



CHECK IN/CHECK OUT PROCEEDURE FOR OUR HOLIDAY CLIENTS

Thank you very much for booking your holiday with us.

CHECK-IN NOT BEFORE 3PM PLEASE.

Please make sure that prior to arrival you have completed the registration document and returned it to the park at enquiries@blll.co.uk

- Please enter the park gates and follow the road to the lake.
- In front of the office building, you will find two designated check –in bays
- Pull into one of the bays DO NOT go to your lodge.
- Please 'pop in' the office so we can welcome you personally.
- If the check-in bays are in use opposite the building, there are two waiting areas please use this until a check-in bay is empty (please ask any second car) to wait here please
- We will then confirm to you that your lodge is ready and provide the necessary information to access your lodge.

LATE CHECK-IN ARRANGEMENTS MUST BE MADE PRIOR TO ARRIVAL. IF YOU ARE UNEXPECEDLY DELAYED YOU SHOULD CONTACT THE OFFICE BEFORE 5PM SO THAT WE CAN TALK YOU THROUGH THE PROCEDURES.

CHECK-OUT CHECK OUT TIME IS 9AM (sorry no late check-out)

The office will be open:

8am – 6pm Monday and Friday

9am – 2pm Tuesday, Wednesday, Thursday and Saturday

9am – 11am Sunday

- Please ensure that all rubbish is bagged and left outside your lodge for collection - and empty the fridge.
- Make sure you have checked thoroughly that you have all your possessions as unfortunately, we will not be returning any items which you have left behind, unless you have arranged a courier service collection.
- There is a KEY DROP OFF box on the left-hand side of the building, should you be leaving outside office hours.
- Alternatively, please hand your lodge keys into reception.

Shopping & Deliveries to the park

You can arrange shopping deliveries from Tesco, Sainsbury and Asda. They will request the name of the lodge that you are staying in. Please will you ensure that you are here to accept delivery and most importantly give them a contact telephone number please.

We would greatly appreciate your support for the smaller businesses i.e. butchers, cheese shop and of course our local pub Sun Inn 01768776439 (tables need to be booked in advance)

ASSISTANCE DURING YOUR STAY

Please ring the office on 01768776641 and give us details of any concerns that you may have and we will help you as best we can.

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YOUR HELP WOULD BE APPRECIATED

Please ensure that you have left the lodge no later than 9am The office will open at 8.00am (sorry no late check –out facility)

Prior to leaving would you please open all the windows and put them on the latch (weather permitting)