



Welcome to

Cleavewood

Dear Guest,

Welcome to Cleavewood Leisure Park! We would like to take this opportunity to wish you an enjoyable and memorable stay with us. Please take a moment to read through this welcome information.

The team at Cleavewood are committed to ensuring that you have a wonderful holiday. Should you have any questions during your stay, if any issues arise or if there is anything we can do to help make your stay extra special, please let us know!

We're available in Reception daily, you can pop in and talk to us or call us on **01271 872000** (Option 2). The Complex Team are available in the evening, you can contact them by visiting the Bar.

We hope that you have a fantastic holiday!
Kind regards

The Cleavewood Team





Useful

Information

A-Z

Banks

Nationwide, Ilfracombe, EX34 9DA
Lloyds Bank, Barnstaple, EX31 1BE
Santander, Barnstaple, EX31 1HJ
HSBC, Barnstaple, EX31 1BQ
Barclays, Barnstaple, EX31 1HH

Bike Hire

Tor Moor Sea, Cycle Hire, EX34 8FF	07920 384257
TourDeLanes, EX33 2NS www.tourdelaanes.co.uk	
Waterside Bike Hire, EX31 4AY	01271 545019
Bike Trail Fremington, EX31 2NH	01271 372586
Planet Bike Ltd, EX31 1HN	01271 327455
The Bike Shed, EX32 8LS	01271 328628
Tarka Trail Cycle Hire, EX31 2AU	01271 324202

Car Charging Points

- There is a charging point located on site, situated just behind the main complex, next to Pinecones number 9, it's all-free access & guests can use it, whenever they choose.
- There are a few points located off site, 2 charger points in Ilfracombe, a couple in Braunton then the next ones are in Barnstaple, located near the Asda & Tesco Supermarkets.

Cash Machines

- At Golden Coast there is a cash machine available to use in reception. The fee for any withdrawal is £1.99 - (min. withdrawal is £10)
- Outside the entrance to the Braunton Tesco Superstore.
- Outside the entrance of the Ilfracombe Tesco Superstore.
- Located in Woolacombe, turning left out of Golden Coast, follow the Woolacombe Station Rd all the way to Woolacombe (approx. 1 mile) the ATM is located on West Rd, directly opposite the Londis.



Check Out Time

We kindly ask that you vacate your accommodation by **10am** on the day of your departure and return your keys to our Reception team before you leave. This allows us to fully prepare the holiday home for the next guest. Should you wish to check out before Reception opens at 9am, please put your keys through the letterbox.

Chemists

Lloyds Pharmacy Ilfracombe, EX34 9DA	01271 862058
Boots Pharmacy Ilfracombe, EX34 0AN	01271 883357
Boots Pharmacy Barnstaple, EX31 3BG	01271 372407
Bear Street pharmacy, EX32 7DB	01271 342549
Superdrug Pharmacy, EX34 9DA	01271 866105

Comments

We will do everything possible to provide you with a high standard of accommodation. However, if there is a problem please report it immediately to Reception.

Dentists

MyDentist – Barnstaple, EX32 7BT	01271 342113
Hillcrest Dental Practice Barnstaple, EX31 2DB	01271 500001
Dental Access Centre Barnstaple, EX32 7BH	01271 324878
Endsleigh Dental Practice Barnstaple, EX32 9BG	01271 343719
Trinity Dental Care Barnstaple, EX32 8HX (recommended)	01271 373738
WestCountry Dental & implant Barnstaple, EX32 8PB	
Pure Dental Care Barnstaple, EX31	
Riverside Dental Practice Braunton, X33 2EU	01271 813721

Doctors

Woolacombe Medical Centre, EX34 7BT	01271 870276
Ilfracombe Medical Centre, EX34 8EG	01271 863119
Caen Health Centre, Braunton, EX33 1LR	0844 477 8618
Out of hours doctor	08456 710270
	NHS Direct 111

Duty Manager

In an emergency when the Main Office/Reception is closed, please contact the Bar and ask for the Duty Manager.

Emergency Services

Should you need to contact the Emergency Services during your stay, please telephone 999. Please advise our Reception team or Bar of the emergency.



Energy Efficiency

Please help us to be as environmentally friendly as possible by turning off all heating and lighting when leaving your holiday home and be aware of the amount of water that you use during your stay.

Fire Precautions

Please read the fire evacuation instructions in your holiday home and make yourself aware of the exit routes and the meeting points.

First Aid

We have qualified first aiders available. Please contact our Reception team or the Bar if you require attention. We record full details of all notified accidents that occur on our Park.

Hospitals

North Devon District Hospital, EX31 4JB	01271 322577
Casualty Department, Tyrell Hospital Ilfracombe, EX34 8JP	01271 863448

Inventory

Your holiday home comes equipped with everything that you need for your self-catering holiday. We provide inventory for the maximum occupancy of the holiday home. If by any chance something is missing or you require any additional items, please just pop to Reception or give us a call and we will deliver it for you.

Laundrette

Cleavewood has a coin operated self-service laundrette with washing machines, tumble dryers and irons. The costs of using these machines are Wash - £4.70 Dry - £2.70

Lost and Found

If you mislay any property during your stay, please contact our Reception team. Lost property will be stored in Reception for a maximum of three months before being disposed of. If you find a lost item, please hand it in to our Reception team with details of where and when it was found.

Mail/Deliveries

We are able to handle mail and other deliveries for our holiday guests. Please contact our Reception Team to give us advance notice of what to expect.

Maintenance

Your holiday accommodation will have been checked prior to your arrival. However, should you find anything not in working order, please report this to our Reception team immediately and we will endeavour to repair/replace it as soon as possible.



Post Office

There is a small green post box located next to reception where you can post letters and cards.

Ilfracombe Post Office EX34 9DA	01271 865234
Braunton Post Office EX33 2JB	01271 813996
Woolacombe Post Office EX34 7BW	01271 870391
Berrynarbor Post Office Ilfracombe EX34 9SE	0345 722 3344
Woolacombe Station Road Post Office, Woolacombe, EX34 7AN	0345 722 3344
Mortehoe Post Office Mortehoe EX34 7DR	01271 870391
Knowle Post Office Braunton, EX33 2NA (recommended)	0345 722 3344

Public Transport

Local bus pick up points:

- Directly opposite the entrance/exit of Golden Coast Leisure Park.
- Out of the entrance/exit of the park, turn right and it is directly opposite the Fortescue pub.

Local Train Stations:

The closest train station is in Barnstaple, directly opposite the Tesco Extra in Barnstaple. Barnstaple Train station is a gateway to Exeter, which then you can change at Exeter and get on the dedicated train you require.

Taxis

A Taxi, Ilfracombe, EX34 7HH	01271 865321
Woolacombe Taxis, EX34 7AN	01271 871444
Beachrunner Taxi, EX34 7AP	07825 163284
Ezee Cabs Woolacombe, EX34 7BW	01271 871000
JP Taxis, EX33 1JL	07971 020020
Ilfracombe Taxis	01271 440258
Tor Moor & Sea, Private Hire	07920 384257
Filers Taxis, EX34 8QB	01271 862575

Vets

Charter Vets, Ilfracombe, EX34 8NZ	01271 866770
Argyll Veterinary Clinic, Braunton, EX33 2JL	01271 812405
Market Veterinary Centre, EX31 1QN	01271 344262
Vets4Pets, Barnstaple, EX31 2AU	01271 335520
Medivet Northam, Witten Park Vets, EX39 3QA	01237 473278



Sewage Treatment

Please help us keep the park running smoothly for everyone by ensuring that items such as sanitary products, disposable nappies, cloths and baby wipes are not flushed down toilets. These items cause damage to our pumps and lead to unnecessary and unpleasant breakdowns. Thank you for your cooperation.

Recycling & Refuse

Please help us to help the environment by sorting your refuse into the correct recycling bins to help reduce our impact on landfill. There are bin enclosures located around the park. For the nearest one to your accommodation, please refer to the park map.

Hire Goods

Cots/High Chairs - If you require a cot or high chair and this was not on your original booking, please contact Reception. Please note that there will be an additional charge for this service.

BBQs - If you would like the use of a BBQ during your stay, please ask the reception team who will be happy to arrange one at your accommodation.

Fishing Rights

Fishing Lakes at Golden Coast

A Rod licence is a statutory requirement for anyone 12 years and older who wishes to fish in inland waters in England. Licences can be purchased from The Post Office. In our lakes you will find Roach, Tench and Pike.

Local Area

To help you make the most of everything that's available locally we have put together some of our favourite places to visit. Verdant Leisure guests can also access a number of discounts at local attractions and activities. Local areas activities and discounts are detailed on our website follow the link:

[Local Activities](#)

Conservation

Here at Cleavewood we care about the environment and sustainable tourism. We continuously review what we do and make improvements that help lower our impact on nature, our surroundings and local culture. Find out more about conservation at Cleavewood here:

[Conservation at Cleavewood](#)



Pets Welcome

Cleavewood welcomes visitors to bring their pet with them and enjoy the park, we offer pet friendly accommodation to make your pet as comfortable as possible. There are plenty of footpaths & grassy areas on park that are perfect to take your pet for a walk, we only ask that they're kept on a lead and that you clean up after them. Please be cautious of other guests staying on park and the local wildlife. Our Reception team are knowledgeable on the local area so please drop in and ask for advice on the best places to visit with your four legged friend.

We welcome well behaved dogs within a designated area of Harry's Bar, all dogs must be kept on a lead at all times

If you are bringing your pet, pet friendly accommodation must be booked. Pets are not allowed in standard accommodation, assistance dogs are welcome in all accommodation.

No Smoking

Smoking, vaping and the use of candles is not permitted inside our accommodation or our on-park facilities. If you wish to smoke or vape, please do so outside. Thank you.

If evidence of smoking, vaping or candle use is found on departure you will be liable for cleaning costs.

Menus

We offer a wide variety of food and beverages in our on-park bars and restaurants, including vegetarian, vegan and gluten free options. The park team will be more than happy to advise on allergy information. Our menus are subject to change, please check with the park team to ensure you have the most up to date information.

Facilities

Our sister park Golden Coast has a wealth of facilities for you to enjoy during your stay, please follow the link for more information.

Opening hours

[Facilities at Golden Coast](#)

Please check our opening hours signs or with the park team. Opening hours are subject to short notice changes depending on the time in the season.

Our standard opening times are:

Reception:

	Peak Season**	Off Peak Season
Monday	8.30am - 10pm*	8.30am - 8pm*
Tuesday	8.30am - 8pm	8.30am - 6pm
Wednesday	8.30am - 8pm	8.30am - 6pm
Thursday	8.30am - 8pm	8.30am - 6pm
Friday	8.30am - 10pm*	8.30am - 8pm*
Saturday	8.30am - 10pm*	8.30am - 6pm*
Sunday	8.30am - 8pm	8.30am - 6pm

* Reception may stay open later if there are many bookings still to check in.

**Peak season times coincide with school holidays.

Main Bar **8.30am – Midnight**

(Food Service stops at 9pm – Only takeaway food until 10pm)

Swimming Pool 9am – 6pm

Arcade 10am – 10pm

Ten Pin Bowling 10am – 10pm

Adventure Station 9am – 6pm

Nisa Shop 8am – 6pm

Waves & Pottery 10am – 3pm

The Old Mill 12pm – 11pm

(Food service stops at 9pm)

Discovery Trail

This activity is perfect if you're holidaying with little ones. Grab yourself a Discovery Trail booklet (£3 from reception) and take a walk around our park on this interactive trail. Find out lots of interesting facts about all your favourite animals, birds and bugs, where they live, what they eat, how long they live, and even where their names come from. Get involved with the activities and earn a certificate on completion.

Follow the link to find out more:

[Discovery Trail](#)

Holiday Home Ownership

Did you know that most of the holiday homeowners at Cleavewood came here on holiday, fell in love with the park and now own their own holiday home here? We'd love to tell you about the benefits of holiday home ownership and provide details on the amazing deals that we currently have available. If you're interested in holiday home ownership pop into Ownership Enquiries to see us, or we can meet you at you at your holiday accommodation at your convenience.

[Holiday Home Ownership](#)

Fireworks

Unfortunately, fireworks are not permitted anywhere at any of our parks.

Holiday T&Cs and FAQs

We hope this welcome pack has provided you with the information you need for your Verdant Leisure holiday, if you need further information, please speak to a member of the park team or follow the links:

[Terms & Conditions](#)[FAQs](#)

Appliance Instructions

Gas Cooker

Grill – The upper grill section of the oven is operated with the grill door left open. Your accommodation will have a grill pan unique to the oven itself with a detachable handle that you will locate within your kitchen utilities drawer. Should your accommodation not have these items, or you need further assistance, please do not hesitate to contact us.

Built in cooker – Turn control knob on full for grill or oven and depress the igniter button. Ensure you push the control knob in whilst igniting and release after 6 seconds following lighting the burner. Finally, set the control knob to the desired setting/temperature.

Note: Most of our holiday homes have the latest appliances which have an electric ignition, and lids which as a safety precaution, will not allow the cooker to operate until the lid is fully lifted. Please also be advised that holiday home oven appliances are not the same as your domestic oven and some items of food may take longer to cook.

Microwave

Operates like any other domestic microwave. Do not place metal objects or aluminium foil inside.

Fridge

Do not set the thermostat too high, setting 3 is usually sufficient.

Bathroom, Toilet and Shower

Always check the water temperature before stepping under a shower. Please also be aware that the water pressure in holiday home accommodation is lower than a domestic household and can vary dependent upon the number of faucets that are in use at any one time.



Please be advised that during adverse weather conditions at sub-zero temperatures the exterior water pipes connected to your holiday home may freeze and prevent the use of water supplied to the accommodation. We advise that you fill your kettle and any additional bottles you may have in the evening so that you have water available the following morning whilst waiting for the pipes to thaw.

Our team members are here to assist with anything brought to our attention during your stay with us. Please do not hesitate to contact us if you have any issues. You can find all contact information on your key fob.

Boiler / Central Heating System

Your boiler & central heating system works exactly as your domestic boiler and has temperature controls for both the central heating system and the water temperature within your accommodation. Should you require any further assistance in operating please do not hesitate to contact us.

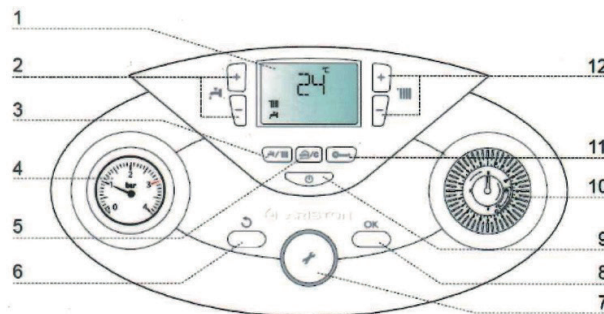


Diagram 1

- 2 Hot water temperature controls – this allows you to increase or decrease the central heating temperature.
- 3 Mode button – this allows you to select either hot water only or hot water and central heating.
- 5 Auto/comfort function – this allows you to select either 'auto' or 'Comfort' when using the central heating. The 'Auto' setting will regulate the internal temperature by switching the heating on and off periodically. The 'Comfort' setting will maintain a comfortable temperature constantly. Your selection will be displayed on the screen.
- 9 On/Off button – the button will glow green when the boiler is on.
- 10 Timer – please see diagram 2 below.
- 12 Central heating temperature controls – this allows you to increase or decrease the central heating temperature.

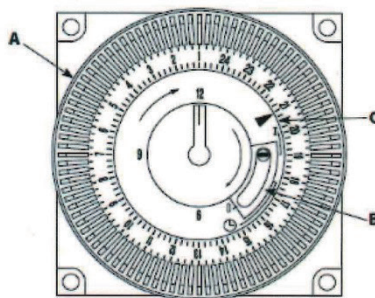


Diagram 2

A – The clock covers a 24 hour period. Each tappet represents 15 minutes.

B – Override switch.

C – To set the time of day, grasp the outer edge of the dial and turn slowly clockwise until the correct time is lined up with the arrow.

To set the 'On' and 'Off' times – The clock uses a 24 hour system.

E.g. 8 = 8am and 18 = 6pm. 'On' periods are set by sliding all tappets between the 'On' time and the 'Off' time to the outer edge of the dial.

The tappets remaining at the centre of the dial are the 'Off' periods.

For operation – put the selector switch B to the clock symbol to control the central heating by the clock. Put the switch B to '1' to select permanent operation or to '0' to turn the central heating off permanently.

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Park Areas

-  Cleavewood
-  Cleavewood Heights

This way to:

Golden Coast

Reception, Ownership Enquiries,
Activities, Nisa convenience store



Map Key

-  The Old Mill Inn
-  Outdoor adventure playground
-  Trim trail
-  Pitch & putt
-  Foot golf
-  Tennis court
-  Short mat bowls
-  Laundrette
-  Recycling points
-  Fire equipment
-  Fire assembly point

10
MPH