

# Guest Information

We hope you enjoy your stay at Bainbridge Ings Country Park. This folder has been compiled to allow you to get the most from your time here. Below is some information about the Lodge and its' equipment - we hope you find this useful. Also, as the lodges and Park are in their infancy, we would appreciate any feedback you have on this information regarding information that could be added.

## Parking

Please park in the designated space next to your lodge. We would appreciate it if you would not park on the grass.

## Keys

Please lock your key in the door when leaving - lost keys carry a charge of £10.

## Check-In / Check-Out

Check-in is 5pm and check-out is 9am on your day of departure. This is due to the extra cleaning required to ensure the guests safety.

## Smoking / Burning of Candles

Smoking is STRICTLY forbidden in any lodge/pod. If there is evidence of guests having smoked we will charge £250 for a deep clean. This also applies to the burning of candles. We have Hoseson's support in this and they will pursue the monies. We appreciate your co-operation in adhering to this rule for your own safety and for the comfort of incoming guests.

## Heating and Hot Water

Please contact us if you need any help with this. Please respect the environment by not leaving the heating on if not needed, or when you go out for the day. The lodges only drop 1 or 2 degrees during the day.

## Lights

Similarly to heating and hot water. Please do not leave unnecessary lighting when you are not in the lodge.

## Rubbish Collection and Recycling

Please put all rubbish in the big site waste bins before you leave.

## Accidents

We appreciate that accidents happen. However, we would be really grateful if you would inform us or leave a note

if you do have one. This is to enable us to rectify things prior to the next guests arriving. NB: If a glass breaks in the dishwasher PLEASE try to remove all the broken glass safely, OR do not use it again until we have removed it for you. We have had several instances where pieces of broken glass have not been removed and have ended up in the water pump. This results in an engineering call, but most importantly means the next guests cannot use the dishwasher until the glass is removed.

## Fire Safety Equipment

All lodges are fitted with smoke and carbon monoxide alarms. A fire extinguisher or fire blanket can be found in the kitchen.

## Pet Friendly Units

Please ensure dogs are kept on a lead at all times. For the comfort and hygiene of other guests, pets are STRICTLY not allowed in bedrooms or on the furniture. We appreciate your help in ensuring our furnishings are kept in good condition for other guests who may stay in this lodge without pets. Pets are strictly forbidden in any other lodge. We reserve the right to charge £250 for cleaning if we suspect a pet has been staying in the lodge. Under no circumstances should your pet be left alone in the lodge.

## Hot Tub Maintenance

Our hot tubs are maintained regularly. It will be necessary for us to check your hot tub every day during your stay in the lodge. On changeover days, the hot tub will be emptied from 8am. If you wish to use it on the day of departure, please let us know. We apologise in advance for any disturbance or disruption this may cause.

## Left Items

We are more than happy to return left/lost items to guests. However, there is minimum charge of £10 to return an item. This is to cover retrieval of the item, packaging, travel to the post office to mail and any postal charges. Payment is required before we post items back. Please contact us if you do leave any items.

We have a warden on site 24 hours a day. Our wardens normal working hours are 9am till 7pm. If you have any general enquiries or non urgent maintenance issues, you can contact our duty warden between these times on 07943 617659 or via [info@bainbridge-ings-countrypark.co.uk](mailto:info@bainbridge-ings-countrypark.co.uk) If an emergency arises out of normal working hours, please call the duty phone immediately. You are welcome to contact the warden prior to your arrival.

# Local Information

## Food Shop

### Spar store Hawes.

Opening hours

Monday – Saturday 07.30am-18.00pm,  
Sunday 09.00am-19.00pm.

## Petrol Stations

There is one in Hawes and Leyburn

## Doctors / Hospitals

**Hawes Surgery** (central dales practice)  
01969 667200

Surgery hours

Mon, Weds, Thurs, Fri 08.45am-10.15am

no appointment necessary

5pm-6pm appointments only.

Tuesday 08.45am-10.45am

no appointment necessary

1pm-4pm appointments only

24hour emergency telephone at Hawes

Doctors Surgery for serious medical emergencies only.

**Nearest A & E Friarage Hospital - Northallerton**

## Chemist

Hawes 01969 667213

## Dentist

Leyburn 01969 623999

Catterick 01748 832802

## Vet

Bainbridge 01969 650263

Surgery Hours Monday –

Friday 9.00am-9.30am 2.00pm-2.30pm

Outside Surgery hours telephone for an appointment.

## Church

St Margarets Hawes (Church of England)

## Local Attractions around and about hawes

### Children's Playground

Leaving Bainbridge Ings going to Hawes, you will find the playground on your left just before you enter the one way system into Hawes.

### Wensleydale Creamery

Enjoy a taste of Yorkshire at Wensleydale Creamery Visitor Centre.  
[www.wensleydale.co.uk/](http://www.wensleydale.co.uk/)

### Dales Countryside Museum

Tells the fascinating story of the Yorkshire Dales and the people who lived and worked here and shaped the landscape for thousands of years. With loads of fun and interesting things for visitors of all ages to see and do.  
[www.dalescountrysidemuseum.org.uk](http://www.dalescountrysidemuseum.org.uk)

### Rope Makers

They are a rope making business creating rope for commercial and domestic use. Watch them at work.  
[www.ropemakers.co.uk](http://www.ropemakers.co.uk)

### Bike Hire

Stage 1 Cycles  
Bike hire and café located at Dales Museum.  
[www.stage1cycles.co.uk](http://www.stage1cycles.co.uk)

### Fishing Still Water

Semerwater  
Between Bainbridge and Hawes  
01969 650436/650295.

Blackburn Trout Fishery  
Gayle 01969 667524.  
[www.blackburnfarmhawes.co.uk](http://www.blackburnfarmhawes.co.uk)

## Attractions and walks a little further afield

**Ingleton Waterfalls Trail** – The four and half mile waterfalls boasts some of the most spectacular water and oak woodland scenery in the U.K.  
[www.ingletonwaterfallstrail.co.uk](http://www.ingletonwaterfallstrail.co.uk)

### Waterfalls

Aysgarth Falls, Hardraw Force, Aysgill Force, Redmire Force, Richmond Falls just a few to enjoy.

### Castles and abbeys

Bolton Castle, Richmond Castle, Jervaulx Abbey, Middleham Castle.

### The Forbidden Corner

Is a maze filled with oddities such as the temple of the underworld, the eye of the needle, a very large translucent pyramid and extraordinary statues.  
[www.theforbiddencorner.co.uk](http://www.theforbiddencorner.co.uk)

### Thorp Perrow

Arboretum, woodland garden, Birds of prey and mammal centre. Set in 100 acres of woodlands. Daily flying displays by the birds of prey. Tearooms and children's play area.  
[www.thorpperrow.com](http://www.thorpperrow.com)

### Black Sheep Brewery Visitor Centre – Masham

The visitor centre has a family friendly Bistro and Bar where you can sample the award winning ales. The brewery also holds tours demonstrating the traditional brewing. Methods still used to produce the local ale.  
[www.blacksheepbrewery.com](http://www.blacksheepbrewery.com)

### Wensleydale Railway

an authentic heritage railway offering tourists, families and transport enthusiasts a great value day out in the Yorkshire Dales, with lots to see and do along the way. / [wensleydale-railway.co.uk](http://wensleydale-railway.co.uk)

## Nearby towns to visit

### Leyburn

16 miles away. With spectacular views of the surrounding countryside, unusual local shops and cafes, traditional pubs and a weekly market (Friday), it's a ideal base for walking, sightseeing, or just watching the world go by.

### Kirby Lonsdale

24 miles away. Kirby Lonsdale is a famously picturesque Cumbrian town, renowned for its photogenic charm, but its most enchanting aspect is possibly the one glimpsed from the foot of Collier's Lane in High Casterton. This elevated vantage point to the east of the River Lune offers the tantalising vista of the town as it must have appeared to the travellers for centuries: an enchanting network of mellow stone edifices separated by narrow cobbled lanes and framed by a pastoral landscape of rare beauty.

### Masham

26 miles away. The historic market town of Masham, set in lower Wensleydale boasts the largest market square in Yorkshire which holds a market on Wednesday and Saturday mornings. With cafes and art galleries, Masham is famous for its family run breweries and annual sheep fair.

### Bedale

27 miles away. A historic small market town steeped in centuries of history, some of which can be found in the local museum. This market town has a wonderful long market street (market day is Tuesday) is filled with interesting churches, shops, hotels and various craft and antique shops, along with a good selection of cafes and pubs.

### Northallerton

35 miles away. With good shops along its attractive wide highstreet, Northallerton is a very attractive town with good facilities. Also boasting a beautifully restored Bettys tearoom which usually has a shorter queue than Harrogate. A market is held every Wednesday and Saturday.

### Ripon

35 miles away. Famous as an old Cathedral City where monasteries have stood since the 7th Century. The old city of Ripon is filled with shops, cafes, restaurants, and pubs. It also boasts many historical buildings and museums. A market is held every Thursday on the market square next to its 300 year old Obelisk, where the Hornblower will sound his horn at 9 o'clock every night.

# IMPORTANT PLEASE READ

## Hot Tub – Rules and Guidelines for your own Safety

- DO NOT use the hot tub if – you have open wounds or have suffered from diarrhoea or vomiting in the past 14 days.
- Seek medical advice PRIOR to using the hot tub if – you are pregnant, suffer from heart or circulation problems, have a skin condition, suffer a suppressed immune system, are subject to fits or are taking medication for the nervous or cardiovascular system.
- Children under the age of 16 should not use the hot tub unsupervised. It is advised that children under the age of 8 should not use the hot tub. Children should not spend longer than 7½ minutes in the hot tub without a break to cool down.
- SHOWER AND REMOVE COSMETICS – before using the hot tub.
- Children should be encouraged to use the toilet before using the hot tub.
- Keep long hair tied up or contained within a swim cap or similar.
- It is recommended that contact lens are removed before using the hot tub.
- It is recommended that the hot tub is not used after a heavy meal or alcohol.
- It is recommended that continuous emersion in the hot tub be limited to 15 minutes before taking a break to cool down.
- Use of the hot tub implies the acceptance of the below. It should be noted if misuse of the hot tub by the guests causes the need for it to be completely changed and chlorinated then there will be a charge of £25.00 payable to the park before it can be cleaned.
- Avoid putting your face or head under the water.
- Avoid swallowing the water.
- Do not alter the temperature of the water – it is pre-set to 38 degrees centigrade and becomes hazardous above this level.



- Do not attempt to turn off the electricity supply to the tub.
- ALWAYS replace the cover after use to maintain the temperature and avoid wind-blown debris entering the water.
- We recommend that the removal or replacement of the hot tub cover should not be carried out alone.



Flip the cover over the metal bar exposing half of the hot tub



Push up on the metal bar to lift the second half of the cover



Reverse the process to close the hot tub cover

- Please be aware that wet or icy decking maybe be slippery.
- Hot Tubs must not be used between 12am (midnight) and 8am
- Bubble bath, shower gel and essential oils should NOT be added to the water.
- The following are prohibited IN and AROUND the hot tub:
  - ✗ Food and drink including alcohol.
  - ✗ Smoking.
  - ✗ Glass containers of any kind.
  - ✗ Electrical equipment.
  - ✗ Diving or Jumping into the tub.
- If blood, vomit, excreta or glass, food or debris of any other type is present contact the park reception IMMEDIATELY on 07943 617659.