

Frequently Asked Questions

Staying in the Horizon Heights Villa 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.

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 location?

The Horizon Heights Villa is the only one of its kind at Durdle Door Holiday Park, so we do not have a choice of locations. You can see pictures of the accommodation on our website.

What is included in the kitchen in the Horizon Heights Villa?

The Horizon Heights Villa has a fully equipped kitchen, including: gas oven, grill and hobs; fridge-freezer; microwave; kettle; toaster, utensils and tableware.

Does the Horizon Heights Villa have a sea view?

The Horizon Heights Villa is at the edge of the Holiday Park, overlooking the sea over the Public Car Park. During busy times, the Public Car Park does become quite full and can disrupt this view. The front doors of the Horizon Heights Villa open onto decking with an outdoor table and chairs.

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 Horizon Heights Villa, alternatively we do have some additional parking for guests staying with us.

Can I have day visitors?

You can have day visitors to the Horizon Heights Villa, 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. 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.