



**GREEN VIEW LODGES**  
*...your countryside escape*

Welcome to Carrock Lodge. Our aim is to make your stay here as comfortable and relaxing as possible. Below is some key information you may find useful during your stay but please don't hesitate to ask us about anything. Thank you and enjoy your stay

Emily and Gary

### **Contact**

If you need anything during your stay you can pop to reception in the main house to see us or phone us on 016974 76230/07814 716141

### **Beds**

We have made up beds to suit the number of people staying in your party and may have made up extra to allow use of both bedrooms. If you wish to use a different bed to the one(s) made up we will happily swap the bedding over for you or you can do so yourselves. If you have insufficient bedding or towels again please ask and we will happily provide extra for you. If we have made up extra beds please only use those beds that you need and leave unused beds made up on checkout.

### **WIFI**

Please connect to the free WIFI using the password below - we are technically on fibre broadband here however due to our rural location it is not high speed and so please don't expect a super-fast connection. The WIFI booster is located on the end of the barn so you will receive the best signal nearest the car park. The password is as follows:

- WIFI: GreenView      Password: 67mustang

### **Smoking**

All of our accommodation is non-smoking throughout; smoking in outside areas is permitted but we ask that you consider other guests when doing so and dispose of any waste appropriately.

### **Laundry**

You will find a washer and dryer in the outside cupboard on the decking. Please feel free to use these during your stay and please leave them as you would wish to find them at the end of your stay!





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## Environmental Information

### Pets

Well behaved pets are welcome as part of the family, subject to you paying the appropriate per pet supplement. You will find a securely enclosed dog exercise area near to the entrance so please make use of this during your stay. We have a few simple rules relating to pets that we ask you to adhere to:

1. No more than two pets may occupy any one lodge/cottage unless agreed prior to arrival and confirmed in writing
2. No pet is to be left unsupervised by you or alone in a lodge/cottage unless it is in a secure crate
3. Please do not allow pets on furniture or beds
4. Please remove all traces of pet fur or dirt at the end of your stay
5. Around our site pets are to be kept under control at all times and dogs on a lead (except when they are in the dog exercise area)
6. All waste must be picked up of and disposed of appropriately
7. If we, in our sole and reasonable discretion, consider your pet(s) to be to be causing a nuisance, harm or threat to anyone or anything, or to be likely to do so, we may ask you to remove your pet from our location (without refund or compensation) or we may have it removed off site at your expense.
8. If we have a need to visit your accommodation (e.g. if you have requested maintenance or similar) you must take your pet(s) out of the cabin or keep them in a different room while these visits take place and comply with any specific instructions provided to you.
9. Dogs must be microchipped (as required by law) and have had current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus.





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## Leisure Suite

Our Leisure Suite is a shared facility, so we ask that all guests book time slots to use the hot tub/sauna. To book please come to reception in the main house or telephone 01697 476230/07814 716141. The suite is available for booking from 9.00am until 11.00pm (unless prior arrangement has been made) and we aim to be as flexible as possible whilst ensuring all guests have fair access to this facility.

Please read carefully the following guidelines for booking/use:

- Each lodge may book a minimum of 1 slot per day of up to 90 minutes, additional slots may be available depending upon use by other guests
- Please make your booking prior to 11am to guarantee a slot for that day. After 11am unreserved slots will be opened up for other guests to use. (Except for check in days where you should request a time slot on or soon after arrival if you haven't already pre-booked)
- Please vacate the suite by the end of your time slot in order for other guests to access the facilities if applicable
- Please note some notice may be required to warm up the sauna and leisure suite if not pre-booked.
- Please ensure you read the additional terms and conditions of use found in your guest information and on the wall in the leisure suite; and the additional safety information on the wall in the leisure suite.
- You will find towels for all guests and robes for adult guests in your bedrooms. Please use these for the entire duration of your stay.
- Instructions for use of all equipment in the leisure suite will be provided when you first use the leisure suite and if you have any further questions regarding booking or use please contact reception.





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### **Hot tub/sauna use – terms and conditions**

Whilst on holiday we know you want to get the best use out of the hot-tub/sauna. The temperature of the hot tub is maintained at 37°C and the water is checked every day. We also rely on you as guests to help us maintain the availability of the hot-tub and the quality of water so that the hot-tub can continue to be available for use by all and we ask for your consideration of this. We also rely on you as guests to ensure you follow health and safety guidelines provided. In particular we guide you that:-

1. You must book a time slot to use the leisure suite and check no other guest has reserved the time you wish to use it
2. You must shower before entering the hot tub either in your lodge or in the leisure suite changing rooms to remove make up/other beauty products as this will come off in the hot tub and may result in the hot tub having to be drained thus preventing others from using it.
3. It is not recommended that children under 8 years use the hot tub/sauna and bathers under 16 must be accompanied by an adult.
4. You should consult your doctor before use if you are receiving medical attention or have a long-term illness.
5. Avoid using the hot tub/sauna if you are under the influence of alcohol, have eaten a large meal, are pregnant, or are on medication. Only use the hot tub/sauna after seeking medical advice if you have a condition that is affected by heat for example, a heart condition or high or low blood pressure.
6. No food, glass, liquids, pets, bubble bath or oils allowed as these may result in the hot tub having to be drained again preventing others from using it.
7. You should get out of the tub/sauna if you start feeling unwell, uncomfortable, giddy or faint.
8. We recommend for safe use that you remain in the hot tub/sauna for a maximum of twenty minutes at a time and have a rest period of between 10 and 20 minutes. Overuse will affect chemical balance and overall enjoyment.
9. Please take care when getting in and out of the hot tub as although the floor is non-slip care must be taken when wet.





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## Heating

The Lodge has several electric panel heaters and electric radiators to keep you warm and cosy during the colder times. They will be pre-set prior to your arrival at a comfortable temperature (21-22°C) except when the weather is too warm to require this! The radiators in the living areas can easily have the temperature increased or decreased using the +/- buttons.

If you have any queries/problems with the heating please pop and see us or give us a ring and we will be more than happy to help you make sure your lodge is warm/cool enough. The lodges do get quite warm especially when they are full of people and so we do ask that you turn the heating down/off before opening windows 😊

## Recycling/rubbish

We aim to recycle all cardboard, plastic bottles, glass and tins so please rinse these and place them in the plastic box under the kitchen sink so that we can sort them into the correct bins after your stay. If you fill this box during your stay and need to empty it please do so into the **appropriate** bin in the waste and recycling area. This can be found near to reception in the small fenced off area.

Any other waste goes into the kitchen bin and we would be grateful if you could place your rubbish into the red topped wheelie bins during your stay or on check out.

## Local services/amenities

Dalston village (3 miles away) has a fantastic butchers, some small local shops and a co-op supermarket. There are further shops in Wigton or Carlisle should you need them.

Doctors: Dalston Medical Group Tel 01228 710451

Pharmacy: Dalston Pharmacy Tel 01228 523312

Vets: Paragon Veterinary Group Tel 01228 710208





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### **Local area/Activities**

If you are looking for information on the local area please do come to reception in the main house and we will be happy to advise you.

### **Dining out**

There are some great pubs in the local area worth a visit – we are still working our way through trying them all out but can certainly recommend the below!

The Royal Oak Curthwaite, (booking advised): Tel 01228 710219

The Bridge End Inn, Dalston (booking advised): Tel 01228 710161 **Dog friendly in the bar**

The Oddfellows Arms, Caldbeck (booking advised): Tel 016974 78227 **Dog friendly in the large bar area and you can get a doggy dinner for your pooch**

The Black Lion, Durdar (booking advised): Tel 01228 534999

The Dog and Gun, Skelton (booking advised): Tel 017684 84301

### **Dining in**

There are also options for takeaway and there are some menus in the front of this folder – please leave these for future guests!

- The Dalston Fryer (a great fish and chip shop which also does pizza) where you can either pop in and they will cook your food to order or call ahead to order and then collect: Tel: 01228 712862
- The Mango Tree is a lovely Indian that does take away meals and delivers to the lodges: Tel 01228 710333
- The Bridge End Inn does takeaway pizza (collection only) each night until 8.45pm: Tel 01228 710161

### **Check out**

Check out is 10am on the day of departure unless prior arrangement has been made (late check out is often available on request). To enable us to continue to offer late check out where possible we would be grateful if you could strip beds you have used and leave the linen on the floor in the bedrooms and put any used towels and robes into the bath. If you can take any rubbish and recycling to the appropriate bins near to the main house that would





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be much appreciated too. Please leave the key on the kitchen counter as you found it on arrival.

We would also welcome and comments or feedback on your stay with us and hope to see you again soon!

*Emily and Gary*

