

# Frequently Asked Questions

## Staying on an Abbeyfield Touring Pitch at Durdle Door Holiday Park

### **Can I have a tent on my Abbeyfield Touring Pitch?**

No, we do not allow any tents on the Abbeyfield Touring Pitches – this includes toilet tents. You are permitted to bring an awning that attaches to the vehicle, and this can be used as a drive-away awning.

### **Can I sleep in a regular van or car?**

No, you cannot sleep in a regular van, sign written vehicle, or car. Converted vehicles must have a minimum of a fixed bed/rock and roll bed and built in storage cupboards.

### **Can I pick my pitch?**

We are unable to guarantee specific pitches, however we will attempt to accommodate special requests given with enough notice where possible. Similarly, we cannot guarantee that group bookings will be situated close to each other. Some of our Abbeyfield Pitches are situated nearest the road to the Public Car Park, whilst others 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.

### **What time can I check in, and when do I have to check out?**

You can check in from 2pm, any time up to 9pm. Check out is by 11am on your day of departure.

## **What happens if my vehicle is longer than 8.5 metres?**

If your vehicle is longer than 8.5 metres, you will not be allowed to stay.

## **What happens if I arrive early?**

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. Please note, towing caravans are only accepted in Lulworth Cove Car Park. The time between check out and check in is used to clean facilities, carry out pitch maintenance and ground work, and ready the area for our incoming guests.

## **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 on the pitch, alternatively we do have some additional parking for guests staying with us.

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

You can have day visitors to your pitch, 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.

## **How should I pitch up?**

You can pitch up facing either forward or backwards on your pitch. If you have a caravan, please pitch with the tow bar facing out to the road.

## **Should I bring levellers?**

We recommend bringing levellers for all types of touring pitch.

## **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.

## **Where can I buy bottled gas?**

We do not sell any bottled gas on site. The nearest shop with limited stock of Calor Gas only is Dobbies Garden Centre Galton, just over 10 minutes' drive from the Holiday Park. They will accept empty bottles for refill, as well as stocking new bottles for purchase. They do not sell propane gas.

## **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. Barbecues 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. From 6th November 2024 - 1st January 2025, there will be a pop-up shop based in the Man O' War Bar & Restaurant, stocking daily essentials from 9am – 10pm.

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

The Man O' War Bar & Restaurant is open daily. Their opening times and menu are available on our website.