

# Welcome to Gimblet Rock 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.

Please be aware that the sea wall can be a danger to all, so please take extreme care. Children must be accompanied at all times.

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

Enjoy your holiday!

# Did you know you can buy your own Gimblet Rock 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 01758 612 770 or email [info@gimblet-rock.co.uk](mailto:info@gimblet-rock.co.uk)



## Buy into the Gimblet Rock 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

Gimblet Rock Reception		01758 612770
Security 24hr		01758 714100
Doctors, Pwllheli		101
Police Non-Emergency		0845 4647
Dentist		01758 614704
NHS Direct		111
Bryn Beryl Hospital (Minor Injuries 10am–6pm)		01758 701122
Gwynedd Hospital (A&E 24 hour)		01248 684384
Vet	01766 810277	
Tourist Information	<a href="http://www.visitwales.com">www.visitwales.com</a>	
Snowdonia National Park Information		01766 770274 <a href="http://www.eryri-npa.gov.uk">www.eryri-npa.gov.uk</a>
Bus Stations Traveline	(Local services)	08712002233
	National Express	08717818181
Train Station	Pwllheli	0333 321 1202
Garage	Glandon, Pwllheli	01758 613402
Taxis	Robs Taxi	07495 037897
Cinema	Neuadd Dwyfor, Pwllheli	01758 704088

# 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 9:00am – 5:30pm

**Telephone: 01758 612770**

### **Out of hours assistance:**

Out of hours assistance is available from Security, based on our sister park The Warren. The security guard can be contacted by phoning 01758 714100 if you require assistance.

**For EXTREME EMERGENCIES a Duty Manager can be contacted by calling 07880 482 883.**

Reception re-opens at 9:00am 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.

## 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 482 883, or the reception on 01758 612770. 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. Please return your keys to reception. If you are planning on leaving early, your keys and questionnaire can be placed in the post box at the Fitness Suite.

We trust that you will enjoy your stay with us here at Gimblet Rock. 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, 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, Gimblet Rock Holiday Park, Outer Harbour, Pwllheli, Gwynedd, LL53 5AY.

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.

## Keys

One key is issued per lodge. We can normally provide a second key if required although we do ask for a refundable £10 deposit. This can be arranged in reception.

## **Launderette**

Our launderette is open daily from 9am – 9pm. Washing machines require 4 x £1 coins. Dryers will take either £1 coins or 20 pence pieces.

## **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 at the rear of the fitness suite. 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	Recycling point at Club Complex
<b>Cardboard</b>	All thickness of cardboard / boxes	Recycling point at Club Complex
<b>Paper</b>	Newspaper and magazines, all other types of paper.	Recycling point at Club Complex
<b>Tins</b>	Any tins or cans---please rinse	Recycling point at Club Complex
<b>Plastic Containers</b>	Any plastic bottles---please rinse	Recycling point at Club Complex
<b>Plastic Bags</b>	Carrier bags	Recycling point at Club Complex

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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<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

When you arrived on park the reception team took a swipe of your credit or debit card. 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 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 keys 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 & Beverage Facilities

## The Boathouse

Looking for somewhere to eat and drink? Then look no further than The Boathouse. Whether it's a morning coffee, a light lunch, a refreshing drink or a snack you can be sure of a warm welcome.

## Licensed Bar Service

Your bar is open daily from 9am for the sale of alcoholic drinks, tea, coffee and soft drinks.

## Food Service

We offer a range of meal options depending on the time of year. Head on down to The Boathouse for delicious food and refreshing drinks.

## Disabled Facilities

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

# Sports, Health & Leisure Facilities

## Swimming

Our indoor swimming pool is free for you to use. The 12m x 6 m indoor pool which has a small children's swimming section is open all year round.

### **Indoor Pool Opening Hours:**

09:00 – 10:00 Adults Only

10:00 – 18.00 Family Swimming

18.00 – 19:00 Adults Only

## Local Area

### Llyn Adventure Activities

**07751 826 714**

Activities like Coasteering, Canyoning, Climbing and Abseiling are all guaranteed to excite everyone .

[www.llynadventures.com](http://www.llynadventures.com)

### Bardsey Boat Trips, Aberdaron

**07971 769895**

[www.bardseyboattrips.com](http://www.bardseyboattrips.com)

### Shearwater Coastal Cruises, Pwllheli

**07815 717 241**

[www.shearwatercruises.com](http://www.shearwatercruises.com)

### Glasfryn Parc

**01766 810 202**

Go-karting circuit, quad bike safari, ten-pin bowling, fishing, archery, wake park, soft play, farm shop.

[www.glasfryn.co.uk](http://www.glasfryn.co.uk)

### Ffestiniog Railway, Porthmadog

**01766 516 000**

The Ffestiniog Railway takes you on a 13½ mile journey from the harbour in Porthmadog to the slate-quarrying town of Blaenau Ffestiniog.

[www.festrail.co.uk](http://www.festrail.co.uk)

## **Churches in Pwllheli**

### **St Josphe's RC Church**

**01758 612331**

Ffordd Mela, Pwllheli, LL53 5AP  
Sunday Mass 11:00am

### **St Peters Anglican Church**

**01758 612305**

St Peters Terrace, Pwllheli, LL53 5BL  
Sunday Service 10:30am

## **Doctors Surgery**

### **Treflan Surgery, Pwllheli**

**01758 701457**