

INFORMATION FOR SELF-CATERED GROUPS

Please read this information carefully as it will ensure that all arrangements for your stay with us will flow smoothly.

1. Site Visit –

If you have not already done so, please arrange to visit the site so that we can show you around and discuss any specific needs that you may have.

2. Arrival & Departure Times –

Please note the arrival and departure times on your booking form and ensure that members of your group are aware of these. If there is a problem with the times please phone us to discuss any changes you may require. Please ensure that you or another organiser of your group arrives at the site and contacts the manager before the arrival of your group.

3. Catering Information –

Each kitchen is equipped with all the cooking requirements for the maximum number that can be accommodated in each house or cottage. Items include; electric frypan, toaster, hot water urn/kettle, large pots, pans and mixing bowls. **Items you need to provide are as follows: -**

Dishwashing detergent

Dish mop or sponge

Tea towels

Food

All cupboards have a label showing the contents of the cupboard and we ask that all items be thoroughly washed and dried and returned to their correct place, and the fridge and oven should be wiped clean of any food spills before departure.

4. Site Rules –

During your stay please be aware of the rules as outlined in the "Conditions of Hire" and displayed around the centre, and ensure that your group abides by these and any other signs that are located around the property.

5. Bedding –

Each bed is provided with a pillow and two blankets. A supply of emergency linen is available for hire on request. Even when sleeping bags are used we require that a sheet and pillow case be used for health reasons. On departure, one pillow should be left on each bed and the blankets folded and returned to the cupboards. Download the "Rooming Configuration" document from our website, which outlines in full what each house/cottage offers in regards to bedding arrangements.

6. Furniture –

If any furniture or equipment is moved during your stay then please return it to its original position before you leave.

7. Cleaning –

Houses: A vacuum cleaner, broom and a mop and bucket are provided in the laundry of each house. Please ensure that all carpets are vacuumed, all floors swept and mopped as you leave the house. All rubbish bins including those in the bathrooms should be emptied into the "OTTO" bins located at the rear of Silky Oak.

Cottages: A vacuum cleaner is provided in each cottage, please ensure that all the carpets are vacuumed. All rubbish bins including those in the bathrooms should be emptied into the "OTTO" bin located at the rear of each cottage.

8. Speed Limit –

The speed limit is clearly sign posted on all roads entering the centre and guests are asked to observe these.

9. Tariffs –

Please check with us before sending out your publicity or camp registration forms for correct pricing. Our tariffs are reviewed in January and July each year and the tariff charged will be that current at the time of occupation.

All accounts must be paid prior to departure from the site.