

# Frequently Asked Questions

## Staying in a Skylight Cabin 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.

### **How are the beds set up in the Skylight Cabin?**

There is a mezzanine level with 2 single beds suitable for children, and a pull out sofa bed downstairs in the living room.

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

Bedding is included for the single beds and double sofa bed in your Skylight Cabin, 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. The bedding for the sofa bed is stored in the cupboard next to the kitchen.

### **Can I pick my location?**

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

### **What is included in the kitchen in the Skylight Cabin?**

Your Skylight Cabin has a well equipped kitchen, including: 2 hobs; under counter fridge with freezer compartment; microwave-grill; kettle; toaster, utensils and tableware. Please note there is no oven or grill in the kitchen.

## **Where are the Skylight Cabins?**

The Skylight Cabins are under the trees of the Rookery. 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.

## **Do the Skylight Cabins have a decking?**

There is a small decking on the Skylight Cabins – the outdoor seating is on the grass outside.

## **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 your Skylight Cabin, alternatively we do have some additional parking for guests staying with us.

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

You can have day visitors to your Skylight Cabin, 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.