

# Frequently Asked Questions

## Staying in a Holiday Home at Durdle Door Holiday Park

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

Check-in time is from 4:00pm. 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.

### **Are towels and bedding included?**

Bedding is included for all beds in your Holiday Home, however towels are not. 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 Holiday Home?**

We are sometimes able to accommodate special requests where enough notice is given, however we can never guarantee specific Holiday Homes. Similarly, we cannot guarantee that group bookings will be situated close to each other.

### **What is included in the kitchen in my Holiday Home?**

Your Holiday Home has a fully equipped kitchen, including: gas oven, grill and hobs; fridge-freezer; microwave; kettle; toaster, utensils and tableware.

### **What does it mean if I have booked a 'Sublet' Holiday Home?**

Our Sublet Holiday Homes are let on behalf of private owners and must conform to a sublet inspection to ensure they are to the same standard as our own Hire Fleet Holiday Homes.

## **Does my Holiday Home have decking?**

There is a small walk way outside each Holiday Home, however not large enough for outdoor furniture. There is either a picnic bench or table and chairs on the grass outside each Holiday Home.

## **Does my Holiday Home have a sea view?**

All of our Holiday Homes overlooking the sea are privately owned. A limited number of our owners sublet their Sea View Holiday Homes. These are listed as 'Premium Sea View Holiday Homes' and are bookable separately to our other Holiday Homes.

## **Are there any extras provided?**

We provide a welcome pack for your arrival, including: a tea towel; dish cloth; washing up liquid; a bin liner; some tea and coffee making supplies, and two toilet rolls.

## **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 next to the Holiday Home, alternatively we do have some additional parking for guests staying with us.

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

You can have day visitors to your Holiday Home, 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.

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

We have a shop, Bar & Restaurant and two Play Parks for children.

## **Are there any laundry facilities on site?**

There is a free to use washing machine in the dishwashing area in the Rookery, 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.