

Welcome to Delamere Lake 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



or scan the QR code below.



Please enjoy your stay!

Did you know you can buy your own Delamere Lake 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 01606 210 313 or email info@delamerelake.co.uk



Buy into the Delamere Lake 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

Useful Telephone Numbers

In the event of emergency vehicles being called please inform us immediately on: 07880 482 888. This number is only to be used in case of extreme emergency.

Delamere Lake Reception	01606 210313
Doctors, Cheshire	101
Emergency services	999
Dentist	01928 735377
NHS Direct	111
A & E Hospital – Countess of Chester	01244 365000

Tourist Information www.visitcheshire.com

Train Station	Delamere, Station Road, Delamere, CW8 2HZ	
Garage	Nick Tomlin Car's, Chester Road, Northwich	01606 889494
Taxis	Kelsall Cars	07557 904761
Cinema	Vue Cinema Cheshire Oaks, Ellesmere Port	0345 3084620

Reception Opening Hours

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 with your accommodation, please let us know straight away – your holiday enjoyment is our primary concern.

Reception Opening Hours:

Daily 8:30am – 5:30pm

Telephone: 01606 210313

Out of hours assistance:

Out of hours assistance is available from security, based in our sister park The Warren.

For EXTREME EMERGENCIES a Duty Manager can be contacted by calling 07880 482888.

Reception re-opens at 8:30am for general enquiries and assistance.

A large range of leaflets and information booklets are on display in the launderette and our reception team will be happy to help you plan your days out.

Should you wish to leave feedback on your stay with us, please fill in the freepost questionnaire in your welcome pack.

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:

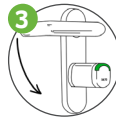
Ensure you have downloaded and opened the **JustIN Mobile** app



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.

Accommodation

Your accommodation is situated in a wonderful seaside 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

You are welcome to bring your own BBQ or use a disposable BBQ on your decking area. We request that disposable BBQs are not placed directly on the decking or outdoor furniture 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 radiators. 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.

Child Safety

Please do not encourage children to play on the roads; the roads are in constant use. Please ensure that you know where your children are at all times. In the event of a lost or missing child please contact the Park Manager on 07880 482888, or the reception on 01606 210313. You will need to provide us with as much information as possible including where the child was last seen and a description of the child and their clothing; we will then send a team out to search for your child.

Departure Time

We would request that you DEPART your lodge by 9am on the last day of your stay.

We trust that you will enjoy your stay with us here at Delamere Lake. Your opinion counts so we would be very grateful if you could complete the questionnaire which was enclosed within your welcome information pack. We use the information you provide to improve our performance. Your views are taken extremely seriously so please help us to enhance your future holidays with us by returning the questionnaire.

Disabled Facilities

A ramp exists for easy access to the main complex building. Our disabled toilet is available in the main complex building.

Dishwasher

Before placing the dishes in the dishwasher, please remove the larger food particles to prevent the filter becoming blocked.

Fire 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, but if you do need a replacement battery during your stay, please contact reception.

In Case of Fire

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, Delamere Lake Holiday Park, Chester Road, Oakmere, Northwich, CW8 2JL.

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

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.

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.

Oven & Grill

The Oven (electric)

The oven is heated by two elements, one at the top of the oven and the other underneath the floor of the oven.

To heat the oven, turn the selector switch to the required function. The control panel illumination and oven light will remain on. Then turn the oven temperature control to the required temperature. The oven indicator light will immediately come on and will remain on until the oven reaches the set temperature. This light will then automatically go on and off during cooking as the oven thermostat maintains the correct temperature.

Food should not be placed on the floor of the oven.

For gas ovens, 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.

The Grill (electric)

Select cooking method by turning control knob to select the required grill setting. The interior light will come on and the grill is ready to use.

For grilling and toasting use full width grill setting, half grill is suitable for small quantities of food as only the inner part of the grill will heat up. Once you have chosen the required setting, the indicator will light and remain on until the required internal temperature is reached. The indicator will go on and off throughout cooking although the grill remains on. To turn the grill off turn selector switch to position 0.

For gas grills, follow the procedure for gas ovens using the grill selector.

Parking

There is one parking space per lodge. If you have additional cars please park them in the main complex car park. Please do not park on the grass, only in designated spaces.

Television

All our televisions are linked to Freeview so you have a full choice of channels available. Remote controls are provided for both TVs and DVD players.

Waste & Recycling Information

Waste Collection

Our waste bins are located Before the turning to the Lodges. 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:



Recycle
Haulfun.
Caring for your environment.

Please help us to achieve our aim to reduce waste to landfill. In the bin bays around the park there are the following bins:

- glass bottles & jars**
- mixed recycling**
paper, card, plastic & metal
No plastic bags
- general waste & food landfill**

Please see your park map for your nearest bin bay.

We recycle	Description	Location of recycling point
Glass Bottles	All types and colours of glass	Recycling point at Club Complex
Cardboard	All thickness of cardboard / boxes	Recycling point at Club Complex
Paper	Newspaper and magazines, all other types of paper.	Recycling point at Club Complex
Tins	Any tins or cans--- please rinse	Recycling point at Club Complex
Plastic Containers	Any plastic bottles--- please rinse	Recycling point at Club Complex
Plastic Bags	Carrier bags	Recycling point

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 search for and connect to the network of the same name as your lodge number e.g. Lodge 01.

Then follow the log in requirements as detailed above.

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.

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+PLUS Account Duration	Cost
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-authorised 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 upon arrival at the park. 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.

Pubs:

Vale Royal Abbey Arms

0.7 miles, approx. 1 min drive or approx. 14 mins walk
Chester Road, Oakmere, CW8 2HB

Tel: 01606 882747

valeroyalabbeyarms.co.uk

The Fishpool Inn

1.4 miles, approx. 3 min drive or approx. 27 mins walk
Fishpool Road, Northwich, CW8 2HP

Tel: 01606 883277

thefishpoolinn.co.uk

Restaurants:

Pesto at Cabbage Hall

2.7 miles, approx. 4 mins drive
Forest Road, Tarporley, CW6 9ES

Tel: 01829 760292

pestorestaurants.co.uk

The Hollies

2.5 miles, approx. 6 mins drive
Tarporley Road, Tarporley, CW6 9ES

Tel: 01829 760414

59atthehollies.co.uk

Takeaway/Delivery:

Domino's Pizza

6.1 miles, approx. 13 mins drive
18 Delamere Street, Winsford, CW7 2LS

Tel: 01606 557333

dominos.co.uk

Sports, Health & Leisure Facilities

Our Water Sports & Aqua Park is located on the park and has water based activities for the whole family, including aqua park, wakeboarding, stand up paddle boarding and loads more family fun.

Wild Shore Opening Hours:

Summer 9am – 8pm

Winter 10am – 5pm

Local Area

Go Ape Activities

01603 895500

Adventure-activity chain venue where groups explore the forest canopy via a treetop rope course.

Chester Zoo

01244 380280

www.chesterzoo.org

Cheshire Oaks Designer Outlet

0151 3485600

www.mcarthurglen.com/cheshire_oaks

Churches Near By

St Peter's Church,

01606 882184

Chester Road, Northwich
Sunday Mass 8:00am

St Joseph R C Church ,

07939 294442

Woodford Lane, Winsford, CW7 2JS
Sunday Service 9:30am and 11:00am

Doctors Surgery

Murdishaw Health Centre

01928 712061

Can't wait to come back!

Save 10% off your next holiday

Delamere Lake 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 Delamere Lake Holiday Park on TripAdvisor to leave us a review.

If something about your stay was less than satisfactory, please email **info@delamerlake.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**

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

