

# Frequently Asked Questions

## Staying in a Camping Pod at Durdle Door Holiday Park

### **Can I check-in early?**

Check-in time is from 4:00pm to 9:00pm. Unless you have booked an early check-in of 2:00pm, we are unable to offer a check-in before 4:00pm.

### **When do I have to check out?**

Check out is by 10:00am on the day of your departure.

### **Is bedding included?**

Bedding is not included in your booking, however you are able to add this for an additional cost by contacting the Customer Care Team. Bedding is charged at £12 for a double set, and £6 per single set; this includes duvets and pillows. If you book these in advance of your stay, the beds will be made for your arrival.

### **Are towels included?**

Towels are not included in your booking. If you would like to add these as an extra, please contact the Customer Care Team. Towels come in bundles (1 bath towel and 1 hand towel) and are £5 each.

### **Can I pick my Camping Pod?**

We are sometimes able to accommodate special requests where enough notice is given, however we can never guarantee a specific Camping Pod. Similarly, we cannot guarantee that group bookings will be situated close to each other. Some of our Camping Pods are located in the Abbeyfield Touring Area, and some in the Rookery Camping Area. It is worth noting that the nesting season for our rooks is between spring and early summer, and during this time they do make a considerable amount of noise which can wake you up in the morning – they may also leave some unwanted gifts on your tent or car! Though the noise doesn't affect all of our guests, you may wish to bring ear plugs if you are a light sleeper.

## **What is included in the Camping Pod?**

There are two single beds and one double bed. There is a plug socket, electric heater, a storage box outside the Camping Pod, and a picnic bench.

## **What if I want to arrive early or leave late?**

You can buy a discounted ticket for Durdle Door Car Park, Lulworth Cove Car Park, or Lulworth Castle Car Park if you want to arrive in the area early or stay in the area after checking out. Please see the Customer Care Team in Reception to purchase this.

## **Can I bring an extra car?**

Extra cars are charged at £7.50 per night per car. This extra car may be able to park outside the Camping Pod, alternatively we do have some additional parking for guests staying with us.

## **Can I have day visitors?**

You can have day visitors to your Camping Pod, and their vehicle does not need to be paid for if they are not staying overnight. We ask that you inform the Customer Care team if you are having any day visitors – this is so we can advise them of the best place to park, and take their vehicle registration.

## **Where are the nearest toilets when the shower block is closed?**

The shower block is closed between 11:00am – 12:00pm. During this time there are public toilet facilities in the car park, including a disabled toilet.

## **What facilities do you have on the Holiday Park?**

We have a toilet and shower block, dishwashing area with USB charging points, washing machine, shared fridge-freezer, and chemical disposal. We also have two Play Parks for children.

## **Where is the nearest drinking water?**

The water hook-up on your pitch is drinking water, as well as all of the water points on the park labelled 'W' on the map.

## **Where can I wash my clothes?**

There is a free to use washing machine in the dishwashing area, and clothes airers (but no tumble dryer). We do offer a service wash, including wash and dry for £12 per load. You can arrange this via the Customer Care Team in reception.

## **Do you take cash?**

We have gone cashless – we only accept card payments across our outlets.

## **Can I have a barbecue?**

You can use a reusable barbecue as a guest at Durdle Door Holiday Park, as long as it is raised off of the ground, and only burning coal or gas is used. We do not allow fires or disposable barbecues. Barbeques and fires are not allowed on the beaches, car parks, and surrounding land.

## **Where should I dispose of barbecue waste?**

Please do not put hot ash or charcoal into the bins. Extinguish any barbecue waste and wait until it has cooled completely before disposing of it in one of the metal bins marked for barbecue waste.

## **Is there a shop on the Holiday Park?**

There is an onsite shop, open from 8am daily – closing times vary.

## **Is there a Bar & Restaurant on the Holiday Park?**

The Man O' War Bar & Restaurant is open daily from 12pm – closing times vary. Their menu is available on our website.