doesn't become an issue for you during your stay with us.

## Television

All our televisions are linked to Freeview so you have a full choice of channels available. Batteries are included for the remote control.

## Waste & Recycling Information

### Waste Collection

Our waste bins are located in wooden bin bays throughout the park. We would ask that rubbish bags are placed directly into the lidded bins and any items that are recyclable can be placed in the separate bins provided.

### Recycling

As part of our commitment to the environment and our desire to preserve the beauty of this part of the country we are committed to reducing waste and recycling as much of our rubbish as possible. If you would like to join us we have the following recycling available:



We recycle	Description	Location of recycling point
<b>Glass Bottles</b>	All types and colours of glass	In bin bays around the park.
<b>Cardboard</b>	All thickness of cardboard / boxes	In bin bays around the park.
<b>Paper</b>	Newspaper and magazines, all other types of paper.	In bin bays around the park.
<b>Tins</b>	Any tins or cans--- please rinse	In bin bays around the park.
<b>Plastic Containers</b>	Any plastic bottles--- please rinse	In bin bays around the park.
<b>Plastic Bags</b>	Carrier bags	In bin bays around the park.

PLEASE help us to recycle and ensure that items are placed in the correct collection point. If we contaminate our recycling waste by putting incorrect items into the bins it is refused and the whole load is then taken to a landfill site!

## Wi-Fi

As a holidaymaker, we know how important internet access is. That's why we provide free Wi-Fi across the park. Simply connect your device to the Haulfryn Wi-Fi network, register your email address to create an account, and you'll enjoy unlimited data use at up to 0.5MBps on your chosen device; ideal for general leisure use.

### **Please follow the details below in order to connect:**

Search for Wi-Fi networks on your device and connect to **Haulfryn Wi-Fi**.

Once connection is confirmed the Haulfryn Wi-Fi login page will automatically appear.

If the login page does not automatically load then please open your web browser and go to **logmeoff.net**

From this page you will be able to create a free account by registering your email address, some additional security information and creating a password.

Once your details have been confirmed a connection information page will be displayed and you will be able to browse as normal.

### **What if Haulfryn Wi-Fi is not discoverable on my device?**

In this case, please call the helpline number: 0333 2001211

When using Wi-Fi around the rest of the park you can use your username and password to log onto the network called Haulfryn Wi-Fi.

Our Wi-Fi service allows you to connect one device per registered email address. However you can register multiple email addresses whilst on park.

If you wish to connect a different device you will need to log off the device already online.

To do this browse to 'logmeoff.net' and click to log your device off from the network.

Please note that after one hour of inactivity you will automatically be logged off. Simply re-enter your username and password to connect.

### **+PLUS Accounts**

Our free accounts give you unlimited usage at up to 0.5MBps which is perfect for leisure use.

Of course, if 0.5MBps isn't fast enough, then you can buy a 5MBps +PLUS Account for use on one device at a time for anything from 1 day to 1 year. Please see details on the Wi-Fi Login page to create and pay for your +PLUS Account.

Please see details on the Wi-Fi Login page to create and pay for your +PLUS Account.

<b>+PLUS Account Duration</b>	<b>Cost</b>
1 Day	£5.00
Weekend (4 days)	£15.00
Week (7 days)	£20.00
Month	£30.00
Year	£200.00

**HELPLINE NUMBER: 0333 200 1211**

# Security Deposit

Your security deposit is taken through the booking system and will be returned to you 10 days after departure. We will ring fence just £1 to help you manage your money. By doing this your bank has pre-authorized Haulfryn to debit your account £100.00 should we see fit. Rest assured no monies were taken at check-in although it may affect your account balance; this is our security deposit.

Within 24hrs of check-out, this holiday home shall be checked by a member of Haulfryn staff; if you leave the holiday home in the condition you found it then Haulfryn shall not claim the security deposit. If there are any damages, breakages or missing items above the normal wear & tear of a holiday maker, then Haulfryn shall claim the £100.00 security deposit you have authorised. Should Haulfryn feel it necessary to claim the security deposit post check-out, you shall be notified as soon as possible as to the reason.

## Terms and Conditions

1. Your accommodation will be in a clean, tidy and well-presented manner for your arrival. If you believe this is not the case, please notify a member of the team on the day of arrival so we can rectify any issues or make a note of anything that you have brought to our attention. Written confirmation of any issues raised should be obtained from the team member it was reported to.
2. Any issues that were not highlighted to a member of park staff on the day of arrival after check-in will be included in the post departure assessment of the holiday home & may result in a claim against the holiday makers security deposit.
3. At check in, a security deposit of £100 (one hundred British pounds) will be required. This will be taken by pre-authorising your credit or debit card when you check-in online. You shall be responsible for all damages or breakages caused by you and/or members of your party to the property or its contents (including the cost of any work needed to rectify any issues, damage or breakages). Reasons for monies being taken from your account are not exclusive to but could include:
  - 3.1. Contents of the property are found to be missing, broken or have been damaged beyond the normal wear and tear;
  - 3.2. Damage has been caused to the property itself;
  - 3.3. Cleaning charges in excess of the normal level of cleaning;
  - 3.4. Smoking has occurred inside the property;
  - 3.5. Animals have been inside a non-pet friendly holiday home;
  - 3.6. Any outstanding monies on your account, including late check out fees;
  - 3.7. One or more lost Digital Locks for your Holiday Home;
4. For any claims against your security deposit;
  - 4.1. Haulfryn shall obtain a quote for the damage repair or replacement, after which you shall be notified of the full amount due.

- 4.1. If the full value of damage repair or replacement does not total the full value of the security deposit you shall be contacted by Haulfryn and have seventy two (72) hours to settle the sum due, after which, if the balance has not been settled, Haulfryn will claim the full security deposit.
  - 4.2. If the full value of damage repair or replacement totals more than the full value of the security deposit, you will be contacted for any additional payment.
5. If a holiday home requires numerous smaller repairs, Haulfryn may keep the full value of the security deposit.
6. Monies could also be held by Haulfryn Group Limited as a result of a breach by you and/or members of your party of any of the following rules in connection with a Hot Tub on Park:
  - 6.1. Keep the cover on the hot tub when you are not using it. Shower before and after use. Maximum bathe time 15 minutes. Only use your hot tub between 0830 – 2230.
  - 6.2. Never use the hot tub whilst under the influence of alcohol. Never use the hot tub during a thunder storm or when lightning is forecast.
  - 6.3. If any of the above are found to be true, Haulfryn Group Ltd will retain your Security deposit as appropriate at their sole discretion.
7. Haulfryn will attempt to notify all holiday makers within 72 (seventy-two) hours of finding any damaged or missing items if Haulfryn feel there is reason to make any claims against a security deposit.
8. A 20% maintenance charge will be applied to any product, works or service carried out by Haulfryn or a third party.
9. The pre-authorized amount is set aside by your card issuer for period of at least 10 (ten) days from the date of pre-authorization. The pre-authorization will affect your available funds, balance or spending limit. For more information please contact your card issuer.
10. Once a pre-authorization has been made, Haulfryn Group Ltd cannot release, remove or lower the pre-authorized amount. This is a restriction imposed by the card issuer, and cannot be negotiated.
11. No card details are stored by Haulfryn.

# Food & Drink

## Takeaways:

**Pizza Plus** 6.7 miles, approx. 13 mins drive

19 East Street, Dartmoor National Park, Okehampton, EX20 1AT  
Tel: 01837 53786

**Ma Ida Restaurant** 6.9 miles, approx. 14 mins drive

37 Fore Street, Okehampton, EX20 1HB  
Tel: 01837 318030  
Indian Restaurant & Takeaway

## Pubs:

**Post Inn** 0.4 miles, approx. 1 min drive or approx. 8 min walk

Exeter Road, Whiddon Down, Okehampton, EX20 2QT  
Tel: 01647 231242

A traditional 16th century village inn and pub offering real ales and ciders, lunch, dinner, and a carvery on a Sunday. Families and dogs welcome.

**Taw River Inn** 3.1 miles, approx. 5 mins drive

Sticklepath, Okehampton, EX20 2NW  
Tel: 01837 840377

Traditional village pub & restaurant serving home-cooked food and real ales with a beer garden and outdoor seating. Has a games room with pool table and dartboard. Families and pets welcome.

**Tom Cobley Tavern** 3.9 miles, approx. 8 mins drive

Main Street, Spreyton, EX17 5AL  
Tel: 01647 231314

Family-run 16th century pub with a beer garden and traditional pub food. Families and dogs welcome. Make sure to book in advance.

## Restaurants:

**Ma Ida Restaurant** 6.9 miles, approx. 14 mins drive

37 Fore Street, Okehampton, EX20 1HB

Tel: 01837 318030

Indian Restaurant & Takeaway

**Restaurant at Mill End, Chagford** 3.2 miles, approx. 7 mins drive

Mill End Hotel, Chagford, Newton Abbot, TQ13 8JN

Tel: 01647 432282

Email: [www.millendhotel.com](http://www.millendhotel.com)

Classic English menu encompassing modern twists, with ingredients sourced locally and from the Devon and Cornish coasts. Devon Cream Teas and classic afternoon tea also available. Make sure to book in advance by phone or online.

**The Dartmoor Inn** 15.8 miles, approx. 18 mins drive

Moorside, Okehampton, Devon, EX20 4AY

Tel: 01822 820221

Bar & restaurant with a series of intimate dining rooms each with its own intriguing style, including designs reminiscent of Scandinavia and New England.

**The Arundell Arms Hotel** 9.6 miles, approx. 19 mins drive

Fore Street, Lifton, PL16 0AA

Tel: 01566 784666

Bar & restaurant serving brasserie food and local ales, with ingredients sourced locally. Well-behaved dogs welcome at the bar.

# Leisure Facilities

## Swimming Pool

Our swimming pool is open, weather permitting, from 1st May - 31st October. . Please call us on 01647 231545 for the most up-to-date information on opening times and social distancing protocols.

## Out and About

**Tourist Information Centre and Museum:** 01837 52295

**Dartmoor National Park Visitor Information:** 01822 890414  
Princetown

### **Bus:**

Whiddon Down local bus service timetable available in reception

### **Taxi:**

R S Taxi, Whiddon Down 01647 279008

Oke Taxi, Okehampton 01837 55025

### **Race Course:**

Exeter Race Course 01392 832599

### **Cinema:**

Carlton, Okehampton 01837 658586

Odeon, Exeter 0333014501

Vue Cinema, Exeter 03453084620

### **Horse Riding:**

Babeny Farm, Moretonhampstead, TQ13 7PS 01364 631296

### **Cycle Hire:**

Haldon Forest, Exeter, EX6 7XR 01392 833768

Devon Cycle Hire, Okehampton, EX20 4HR 01837 861141

### **Canoe/kayak:**

Spirit of Adventure, Princetown, PL20 6SP 01822 880277

### **Fishing:**

Week Farm Fishery, Okehampton, EX20 4HZ 01837 861221

# Useful Telephone Numbers

## Doctor:

Chagford Health Centre, TQ13 8BW	01647 433320
Okehampton Medical Centre, EX20 1AY	01837 52233

**For urgent care when GP surgery is closed: 111**

## Hospital:

Okehampton Medical Centre, EX20 1AY (Minor Injuries Unit 10am-6pm)	01837 52233
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<b>Royal Devon &amp; Exeter</b>	01392 411611
Barrack Road, Exeter, Devon EX2 5DW	

## Dentist:

Taw Valley Dental Care, EX20 2DT	01837 880096
Okehampton Dental Practise, EX20 1DZ	01837 52745

**Police Non Emergency: 101**

## Vet:

North Park, Okehampton, EX20 1UE	01837 658777
Okeford, Chagford, TQ13 8A	01647 432488

## Garage :

Sticklepath Garage, EX20 2NR	01837 840601
C & C Motor, EX20 1EU	01837 54321
ATS Tyres, EX20 1BQ	01837 53277

## Caravan & Motor Home Service & Repairs:

Tavistock, PL19 8JE	01822 834945
Rivendell, Holsworthy, EX22 6JG	01409 254075

**Pharmacy:**

9am to midnight: Boots, Exeter, EX4 1AH 01392 271372

9am to 5.30pm: Boots, Okehampton, EX20 1DN 01837 54322

**Supermarkets:**

Waitrose, Co Op and Lidl in Okehampton

**Banks:**

Okehampton: Lloyds Bank

**Fuel:**

Esso, Whiddon Down, A30 Services, also supplies LPG canisters

# Can't wait to come back!

## Save 10% off your next holiday

Dartmoor View is the perfect place in both winter and summer. Book your next holiday before you leave and get 10% off the brochure price of your chosen lodge type.

Call into reception to arrange your next stay with us whatever the time of year.

## We look forward to welcoming you back again soon.

If you enjoyed your stay please spread the word - just search Dartmoor View Holiday Park on TripAdvisor to leave us a review.

If something about your stay was less than satisfactory, please email **info@dartmoor-view.co.uk** which will go directly to the General Manager.

Why not visit another of our parks for your next break? See all our options throughout the UK at **[www.haulfrynholidays.co.uk/our-parks](http://www.haulfrynholidays.co.uk/our-parks)**

On behalf of all of The Dartmoor View Team have a pleasant journey home and we look forward to seeing you again very soon.

