# Welcome to Edgeley Country 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!



# Did you know you can buy your own Edgeley 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 01483 202 129 or email info@edgeley-country.co.uk



# Buy into the Edgeley 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

# **About The Park**

While you are here you will be able to explore the contrasting areas of the park – dense woodland, open parkland and small meadows. Not only will you find a wide variety of trees and plants but you will also see a great variety of birds, animals and insects all in their natural environment.

We take our responsibility for this natural environment very seriously and have initiated a number of protective measures:

- From spring until late summer we limit grass cutting on a number of banks to allow the natural seeding of the wild flowers you may be lucky enough to spot a rare wild orchid which grows on banks around the park.
- We only plant trees and shrubs which are native to this environment.
- Our team check regularly to ensure there is no litter on the park.

We are justly proud of our park and hope that you will enjoy being close to nature. Please help us to keep Edgeley special for future generations by not picking wild flowers, dropping litter or driving your car onto the grass.

# **Useful Telephone Numbers**

Edgeley Reception			01483 202 129
Edgeley out of hours assistance:			07917 833 915
<b>Royal Surrey County Hospital NHS</b> Egerton Road, Guildford, GU2 7XX			01483 571 122
Emergency Doctor / Dentist - Thamesdoc			0208 390 9991
NHS Direct for advice/non-emergency Emergency Tel			111 999
<b>Local Surgery &amp; Dispensary</b> Shere Surgery, Gomshall Lane, GU5 9DR Dispensary			01483 202 066 01483 209 913
Community Bus Service			
Tuesday & Friday 9.45am (must be pre-booked)			01483 568 258
Taxis	Cathy's Taxi Guildford Taxis Webb's Taxis	01483 893 130 / 01483 300 011 01483 277 298 /	
Email: support@infinium.co.uk		01253 501 655	
Support Desk Open 7 days a week 8:30am – 6:30pm			

# **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 prime concern.

**Reception Opening Hours:** Daily: 8am- 5pm Monday and Friday: 8am-6.30pm

### Telephone: 01483 202 129

#### Out of hours assistance: 07917 833 915

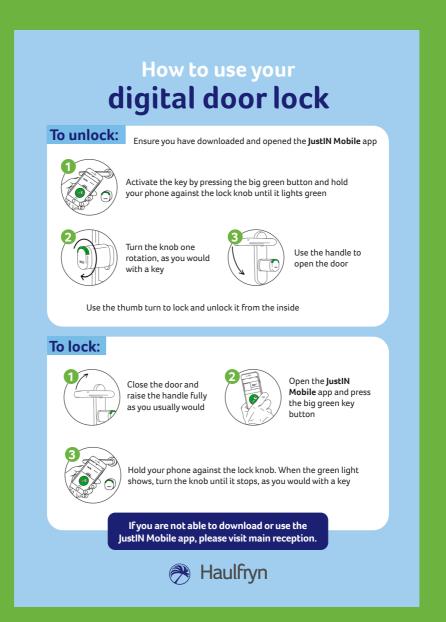
Reception re-opens at 8am for general enquiries and assistance.

A large range of leaflets and information booklets are on display 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.



### Accommodation

Your accommodation is situated in a picturesque 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 over the trees from your private balcony.

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.

## Alcohol

Consumption of alcoholic beverages is restricted to within your holiday home or lodge. No wandering allowed with alcoholic drinks in any of the public areas of the Park.

### Barbecues

For customers staying in our country homes and lodges you are welcome to bring your own BBQ to use on your decking area. We request that you do not use disposable BBQs as they are a fire hazard.

## 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. A copy of our Children's Safety Policy is available at reception. We do have a lost child procedure. 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 9am on the last day of your stay.

We trust that you will enjoy your stay with us here at Edgeley. 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.

## 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 however, 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, Edgeley Holiday Park, Farley Green, Albury, Guildford, Surrey, GU5 9DW.

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.

## **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 07917 833 915 and inform them that you suspect a gas leak.
- Evacuate the accommodation, 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 EDGELEY'S 24HR EMERGENCY NUMBER: 07917 833 915

### Launderette

Used at your own risk as no refunds available at this time due to not handling money by team members. 60-65% of units have washing machines inside. Please check facilities for your holiday on Hoseason's booking information.

## **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 reception car park or at the rear of the swimming pool.

### 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

Edgeley is a wonderful place for you to holiday with your dogs. There is so much for them to do in the local area including walking on heathlands and the beautiful Surrey Hills.

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
- In any of the holiday homes or lodges on hire unless a designated pet unit

#### Do not allow your dog to be a nuisance

We would ask that dogs do not sit on the furniture or the beds. Dogs should only be left alone in the accommodation if you are sure that they will not bark to the point of annoying other customers or cause any damage to the lodge.

PLEASE NOTE: Pets are NOT allowed in our non-pet friendly lodges. There is an additional deep clean charge of £350.00 if it is found that a pet has been in the holiday lodge.

### 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. Remote controls are provided for both TVs and DVD players.

## 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

We recycle

**Glass Bottles** 

Cardboard

Plastic Containers

**Plastic Bags** 

Paper

Tins

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:



In bin bays around the park.

In bin bays around the park.

o us to achieve our aim I ste to landfill. In the bin

ind the park there are the

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!

Any plastic bottles---

Carrier bags

## Wi-Fi

You have access to free wi-fi in your lodge.

For instant access, simply look for the park wi-fi and connect!

If you have any problems, pop into reception or call **01483 202 129**.

## **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 checkin 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.
  - 4.2. 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.
  - 4.3. 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-authorised amount is set aside by your card issuer for period of at least 10 (ten) days from the date of pre-authorisation. The pre-authorisation will affect your available funds, balance or spending limit. For more information please contact your card issuer.
- 10. Once a Pre-authorisation has been made, Haulfryn Group Ltd cannot release, remove or lower the pre-authorised amount. This is a restriction imposed by the card issuer, and cannot be negotiated.
- 11. No card details are stored by Haulfryn.

# Food & Drink

Edgeley is fortunate to be in an area blessed with a wide variety of places to eat and drink. Here are a few that have been recommended in the past, so we hope they don't disappoint.

#### **The White Horse**

Shere Lane, Shere GU5 9HS Tel: 01483 202 518 Chef and Brewer

#### The Compasses 2.8 miles

50 Station Road, Gomshall, Surrey GU5 9LA Tel: 01483 202 506 A friendly pub with an informal atmosphere. A pleasant place by the Tillingbourne River.

#### The Drummond at Albury 2.1 miles

The Street, Albury, Guildford, Surrey GU5 9AG Tel: 01483 202 039 Email: drummondarms@aol.com

#### **Stephan Langton 6.9 miles**

7 Friday Street, Abinger Common, Dorking, Surrey, RH5 6JR Tel: 01306 730775 Modern English & traditional French style cuisine using local ingredients. All dietary requirements catered for.

#### William IV Free House 0.9 miles

Little London, Albury, Surrey, GU5 9DG Home cooked, traditional English fare

#### The Curry Inn 5 miles

214-216 High Street, Town Centre, Cranleigh, GU6 8RL, Surrey Tel: 01483 273992 Indian food

#### The Horse and Groom 5.5 miles

Epsom Road, Merrow, Guildford, Surrey, GU1 2RG Tel: 01483 575375 Modern British with some Mediterranean influences

#### **Kinghams 2.2 miles**

Gomshall Lane, Shere, Surrey, GU5 9HE Tel: 01483 202168 Contemporary English cooking. Special fish menu from Billingsgate and Brixham

#### The Gomshall Mill 3 miles

Gomshall, Guildford, Surrey, GU5 9LB Tel: 01483 203060 Modern English food

#### The Bricklayers Arms 2.6 miles

The Green, Shamley Green, Guildford, Surrey, GU5 0UA Tel: 01483 898377 Traditional pub food

#### The Percy Arms 3.5 miles

75 Dorking Road, Chilworth, Surrey, GU4 8NP Tel: 01483 561765 Modern Bristish cuisine with a South African twist

#### **Beijing Restaurant 8.9 miles**

132 Worplesdon Road, Guildford, Surrey, GU2 9RT Chinese cuisine

#### The Fountain Garden 8.3 miles

16 West Street, Dorking, Surrey, RH4 1BL Tel: 01306 876678 Chinese cuisine

#### The Dorking Brasserie 8.5 miles

Highland Cottage, Junction Road, Dorking, Surrey RH4 3HB Tel: 01306 742448 Fine Indian cuisine

#### Tandoori Nights 8.8 miles

5-6 New Parade, London Road, Dorking, Surrey, RH4 1RQ Tel: 01306 887860 Contemporary Indian and Bangladeshi cuisine

#### **ASK Italian**

50 High Street, Cranleigh Tel: 01483 271555 16 Chapel Street, Guildford Tel: 01483 577027 287 High Street, Dorking Tel: 01306 888669 Modern Italian

#### Fish and Chips - Seafare

206 London Road, Guildford, GU4 7JS Tel: 01483 534253 2 Corndale, High Street, Cranleigh, GU6 8AE Tel: 01483 276212

### Takeaways

#### Wing Hung Chinese 5.4 miles

29 Kings Road, Shalford, GU4 8JX Tel: 01483 567111

#### **Perfect Pizza**

01483 300088 www.perfectpizza.com

## **Leisure Facilities**

All our leisure facilities at Edgeley are now open. All gym and pool sessions must be booked in advance to maintain social distancing. Please call us on 01483 310420 to book.

## Tennis

Please ask at reception for tennis racquets and tennis balls. Appropriate clothing and footwear should be worn. Ball games such as football are not permissible on the tennis court. If you have brought your own racquets and balls, please help yourself to the court.

## Playground

Our playground is a great place for our younger guests to let off steam. Please ensure that children are supervised by a parent or guardian whilst using the equipment.

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Please ask at reception for tennis racquets and tennis balls. Appropriate clothing and footwear should be worn. Ball games such as football are not permissible on the tennis court. If you have brought your own racquets and balls, please help yourself to the court.

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Our playground is a great place for our younger guests to let off steam. Please ensure that children are supervised by a parent or guardian whilst using the equipment.

### **Nearest Shop**

SHERE Co-Op Convenience Store and Cash Point (5 min drive) GU5 9HF Turn right out of the park, before the level crossing turn right into Brook Lane, drive on until you get to a T-junction and turn right. Follow this road until you go over a little bridge and turn left at the junction and this will take you into the village of Shere.

### **Nearest Supermarkets**

CRANLEIGH Marks & Spencer (GU6 8AJ) Sainsbury's (GU6 8RF) and Co-Op (15 min drive) GU6 8AF

Turn left out of the park and follow round to the right along the lanes and across the hills for approx 2 miles. Drive past Christmas tree farm and take 2nd turning on the left into Stroud Lane. At the end of this lane turn left. Take first exit at the roundabout and follow this road into Cranleigh.

### **Nearest Petrol Station & Cash Point**

#### GOMSHALL (10 min drive) GU5 9LQ

Follow the above directions to the village of Shere. Drive through the village until you get to a T-junction and turn right onto the A25. Follow signs for Dorking and the petrol station is approximately 1 mile on the left.

### **Nearest Pubs**

#### The Drummond, Albury (10 min drive) GU5 9AG Tel: 01483 202 039

Turn right out of the park and carry on until you reach a T-junction. Turn left and drive for about 1 mile and you will find the pub on the right.

#### William IV, Little London (5 min drive, 20 min walk) GU5 9DG Tel: 01483 202 685

Turn right out of the park, before the level crossing turn right into Brook Lane and after about  $\frac{1}{2}$  mile you will find the pub on the left.

### Nearest Station for London, Waterloo

GUILDFORD (21-30 minute drive; 8.1 miles) Parking Available. GU1 4UT

### **Local Attractions**

#### Clandon Park – National Trust 4.9 miles

West Clandon, Guildford, GU4 7RQ Tel: 01483 222 482 Palladian mansion with grand marble hall, porcelain collection and unique Maori meeting house

#### Hatchlands Park - National Trust 6 miles

East Clandon, Guildford, GU4 7RT Tel: 01483 222 482 Georgian mansion filled with historic keyboard instruments set in stunning parkland

#### Surrey Hills Llamas 6.6 miles

Unit 3, The street, Guildford, Surrey, GU1 9BN Tel: 01428 682 883 Bookings not taken for under 8s. Ring first before you set off on your family day out

#### **Guildford Spectrum Leisure Centre 7.2 miles**

Parkway, Guildford, Surrey, GU1 1UP Tel: 01483 443 322 Ten-pin Bowling, Olympic sized ice rink, leisure pools, Specky's Pirate Ship Spectrum is opposite Stoke Park with Victorian style gardens

#### **Bocketts Farm 12.5 miles**

Young Street, Fetcham, Leatherhead, Surrey, KT22 9BS Tel: 01372 363 764 Working family farm, pony rides, indoor play and pig races

#### **Brooklands Museum 17.9 miles**

Brooklands Road, Weybridge, Surrey, KT13 0QN Tel: 01932 847 381 Motoring and aviation museum. Picnic areas available

#### **Birdworld 21 miles**

Holt Pond, Farnham, Surrey, GU10 4LD Tel: 01420 221 40 Covering 26 acres. Admission includes Underwater World and Children's Farm

#### Chessington World of Adventures 21.4 miles

Leatherhead Road, Chessington, Surrey, KT9 2NE Tel: 08712 213 970 Britain's Wildest Adventure

#### Hampton Court Palace 22.2 miles

East Molesey, Surrey, KT8 9AU 500 years of royal history. 60 acres of immaculate riverside gardens including world famous maze

#### Thorpe Park 22.7 miles

Staines Road, Chertsey, Surrey, KT16 8PN Tel: 08716 631 673 Recommended for 14+ only. Not suitable for young children

#### Horton Park 23.1 miles

Horton Lane, Epsom, Surrey, KT19 8PT Tel: 01372 743 984 Children's Farm. Please call first to see if open

#### Legoland 29 miles

Winkfield Road, Windsor, SL4 4AY Tel: 08712 222 001 Fun-filled family day out

#### **Gunwarf Portsmouth 48.9 miles**

Portsmouth Harbour, PO1 3AF Seaside, Restaurants, Historic Harbour, Spinnaker Tower, Shopping Centre

# Can't wait to come back!

# Save 10% off your next holiday

Edgeley 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 Edgeley Holiday Park, Cornwall on TripAdvisor to leave us a review.

If something about your stay was less than satisfactory, please email **info@edgeley-country.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 Edgeley Team have a pleasant journey home and we look forward to seeing you again very soon.