

# Welcome to Finlake Holiday Resort

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, 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!

# About The Resort

While you are here you will be able to explore the contrasting areas of the park – dense woodland, open parkland, lakes, small meadows, a well-established bridle path with natural hedgerows and an area of marshland. 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.
- The uncut areas allow butterflies to enjoy a natural environment.
- Cowslips, which are now protected, can be found in increasing numbers along the main entrance bank.
- Woodland is left in its natural state. As far as possible we do not clear fallen trees which aid the bio-diversity of the woodland.
- Our beautiful bats; street lighting on The Fairways is of a different design in order to minimise disturbance to our Greater Horseshoe bats.
- 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 Finlake special for future generations by not picking wild flowers, dropping litter or driving your car onto the grass.

# Useful Telephone Numbers

To get in touch with a specific department at Finlake, including main reception, please call 0800 464 0900 and select one of the options

Finlake Main Reception	01626 563200
Finlake Security (till 1am)	07745 245394
Finlake Falls	01626 563250
Go Active Bookings	01626 563250
Sirona Spa	01626 563280
The Retreat Bar & Restaurant	01626 563240
The HUB	01626 563248
Housekeeping & Hot Tub Team	01626 563300
Holiday Homes Sales	01626 563230
Doctors, Chudleigh	01626 852222/852379
Devon Doctors On Call	01392 823636
Police Non-Emergency	101
Emergency Dentist	01626 325920
NHS Direct	111
Newton Abbot Hospital (Minor Injuries 8am–8pm)	01626 324500
Torbay Hospital (A&E 24 hour)	01803 614567
Vet	01626 438631/354260
Tourist Information Centre (Exeter)	01392 265700
Dartmoor National Park Information	01364 661520

# 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:

Monday, Friday and Saturday 9am-9pm

Every other day 9am-6pm

**Telephone:** 0800 464 0900, option 2

## Out of hours assistance:

### Housekeeping:

Our housekeeping team are here until 9pm Monday and Friday, and until 6pm on all other days. For specific housekeeping related issues please call the team on: 01626 563 300.

### Maintenance:

Our maintenance team are here until 9pm Monday and Friday, and until 8pm on all other days. Should you require assistance between 6pm and 8pm on a day other than a Monday or Friday, please call 07825 735 012.

Between 8pm and 1am we have a security guard on duty. The security guard is based in the main reception and throughout the evening will be frequently patrolling the grounds. Please call 07745 245 394 if you require any assistance.

**For EXTREME EMERGENCIES after 1am a Duty Manager can be contacted by calling 07745 245394.**

Reception re-opens at 9am for general enquiries and assistance.

Should you need to speak to a member of the team during your stay, please contact a member of our Reception team who will be happy to help.

# 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:

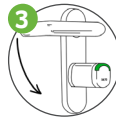
Ensure you have downloaded and opened the **JustIN Mobile** app



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.

# All our accommodation is **NON SMOKING**

## **Barbecues**

For those of you staying in our woodland lodges, we respectfully ask that you do not use any type of barbecue on your balcony.

For customers staying in our one storey country lodges 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. Any damages will be recovered from the person that made the booking.

## **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 as soon as possible.

## **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 or vulnerable adult please contact any member of the Finlake team, or the reception on 0800 464 0900, option 2. 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**

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

Please direct all feedback to [Feedback@Finlake.co.uk](mailto:Feedback@Finlake.co.uk), and please review us on TripAdvisor.

## **Enjoying your stay and don't want it to end...**

Why not make it last that little bit longer and add an extra night to the end of your stay?

Please call our reception team for availability and price on 0800 464 0900, option 2.

## **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, Finlake Holiday Resort, Chudleigh, Newton Abbot, Devon TQ13 0EJ. Then call our emergency number 07745 245394.

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 and read the health & safety notice before use.

**Please do not adjust the programme button, please ask the hot tub team 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 (if fitted with lights).
- 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 8.30am - 10.30pm.
- 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.
- Hot Tubs can discolour fashion swimwear.

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

## **Access My Bands**

In your accommodation you will find an envelope containing x4 wrist bands. These bands are for gaining access to our Leisure & Spa facilities once you have made a booking.

The bands are unable to be used for payment around the park, as some of our returning customers may have experienced in the past.

For contactless payment, we accept most credit/debit cards as well as mobile payment options.

## **Parking**

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

Electric Vehicles parked alongside your accommodation should not be charged from the accommodation power supply. Please charge your vehicles at an appropriate EV charging point either on park or in the local area. Thank you.

## **Pets**

Finlake is a wonderful place for you to holiday with your dogs. Not only do they have the opportunity of enjoying the 130 acre park, there is also so much for them to do in the local area including walking on the beach and exploring Dartmoor.

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! Well trained and obedient dogs can be let off the lead on the bridle path, woodland walks and in the meadow.

### **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. Bins are located at the start/finish of all woodland walks and throughout the park.

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

- The children's playground
- The Retreat Restaurant  
(they are welcome on the terrace area & on the hard floor area of the bar)
- Around the outdoor pool
- Inside any central buildings
- In any of the holiday 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.


# 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.



Infimum.  
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:

	<b>glass</b> bottles & jars
	<b>mixed recycling</b> paper, card, plastic & metal  no plastic bags
	<b>general waste &amp; food landfill</b>

Please see your park map for your nearest bin bay.

## Wi-Fi

Wi-Fi is free in your accommodation and central facilities. To log on simply select Finlake Wi-Fi and enter the Wi-Fi code found on the plastic table talker within your accommodation. Each lodge has a unique code.

Should you have any issues with your Wi-Fi, please contact Infimum Wi-Fi support on 0333 200 1211.

# 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 security deposit which has been 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. 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.

## Terms and Conditions (cont)

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 8.30am – 10.30pm.
  - 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. You are not permitted to charge your electric vehicle (EV) from the power supply within your accommodation. EVs should only be charged at professionally installed charging points either on the park or in the local area. Haulfryn will seek to recover from you recompense to cover any damages caused through a breach of this policy.
9. A 20% maintenance charge will be applied to any product, works or service carried out by Haulfryn or a third party.
10. No card details are stored by Haulfryn.

# Food & Drink

## The Retreat Bar & Restaurant

Indoor and outdoor table service is available along with takeaway and delivery options, with reduced capacity to maintain social distancing and rigorous sanitisation and monitoring regimes in place\*. For opening times, see arrival information for more details.

### Take-Away Service

For our collection (from The HUB) and delivery service to your holiday home please visit [haulfryn.co.uk/takeaway](http://haulfryn.co.uk/takeaway)



**Online Food Ordering  
Now Available at Finlake**

To order delicious food from The Retreat for collection or for delivery straight to your holiday home just scan the QR code below and follow the on-screen instructions.

12-9pm collection & delivery (from our takeaway menu)  
12-9pm dine in with us (booking advised)

When ordering for delivery, please use **TQ13 0EJ** as the postcode and follow the instructions at the checkout stage to give your location on the park.

To order scan the QR code above.

ADD TO ORDER

Google Pay | Apple Pay | MyBand

### Disabled Facilities

Ramps exist for easy access to all parts of the main complex building. Our team members will happily explain how to reach each level. Our disabled toilet is available at The Retreat in the main complex building.

\*Subject to government guidelines and amendments. Please speak to a team member for more information.



## The HUB

The HUB caters for everyone, opening at 8.30am every morning for breakfast, a morning paper, a pint of milk or a fresh Costa coffee.

The HUB offers a casual and informal dining experience. Food is served all day with the option of dining inside, soaking up the sun on the decking area or opting for a takeaway.

Located within The HUB is our shop, stocking the handy essentials, ice creams and a few holiday treats and souvenirs.

Relax in the seating area with a Costa coffee or a drink from The HUB bar.



# Sports, Health & Leisure Facilities

## Finlake Falls

Finlake Falls is now open. All sessions must be booked in advance online to maintain social distancing. Please visit our website [here](#) for further guidance.

Please click [here](#) to view our pool timetable and to book a slot.



## Finlake Fitness

All our leisure facilities at Finlake are now open. All gym sessions and classes must be booked in advance online to maintain social distancing.

Please click [here](#) to view our class timetable and to book a gym slot.



## Go Active

If you would like to book or receive further information, [click here](#).



# Beauty Treatments

## Sirona Spa

Sirona Spa is open with all treatments available to book. All treatments and experiences must be booked in advance online to maintain social distancing.

Please visit our website here for further guidance, a full list of treatments and to book.



SIRONA SPA

Wellbeing and Spa, Finlake

## Tennis & Multisport Courts

There are two hard tennis courts which are free for holidaymakers. It is recommended to pre-book the courts, this can be done at Finlake Falls reception or by calling 01626 563250.

One of the tennis courts features basketball hoops and five-a-side football goals, please express your preference of activity at the time of booking.

Racquets are available to hire from Finlake Falls reception, for a cost of £5 for two racquets and balls. A £10 deposit is required. Lost or damaged equipment incurs a charge of £1 per ball and £5 per racquet.

## Table Tennis

We have two outdoor table tennis tables located by the paintball range. Booking is recommended and can be done at Finlake Falls reception. Paddles are available to hire for £5 for two paddles and two balls. A £10 deposit is required. Lost or damaged equipment incurs a charge of 50p per ball and £5 per paddle.

## Fishing

The fishing lake is available free of charge to all residents, however all fishermen must be in possession of a National Rod Licence which may be purchased from the local post office (nearest post office to Finlake is in Chudleigh) or online.

**Please do not park by the lake – all cars should be left in the main car park.**

The lake is stocked with tench, bream, skimmers, roach, crucian carp, golden orfe, golden rudd and mirror carp. Please use a maximum of two rods, barbless hooks only and no keepnets or groundbait are to be used. All anglers must use a landing net. Baits allowed are maggots, sweetcorn and luncheon meat only. The lake is open from 7am – dusk. Please remove all line and hooks when leaving to prevent any injuries to wildlife. Please do not take fish hooks into the lodge.

## Playground

Split into two areas our adventure playground is a great place for our younger guests to let off steam. It is located on the hill close to The Brambles.

Please ensure that children are supervised by a parent or guardian whilst using the equipment.

## Woodland Walks

We have over 60 acres of woodland to explore. The all-weather paths start from the side of the children's playground and take you behind the fishing lake and into the woods at the back of the picnic area.

Using the woodland walks is a fantastic way to discover Finlake's natural surroundings. Please be mindful that the wooded areas are purposely left in a natural state to encourage wildlife to make their homes in the woodland. This means that pathways can be uneven, often muddy and slippery and there may be exposed tree roots. We advise you to take additional care when walking in these areas and ensure you are wearing suitable footwear.

## Horse Riding

Finlake Riding Stables are located halfway up the main driveway. They offer both lessons for beginner and experienced riders. Please telephone them directly on 01626 852096 to book.

Please note that the Horse Riding activities are not owned by the Haulfryn Group and are under separate management to the park.

# Can't wait to come back!

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

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

If something about your stay did not meet your expectations please speak with a member of the team as soon as possible who will do their best to help. If you are not able to speak with someone, please email [Finlake.Feedback@Haulfryn.co.uk](mailto:Finlake.Feedback@Haulfryn.co.uk)

We hope that you have a fantastic holiday at Finlake Resort & Spa and we look forward to welcoming you back again soon!