

Welcome to

# Heather View

Dear Guest,

Welcome to Heather View Leisure Park! I 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 Heather View 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 **01388 528728** (option 3). The Complex Team are available in the evening, you can contact them by visiting the Bar.

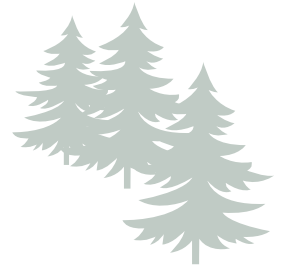
On behalf of all the team at Heather View, I hope that you have a fantastic holiday!

Kind regards

*Danni Prince*

General Manager





## Useful

# Information

## A-Z

### Car Charging Points

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There is an electric car charging point free of charge located around the back of Reception/Owners lounge.

### Cash Machines

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Cash points are available on Stanhope Front Street just a short walk or drive away.

### Check Out Time

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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 leave your keys in the secure key box located on the wall outside of Reception. It may be possible to arrange a later check-out for a small additional charge. Please contact Reception for more information.

### Chemists

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Stanhope Chemists Ltd, 79 Front Steet, Stanhope,  
Bishop Auckland, DL13 2TZ

**01388 528237**

Wolsingham Pharmacy Ltd, 12 Market Place, Wolsingham, DL13 3AE

**01388 527484**

### Comments

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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

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Burgess and Hyder Dental Heath Centre, Stanhope Medical Centre,  
Dales Street, Stanhope, DL1 3XD

**01388529945**

Northern Smiles, 1 Mill Street, Crook, DL15 9BE

**01388 762522**

### Doctors

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Stanhope Health Centre, Dales Street, Stanhope, DL13 2XD **01388 528555**



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## Duty Manager

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

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## 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.

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## 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.

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## Fire Precautions

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

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## 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.

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## Hospitals

University Hospital of North Durham, North Road, Durham, DH1 5TW  
**0191 333 2333**

Darlington Memorial Hospital, Hollyhurst Road, Darlington, DL3 6HX  
**01325 380100**

Urgent Care Centre, Bishop Auckland Hospital, Cockton Hill Road,  
Bishop Auckland, DL14 6AD **01388 455000**

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## 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.

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## Laundrette

Should you wish to do any laundry whilst on holiday there is a coin operated laundrette which has 24 hour access. The code to enter the laundrette is C1627X.

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## 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.



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## 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.

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## 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.

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## Post Office

The post office is in the local newsagents which can be found on 57 Front Street, Stanhope. DL13 2TS. **01388527117**

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## Public Transport

There is a local bus service operated by Weardale Travel which goes as far as Killhope Lead Mine to the West and Bishop Auckland to the East.

Weardale Travel **01388 528235**

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## Taxis

Taxi – Peter’s Private Hire **01388 527812**

Durham Dales Private Hire **07368182246**

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## Vets

Old Stone Vets, Unit 1C, Durham Dales Centre, Castle Gardens, Stanhope. DL13 2FJ **01388 528866**

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## 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.

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## 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.

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## Hire Goods

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



## Hot Tub Accommodation

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If you are staying in accommodation that includes a private hot tub, please be aware that daily checks will be made by a team member for health and safety compliance.

[Hot Tub Guidance](#)

## Local Area

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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 area activities and discounts are detailed on our website follow the link:

[Local Activities](#)

## Conservation

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Here at Heather View 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. Follow the link to find out more:

[Verdant Leisure Sustainability](#)

## Pets Welcome

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Heather View 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 our Bar & Restaurant, all dogs must be kept on a lead at all times. Dogs must never be left unattended in the accommodation.

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

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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

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We offer a wide variety of food and beverages in our on-park bar and restaurant, 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 Opening Hours

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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 Reception standard opening times are:

8.30am- 6.00pm (Monday - Saturday)

8.30am - 5.00pm (Sunday)

### Bar & Restaurant

Our opening hours for the Complex can be found on the display board outside of Reception, the Complex or ask a member of the park team.

## Discovery Trail

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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

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Did you know that most of the holiday home owners at Heather View 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.

Please follow the link to find out more:

[Holiday Home Ownership](#)

## BBQs & Fireworks

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We allow the use of barbecues outside your holiday accommodation as long as they are away from the gas supply and are supervised by an adult at all times.

We ask that when using disposable barbecues that they are not placed directly on the grass or decking area.

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

## Holiday T&Cs and FAQs

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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

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**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 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

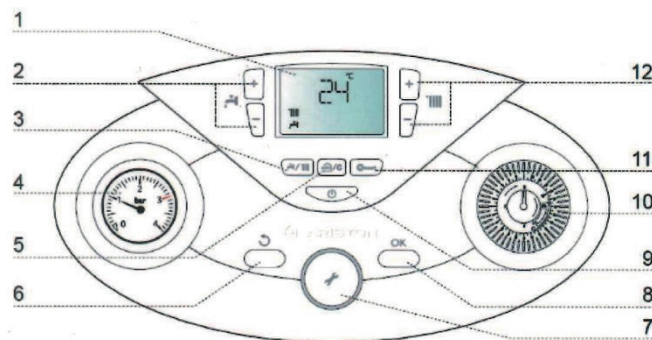
Always check the water temperature before stepping under a shower. Please also be aware that the water pressure in Holiday Home accommodation is lower than a domestic household and can vary dependent upon the number of faucets that are in use at any one time.

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

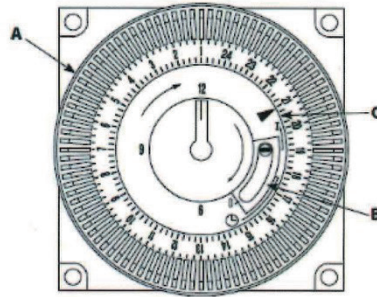
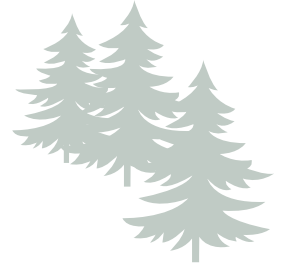
Your boiler & central heating system works exactly as your domestic boiler and has temperature controls for both the central heating system and the water temperature within your accommodation. Should you require any further assistance in operating please do not hesitate to contact us.



**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 'I' to select permanent operation or to 'O' to turn the central heating off permanently.

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# Heather View Leisure Park



Park Entrance/Exit

## Park Areas

- The Acorns
- Meadow View
- Rowan Bank
- Evergreen Way
- River View
- Sycamore Drive
- Maple Rise
- Pine Ridge
- Hazel Corner
- Dale View
- Ash Grove

## Map Key

- A Reception/Ownership Enquiries
- B Bar & Restaurant/Arcade
- C Laundrette
- D Play Area
- E Owners Lounge
- Electric Car Charging
- Fire Assembly Point
- Bin & Recycling Points
- P Parking
- Defibrillator
- Fire Equipment

RIVER WEAR

10 MPH