

## FAQ

### Do you allow pets?

Yes!! What's a holiday without your furry friends. All we ask is you be respectful of your cabin and the park. Keep pets on a lead at all times and clean up after them.

Hercules and Phoenix are strictly no pets. This is due to us keeping some cabins pet free for our guests with allergies.

### What amenities do you offer?

We have a fully fitted kitchen with an American fridge freezer, dishwasher, washer/dryer and Gas oven and hob.

Our cabins are fully self catering but you may often find a small welcome pack containing a dishwasher tablet, sponge, spare bin liner and toilet roll. These are not always guaranteed so we do suggest you bring your own.

### Do you provide towels and Linen.

Yes, you will have access to 4 main towels and 2 hand towels.

Linen for the twin beds and double bed.

Spare linen is provided on request and if you could let us know as soon as possible before check in if this is needed.

Towels for the hot tub are not provided so please bring your own

### **Is there a pub/Shop on site?**

The Crazy Horse Saloon is a short 2 min walk away and provides food/drink and entertainment. It is also pet friendly in the bar area.

There is no shop on site and the nearest towns are Felton, Alnwick and Morpeth which are not walkable.

Tesco and Asda do deliver food shopping to your cabin.

### **Is there Wi-Fi**

Yes! All our cabins have free access to wi-fi, however due to the location of the park a great connection is not always guaranteed. This is out of our control.

### **Is there parking?**

Each cabin has 1 allocated parking space outside. You may be able to park 2 cars outside but during peak times this may be difficult. There is a park carpark at The Crazy Horse Saloon. Please do not park on the grass/alongside cabin or block main roads.

### **Do you have a cancellation policy?**

Yes, please see our dedicated section on our website for this.

### **Are you wheelchair friendly?**

Unfortunately not.

### **What the layout of your cabins?**

We have an open living/ dining area with a dining table and 4 chairs. There is a main bathroom with bath/shower and a small twin room. The main bedroom has a double bed, en suit and a walk in wardrobe. The beds can not be moved around as these are fixed in place.

### **There is a problem with the hot tub.**

Firstly we apologies for any issue you may face whilst on your holiday. Our hot tub water can sometimes face discoloration.

This is out of our control due to the park water being from a bore hole. This means the water can contain metals which react with the chemicals. It's completely safe but if you can make either ourselves or the hot tub maintenance team aware we can get the problem fixed for you as soon possible. You can wipe any tide marks away and put the jets on as this often clear the water.

Hot tub maintenance are on the park till 4pm.

### **When will my Breakage deposit be returned.**

This will be returned in 3-5 working days after your stay. We need time for the cleaner to get back to us. If you have paid by

card this is refunded the same way. If you paid via bank transfer we will need your payment details. Please keep an eye on your emails including junk box.

### **Do you offer a late check out?**

We can only offer a late checkout if your check out day is a non change over day. Change overs are Monday and Friday.

Late checkout is £10p/h.

### **How do I check in / out?**

On the day of arrival, you will receive an email containing a lock box code. The keys are inside here for your stay. The keys will need to be returned the same way.

### **Why has my water gone off?**

If this is a Monday or Friday, changeover day, the water can sometimes be off between 10am and 4pm. Unfortunately this is out of control due to cleaners working and the hot tubs throughout the park being dropped/refilled for new guests checking in. We do suggest taking some spare water for during these times.