



# Welcome

to your lodge

*Enjoy your stay.*

Wi-Fi information:

ACP Guest

Password - **Edwp80y23p#**



# ANGROVE

## LEISURE RESORT

### Reception opening hours

Monday	08.30 - 19.00
Tuesday	08.30 - 17.00
Wednesday	08.30 - 17.00
Thursday	08.30 - 17.00
Friday	08.30 - 19.00
Saturday	08.30 - 17.00
Sunday	08.30 - 16.00

Main Reception Number - **01642 750 777** *Option 1*

Our "*Out of Hours Team*" will be in place when Reception is closed. They can be contacted on **07920 674 310** in the case of an emergency

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### The G&Tea House

Tel: **01642 750 777** *Option 2*

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### Park address

Angrove Leisure Resort, Greystone Hills, Great Ayton, North Yorkshire **TS9 6RN**.

Our 'what3words' location is: ***reclusive.lobster.easy***

## Here's your A-Z guide of everything you need to know about getting the most out of your stay with us.



a

### Advance booking

We would love you to return to Angrove Leisure Resort for a future stay. If you are interested in rebooking, simply pop into reception prior to your departure and our holiday experience team will be happy to help.

Discounts for customers booking prior to their departure are available, so be sure to ask for prices and take advantage of our low deposit offers. Additionally, why not experience what our other parks have to offer, to find out more visit our website [leisureresorts.co.uk](http://leisureresorts.co.uk)

### Arranging special occasions

**Celebrate with little extras that make everything so special...** Whether you'd like to plan a surprise meal, a treat for your wedding anniversary or you want to get the dog a birthday cake, we're here to help! **Check out what's available.**

[cloud.3dissue.net/19730/19771/19924/104563/index.html?15089](http://cloud.3dissue.net/19730/19771/19924/104563/index.html?15089)

Talk to our Holiday Experience Team, contact them on **01642 750 777** or email [angrove@leisureresorts.co.uk](mailto:angrove@leisureresorts.co.uk) giving as much information and notice as possible, and they will be happy to arrange everything for you.

b

### Baby equipment

We have travel cots (mattress required) and high chairs available for you to use during your stay. If you have not pre-booked them and would like the use of one, please contact reception on **01642 750 777** and if we have any available, we will get them to you.

### Barbecues

The majority of our accommodations come with their own outdoor kitchen, complete with a Big Green Egg BBQ. Your BBQ will be prepared and ready to use on arrival, with a spare bucket of charcoal provided. If you need more during your stay, additional charcoal can be ordered from reception at £5 per bucket.

For safety reasons, we kindly ask that no other BBQs are used anywhere on the park.





Reception 01642 750 777

## b

### Bed linen

All our beds are made using 100% cotton sheets and bedding. If you require any extra bedding throughout your stay, simply ask the holiday experience team who will be happy to help.

### Bluetooth

Some lodges come with built in Bluetooth speakers.

The main control switch for the Bluetooth system is found behind the TVs. Please take care to select the correct lodge number if accessing the Bluetooth.

### Boiler

The boiler in your holiday home is tested prior to your arrival. If you experience any issues, with water or heating throughout your stay, contact our holiday experience team who will arrange help as a matter of urgency.

### Breakfast

Our fresh and locally sourced breakfasts are served daily from 09.00 in the G&Tea House. Reservations aren't required, so simply come along, our team will seat you and then take your order at the table.

### Buses

We have a concessionary bus stop at our main entrance. As we are a quite new Park, the drivers are getting used to stopping so you will need to put your hand out to stop the bus or the driver may not know you want to be collected.

You can find bus timetables at [arrivabus.co.uk](http://arrivabus.co.uk)

## C

### Car parking

If you are staying in The Oaks area, there will be parking for at least one car next to your lodge. Any additional cars in your party can be parked in the main car park next to Reception.

If you are staying in our woodland area, there is a central woodland car park with footpaths taking you to your lodge. On check in days our team will be there with transport to help you take any luggage you have to your lodge.

### Car garages

There are several car mechanics in the local area. The main garage we would recommend is:

**Tim Brown & Son**  
Stokesley Business Park,  
Ellerbeck Way, Stokesley,  
Middlesbrough  
TS9 5PT





## C

### Cash machines

There are 24-hour cash machines in both Great Ayton (Co-op Store on the High Street TS9 6BW) and Stokesley (TS9 5DQ).

### CCTV

Angrove Leisure Resort reserves the right to operate CCTV throughout its Park and The G&Tea House for the safety and security of its guests, customers and staff.

### Check out

Check-out is by 10:00am on the morning of your departure. Please return your key to Reception. If you need to leave outside of Reception opening hours, a key drop box is available at the bottom of the ramp to the side of Reception.

When departing, we kindly ask that you leave your accommodation unlocked for our housekeeping team. Please do not switch off the fridge/freezer or boiler, and ensure the lodge is left in a clean and tidy condition to avoid any additional cleaning charges.

### Cycling

The world is your oyster if you are into cycling. Check out [www.routeyou.com](http://www.routeyou.com) and search Great Ayton or [www.walkjogrun.net](http://www.walkjogrun.net)

If you'd like to explore the area on two wheels, please contact Reception for information on local bike hire options. Our team will be happy to point you in the right direction.

## d

### Defib

For the peace of mind of you and your family, an automatic AED (Automatic External Defibrillator) unit is located at the crossroads behind reception. In the unlikely event you should need this, the code to access it can be found on the front of the machine.

### Dentist

Our local dentists unfortunately do not accept emergency patients as they are all private. The advice would be to contact 101 for an emergency appointment and they will allocate one elsewhere.

### Dietary requirements

Should you require any assistance during your visit to the G&Tea House, please ask a member of staff who will be happy to talk you through any dietary information needed.

### Direct online booking

Now you can book direct with our **new online booking system**. Get all the latest prices and savings when you book direct at [leisureresorts.co.uk/holidays](http://leisureresorts.co.uk/holidays)

### Doctor

We hope you don't need to however if you seek medical help from a GP service during your stay, please call the NHS on 101 and they will arrange an appointment at one of several local walk-in centres.





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## d

### Dressing gowns

Adult dressing gowns have been provided for use during your stay (these are all one size). We kindly ask to leave these in your holiday home on departure. If you do accidentally take one home, please let us know and arrange the safe return of the item, to avoid being charged.

### Dogs

We love welcoming your dogs to Angrove and have provided a few home comforts for them in your holiday home. Whilst we want your extended family to feel at home in the lodge, we do ask they refrain from sitting on soft furnishings such as beds, sofas etc and please do not leave your dog in the lodge unattended.

A great way to exercise your four-legged friend is at our **'Dog Agility Park'**, but please do check the rules as we want to ensure everyone's safety

Dogs are welcome in all outside areas of the G&Tea House and in our dining pods at any time. We also open up the indoor bar area to dogs daily after 16.00. We kindly ask to keep dogs on leads when in these areas and out around the park.

We have left a special pack of treats for your dog which you are free to take with you when you leave although please leave the bed, bowl, basket and blankets which we will prepare for our next guests.

Please do not let your dog swim in the ponds as they have steep sides and your dog may struggle to get back out again.

### Dog friendly pubs

There is a selection of dog friendly pubs in the area. For more information on where to find these pubs please visit your holiday experience team or contact them on the reception number and they will be able to give you all the information you require.

## e

### Electric

Should you experience any issues with the electrics in your holiday home, please contact our holiday experience team who will assist you. If you are having problems out of office hours, our security team will be happy to help.

### Emergency

In the event of an emergency call 999 immediately and give the following address:

Angrove Leisure Resort  
Greystone Hills, Great Ayton,  
North Yorkshire TS9 6RN

**Just off the A173 road in between Great Ayton and Stokesley.**

You can give the **999** operator our **'what3words'** location, we are at: **reclusive.lobster.easy**  
Please inform the park *'out of hours'* team member - **07920 674 310**





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## EV chargers

There are 3, free to use, EV charging points situated in the Woods car park for use by our guests. We also have 4, high speed, Monta charging units in the Oaks area of the park, just past the crossroads behind reception. Scan the QR code on the chargers to get the Monta app.

Please note, you are not permitted to charge any vehicles directly from your lodge.

## Extend your stay

Not ready to head home? Come and talk to us at Reception, prices start from £85 per additional night



## Feedback

We welcome all feedback, good and constructive. Please allow us the opportunity to rectify any concerns throughout your stay, nothing is too big or small for us to be on hand to help with.

If for any reason you feel the need to contact us after your stay, please call the team on

01642 750 777 or email us at [angrove@leisureresorts.co.uk](mailto:angrove@leisureresorts.co.uk)

## Fuel stations

Need to fill up the tank before your departure or for a fun filled day out?

There are petrol stations in both Great Ayton (TS9 6DJ) and Stokesley (TS9 5AG) and supermarket petrol stations in Coulby Newham (TS8 OTJ) which is a 15-minute drive away.

## Food and drink

There are plenty of places to dine and enjoy a relaxing drink in the areas that surround Angrove Leisure Resort. From 5-star cuisine to local pubs that serve food or takeaways, if you wish to visit any of them or want to know where to find places please call in at Reception. Many of our staff live locally, so will be more than happy to share their personal favourites.

You are more than welcome to order takeaway meals from local eateries, however you will need to collect it from the delivery point which is in the main car park in front of reception

The G&Tea House offer a takeaway service to any guest staying in our holiday lodges. You are able to order anything from the evening menu and the team will deliver it to your lodge for you when ready.

## First aid

Our dedicated First Aid team are on hand should you require them. Contact reception, or ask any member of our team, and they will help you get the assistance you need.





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## Fire safety

Each holiday home is fitted with a smoke alarm, which is tested prior to your stay. We suggest you check this regularly during your holiday to ensure it is operating correctly. Should you require this exchanging please contact our holiday experience team who will get you a replacement as a matter of urgency.

There are fire instructions on the wall of each lodge, please familiarise yourself with them. All doors in the lodges can be opened from the inside without a key. Please do not store anything flammable in the boiler cupboard area. Quality fire extinguishers and blankets are provided in each holiday home and checked prior to your stay; please contact us if you believe you need a replacement.

In the event of a fire vacate the lodge immediately, contact the emergency services and on-site team, who will raise the alarm for other guests. The fire assembly point for The Oaks is in the Sports Field and for lodges at The Woods to the side of the lane along from the car park.

Smoking is NOT permitted in any accommodation and burning candles/tea lights, fireworks and outside fires are strictly prohibited.

## Fishing

If fishing is something you would be interested in doing during your stay with us, we have a selection of lakes you can visit in and around the area.

**Dromonby Farm Fishery** Busby Lane, Kirkby in Cleveland TS9 7AR

**Hilton Lakes** Yarm Road, Stockton-on-Tees TS15 9LF

**The River Leven** The River Leven which runs between Great Ayton and Stokesley is privately owned therefore there is no public access to fishing.



## Games

A holiday isn't complete without a game board or two so call into Reception and take advantage of our games selection for some good old fashioned family fun.

There is a table tennis table near to the Terrace Bar, bats and balls can be collected from either the G&Tea or Reception.

Our Adventure Golf Course is free to play for all guests, please help yourselves to putters and balls from the big white golf ball by the first hole. Scorecards and pencils are available from Reception

We have sports nets in our Sports Field, a variety of outdoor games' can be found in the storage container against the right hand side fence.

## Gas

Should you smell gas whilst in your holiday home, you must vacate the lodge immediately and report the issue to reception, or our out of hours team if reception is closed. Do not re-enter the lodge again until the problem has been rectified.

## Gazebos

Gazebos are not permitted on any areas around the park.





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## Hair dryers

A hair dryer has been provided for your convenience and is in the main bedroom.

## Holiday home ownership

Enjoying your holiday so much, you wish it didn't have to end? Then don't let it! Speak to any of the Holiday Home & Lodge Sales Team for more information.

In addition to holidays, we also offer holiday home ownership here at Angrove and at our sister parks Aysgarth and Ullswater Heights. Situated in the beautiful Yorkshire Dales and stunning Lake District, respectively, they offer 5-star luxury as standard, you could be enjoying your own home away from home in no time, we'll even refund you for your holiday if you choose to buy.

## Housekeeping

Your lodge has been cleaned by our committed housekeeping team. If you experience any issues please contact us immediately to allow us to rectify the problem. If you need any assistance throughout your stay this can be arranged by contacting your holiday experience team.

You should find everything you need in your lodge. Our housekeeping team have confirmed all items as present, however, should you experience any issues with this please inform our holiday experience team who will go about rectifying any concerns.

## Hospital

The nearest accident and emergency hospital details are:

**James Cook University Hospital** (Adult and Children A&E)  
Marton Rd, Middlesbrough TS4 3BW  
Tel: 01642 850 850  
Minor injuries via 101

**Redcar Urgent Treatment Centre** TS10 4NW  
Open 8am to 9.30pm, 7 days a week for urgent treatment  
of minor illness and minor injuries (including x-rays).

## Hot Tubs

We want you to enjoy your hot tub, so please make yourself familiar with the important instructions located near the tub prior to jumping in. Hot tubs are set at the optimal temperature of 38 degrees. During the colder months this can drop.

We have provided you with smash resistant flutes and tumblers for use in and around the hot tub and ask that you keep all glass away from this area.

We aim for your hot tub to be ready for your arrival, however this can extend to 7pm in busy periods, you will be informed at check-in if this is the case.

Our trained team will arrive at your lodge once a day, to test the water and ensure it is safe for you and your family. If the tub fails the test it will need to be emptied and re-filled; we fill the tubs with hot water so we predict this will take no longer than three hours before it is ready to re-use but we ask for your patience at this time.

We calculate the fill time to prevent the water overflowing from the tub, however at times this can vary. If you see the water overflowing, please contact the holiday experience team who will come and turn the tap off.





k

## Keys

You will be issued with a key for your holiday home upon checking-in. If you require a second, key, just pop to reception to pick it up. The key you have only locks the entrance door. If there are any other doors they lock from the inside by using the thumb turn locks which are there for fire safety.

l

## Lighting

Due to the park's location, we are restricted on the amount of lighting we can have around the park but have positioned light posts where possible.

A small torch has also been provided for you to use during your stay, this can be found in the cupboard under the sink. Please make sure it is left in the lodge when you leave. Should the torch require new batteries please pop into reception for these to be changed for you.

## Lost property

There is no need to worry if you misplace something during your stay, anything that is handed in to us will be kept safe in reception for 4 weeks.

If you realise you have left something behind once you have left the park, please call the holiday experience team and they will explain how to arrange a postal collection to delivery your items back to you.

## Library

During your stay with us you might like to relax, unwind and get lost with a book. Our local library has a selection of books, CDs, talking books and story sacks available for loan at a small charge.

**Great Ayton Discovery Centre,  
105b High Street, Great Ayton TS9 6RN  
01642 723 268**

*Please check their website for opening times as these can vary.*

## Local attractions

There is so much to see and do in the local area, details of some of our favourite attractions can be viewed on the Leisure Resorts app, alternatively we have an range of leaflets in reception. Our holiday experience team are on hand for any local knowledge you require.

m

## Maintenance

Our dedicated maintenance team work tirelessly 7 days a week, keeping the park looking beautiful for our guests.

It's great to have a lie in whilst on holiday, so we try our best to keep noise to a minimum during the mornings, and of course try our best to minimise disturbances throughout the day.

If at any point our work is disturbing your leisure time, please let us know and we will ask the team to return to your area at a later time.





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## Nature

Angrove Leisure Resort is located in the stunning North York Moors area. Country living can differ from city life, with insects, sloping ground, natural tree roots etc being present. Whilst we endeavour to minimise any of these aspects affecting your stay, we cannot always prevent their presence.

## Newspapers/magazines

There's nothing better than starting your day off relaxing with a warm drink and your preferred paper in your hands. If you would like us to deliver your daily paper, simply place your order with the holiday experience team (by 4pm the day before). Newspapers are charged for accordingly but there is no extra charge for the delivery service.

## Noise

One of the first things you may notice when you settle into your lodge is how quiet the park can be. Please remember that voices and other noises carry further in the night, particularly in the countryside when there is no traffic noise. Quiet hours are between the hours of 22.00 and 09.00. We put no restriction on what time you can use your hot tub, all we ask is that should you choose to use it late at night that you keep any noise to a minimum and do not play any music so as not to disturb anyone else on the park.

We ask you to kindly consider other guests when in and around your holiday home, especially later on in the evening. If you are using your hot tub and/or decking area after 21.00 please respect your neighbours by turning any music off and keeping noise to a low level.

If you are leaving the G&Tea House or arriving back on park late, we would appreciate noise being kept to a minimum whilst walking back to your lodge.

Our out of hours team do patrol the park and will remind you of these rules if necessary. If rules are still not adhered to after 2 requests, you and your party may be asked to leave the park. Please do not cause any unnecessary nuisance by loud noise from TVs, music systems, musical instruments etc at any time of day.



## Out of hours contact

Should you require any urgent help outside of the main office opening hours, you can contact our dedicated security team on **07920 674 310** who will be happy to help.



## Pet friendly holiday homes

At the time of booking you should have informed Leisure Resorts or ourselves if you were bringing a dog. To ensure we can look after guests with allergies, or specific requests for non-pet friendly lodges, we dedicate a certain number of lodges for pets.

If you have not informed us you were bringing a pet prior to arrival, please let us know as a matter of urgency. If you are found to have a pet in a non-pet friendly lodge, you will be charged for the pet, the deep cleaning costs and may be asked to leave the site.

Whilst we welcome dogs to our park, cats are not allowed to stay.





ANGROVE  
Country Park  
RECEPTION



## Pharmacy

Coopers Chemist,  
131 High St, Great Ayton,  
Middlesbrough TS9 6BW

Tel: 01642 722 254

Mon-Fri 9:00am - 18.00

Sat: 9:00am - 14.00

Boots the Chemist,  
10 High St, Stokesley,  
Middlesbrough TS9 5DQ

Tel: 01642 710 204

Mon 08.00 - 18.00

Tue-Fri 08.30 - 18.00

Sat 09.00 - 17.00

## Places of worship

Whilst you are enjoying your stay with us you may wish to attend a service at a church Mosque, Synagogue or Hindi Temple. There are several to be found within the local area and the nearby town of Middlesbrough.

## Police stations

Our local police station are in:

Stokesley	Bridge Road, High Street, Stokesley TS9 5DG Mon-Fri 09.00- 12.30
Northallerton	Alverton Court BF, Crosby Rd, Northallerton DL6 1 Mon-Sun 08.00 -20.00
North Yorkshire Police Headquarters	Alverton Court, Crosby Road, Northallerton DL6 1BF Tel: 101, Option 2, 13518

## Ponds

Please be very mindful of your own safety and any other people staying with you, especially children, who should be fully supervised when near to the water. There is absolutely no access to the water at all by any persons or pets. The water is very deep with steep, sloping sides and sinking mud. There are safety notices in place and each pond has a life buoy for emergency situations.



## Reception

Our reception is open 7 days a week, with our holiday experience team ready to assist you with any of your needs. They are here to make your holiday enjoyable, so please contact them with any questions or concerns you may have; even if they don't know the answer personally, they'll know who will.

Their contact number is **01642 750 777**. Once the reception closes, our out of hours team takeover should you require any help.





Reception 01642 750 777



## Recycling

For your convenience, General and Recycling waste bins are provided at both The Oaks (to the side of Reception) and The Woods (at the end of the car park). We kindly ask that you use these facilities to dispose of any rubbish responsibly.

The bins are separated as follows:

<b>General Waste</b>	Non-recyclable items.
<b>Mixed Recycling</b>	Paper, cardboard, tins, and plastics.
<b>Glass Bin</b>	Bottles and jars only.

Thank you for helping us to keep the park clean and to recycle wherever possible.

## Repairs

Your holiday home is inspected, prior to your arrival, for any faults. However, if we do miss anything, or any issues occur throughout your stay, contact the holiday experience team with full details and we will rectify as soon as possible.

## Restaurant

We welcome you and your family, to join us at The G&Tea House, which is open daily from 09.00. From breakfast to afternoon tea or even an evening meal our friendly team are on hand to help.

The most up to date menu choices and opening times can be found on their Facebook page or via the website [gandteahouse.co.uk](http://gandteahouse.co.uk)

For all enquires please call **01642 750 777 (option 2)** or email [info@gandteahouse.co.uk](mailto:info@gandteahouse.co.uk)



## Security

Please ensure your lodge is locked when you are out and about. Possessions left unattended are the sole responsibility of the guest and not the park.

Only guests and park staff are allowed to access the lodge area by car, and we will not allow the general public to drive through for safety and security reasons. If you see any suspicious behaviour, please report this to us.

A fob is provided on your key ring to activate the security barrier, simply hold the fob against the scanner on the drivers side. The barrier will raise automatically when you leave the park. If you plan to have visitors during your stay, please notify us of their car registration number or they can leave a vehicle in the car park and walk across to the lodge. Any additional guests visiting you at your holiday lodge after arrival must leave by 22.00.

## Security deposit

As part of the check in process, we ask for a 1p pre-authorisation payment from your card for use as a security deposit. This means we do not take a payment from you and your bank will ring fence this amount in your account, but it will not leave your account. It will show as a 'pending payment'. If the payment is still showing in your account after you have left us, contact your card issuer and they will release it for you.





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## Showers

Hot water will be automatically fed to the showers so there are no additional switches. The right-hand side knob turns the shower on, turn by pressing the small button in and turning towards the wall. The left-hand side knob controls the water temperature.

## Self-catering holiday

Whilst our lodge holidays are self-catering, we have provided you with a few essentials to get you started on your holiday, such as toilet roll, dishwasher tablets, tea towel pack etc.

If there is anything else you require, please let us know and we will endeavour to help and guide you to the nearest shop.

## Smoking policy

*All of our lodges are non-smoking, so please don't smoke inside.*

Smoking on the decking is permitted, but we ask for all doors and windows are closed when doing so. You will be charged if the Accommodation Team report a smell of smoke in your lodge. Ashtrays are available from Reception for you to dispose of any cigarette ends.

Cigarette butts are not biodegradable so please be respectful of the environment and dispose of them in bins around the park.

## Smoke and carbon monoxide detectors

All our lodges are fitted with smoke and carbon monoxide detectors. They are checked to ensure they are working correctly in between each guest's stay however should they start to emit a repetitive beeping noise please let us know so we can fix them for you.

## Speed limit

**The speed limit on the park is 10mph.**

Please be aware that children may be playing, so please exercise caution. Please drive only on the park roads and never on the grass.

All roads in the park are subject to the same laws as public highways and as such Angrove Leisure Resort reserve the right to report any dangerous driving or reckless behaviour to the police.

## Spa & beauty facilities

During your time with us you may wish to make your stay even more relaxing by visiting one of our local spas in the area. If you are looking for a quick beauty treatment or haircut please don't hesitate to visit your holiday experience team, or contact them on the reception number and they will be able to give you all the information you require and will also be happy to help with any bookings.





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## Supermarkets

If you need to pick up any extra essentials you will find them at the below addresses:

**Coop Food** 117 High St, Great Ayton, Middlesbrough TS9 6BW Tel: 01642 722 219  
Springfield, Middlesbrough TS9 5ER Tel: 01642 712 186  
44 High St, Stokesley, Middlesbrough TS9 5DQ Tel: 01642 714 126

**Tesco** Parkway Centre, Coulby Newham, Middlesbrough TS8 0TJ Tel: 034 6 779 878

We are sorry but supermarket deliveries cannot be made direct to your lodge. You are welcome to make a delivery to meet them in the main car park however please be advised we have no facilities to take delivery of any orders should something prevent you from arriving on time to meet the delivery van therefore we will not take responsibility for deliveries.

## Swimming

During your stay with us you may want to have a relaxing swim, not far from our park are a few swimming pools available for your use:

**Stokesley Leisure Centre**  
Great Broughton Road,  
Stokesley TS9 5JJ

**Northallerton Leisure Centre**  
Rotary Way,  
Brompton DL6 2UZ

**Helmsley Open Air Swimming Pool**  
(open April to October)  
**Baxton's Spunt,**  
Helmsley YO6 25HT



## Taxis

Whilst there are local taxi firms that can help you explore the area, not many work evenings; we advise you book them well in advance, wherever possible. See below some of the local numbers:

<b>Stokesley Taxis</b>	<b>01642 712 999</b>	<b>Ayton Taxis</b>	<b>01642 722 448</b>
<b>Balliol Taxis</b>	<b>07496 682 480</b>	<b>Guisbrough Town Taxis</b>	<b>01287 770 071</b>

## Towels

Quality bath and hand towels are located in your holiday home, ready to be used. These are provided for the duration of your stay, to save on water and to help protect the environment. Should you require replacements throughout your stay, please contact the holiday experience team who will be happy to discuss the options.

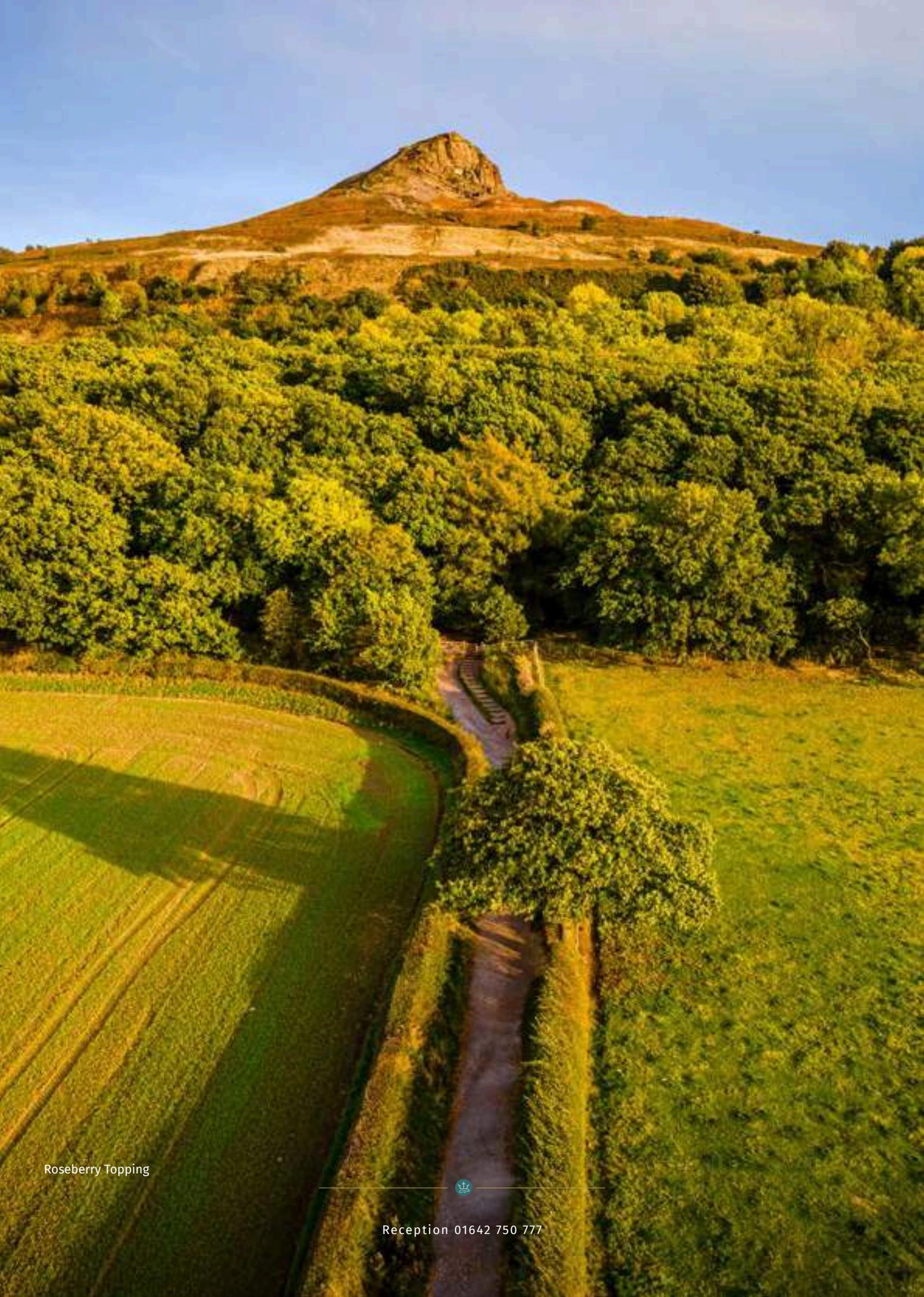
## Tourist information

We have a range of leaflet and tourism ideas in Reception and our local tourist information centre can be found here:

**Discovery Centre in Great Ayton**  
105b High Street, Great Ayton TS9 6RN  
01642 723 268

*Please check their website for opening times as these can vary.*





Roseberry Topping



Reception 01642 750 777



## Trains

Our nearest train station is at Great Ayton. This is an ideal way to travel to the coast, particularly Whitby. There is a small car part. Train timetables can be found at [nationalrail.co.uk](http://nationalrail.co.uk). There is a car park at the train station.

## TVs

We want you to enjoy your TV throughout your stay, should you experience any issues please contact reception who will be happy to help.

The main TVs in each of the lodges are SMART TVs therefore you will have access to free catch up TV, BBC iPlayer, ITV hub, All 4 etc and a full range of radio stations. You may be required to sign into some of these channels before you can use them, but they are all free.

**All the TVs switch on by remote and Netflix is also accessed by the button on the remote. Please remember to log out of any personal accounts you access on the TV during your stay**



## Umbrellas

Part of the joys of holidaying in the UK, is the unexpected weather. If the rain catches you off guard, umbrellas are available from the main reception and the G&Tea House.

Please do return these after, to enable other guests to make use of them. If you do accidentally take one home, please let us know to avoid being charged.



## Vets

In the unfortunate event you should need to visit the vets during your stay, the details are:

Clevedale Veterinary Practice,	Mon-Fri	08.30 - 18.30
Unit 1 Ellerbeck Way,	Sat	08.30 - 14.00
Middlesbrough	Sun	08.30 - 22.00
TS9 5JZ		
t: 01642 711 298		



## Walking

Amongst the beautiful surroundings of the park there are some great walking routes, please come and see us in reception if you need any help planning your routes.

To walk to Great Ayton or Stokesley, walk from the lodges as if you are heading to The G&Tea House. Adjacent to the G&Tea House as you leave the park, there is a gate in the left hand corner. Then it is right to Stokesley and left to Great Ayton.

Alternatively, there are a selection of walking maps and route information guides at reception and the Leisure Resorts app.

## Wi-Fi

The Wi-Fi code applicable to your lodge is located on your welcome letter.



# Big Green Egg User Guide



## Loading & Lighting the Egg.

- Pour the Lumpwood Charcoal into your EGG. You'll want to fill it up to two inches below your chosen cooking surface. Don't worry if you don't burn through it all, you can reuse it next time
- Light your EGG using fire starters - just place one or two on top of the charcoal and light them
- Open up the vents; the draft door and regulator fully. Leave the dome of your Big Green Egg open for 10 minutes, this is the only time you will leave your dome open for a significant amount of time
- Once you have glowing embers around where you placed your fire lighter and the fire lighter has disappeared it's time to move to the next stage
- Close the dome and keep the top and bottom vents fully open. This allows air to flow through the EGG. Do not place any surfaces in yet. You are waiting for the dome of your EGG to feel warm. Check the thermometer, you should see the internal temperature of your EGG going up, you are aiming for a target temperature of 200°c/390°f. EGG target temperatures will vary depending on what you want to cook
- To place in your cooking surfaces; burp your EGG, leaving both vents fully open and then add your required surfaces.
- Once the surfaces are added, your temperature of the dome will fall, don't worry if you keep your vents fully open the temperature will increase. Adjust the vents to stabilise your target cooking temperature.
- Your EGG is now ready to cook on. Higher temperatures will burn fuel faster and lower temperatures can maintain cooks for more than 76 hours depending on EGG sizes.

## How to Burp your Egg Safely

**Burping is the safest way to open your EGG when it is lit.**

Open your dome a few centimetres and bounce the lid slightly.

After a few seconds, smoke and heat will escape. You are slowly adding in oxygen preventing a back draft.

*It will now be safe to open the lid fully.*

## ...Control the Temperature

**Controlling the temperature so precisely is what makes the EGG special.**

Adjust your vents, give your EGG time to respond before attempting to adjust the vents again.

Never close both vents completely. This will cut off the airflow and your Big Green Egg won't work correctly. The vents are designed to work together. If the temperature's too high, close both vents slightly. If it's too low, open them up a bit.

Adding surfaces and food will drop the temperature of your EGG. Be patient and your temperature will regulate itself before you know it.

Whenever you open your EGG, some of the heat will escape and the overall temperature will drop. Give it 5-10 minutes. and don't sweat it.

## ...Snuffing Out your Egg

**Turning your EGG off couldn't be more simple.**

*Close your draft door and regulator completely.* Burp your EGG, then place all surfaces inside EGG to store and keep dry.



# Do's & Dont's

## Just a couple of ground rules

### Do...

**Put safety first** - Always protect children, pets and combustible items from the EGG.

**Take care when removing hot surfaces or food from your egg** - Use protective gloves and place hot items on an appropriate surface in a safe place.

**Cook with the lid closed** - The EGG is designed to be used with the lid closed.

Cooking with the lid open would leave you with no control over the temperature and accelerate the flame.

**Follow the lighting instructions** - Please take a look at our website for full details of how to safely and efficiently light your EGG.

**Burp your egg before opening the lid** - As you might have guessed, the EGG gets extremely hot inside. Simply lift the lid a few inches and after a few seconds, you can lift the lid fully. This prevents any back drafts or flare-ups from taking your eyebrows.

**Use a heat protective glove** - Please take appropriate care when handling hot ceramics or cooking surfaces to avoid burning yourself.

**Keep your charcoal dry** - Although damp charcoal will burn, it does take longer to light. You can utilise charcoal from a previous cook, but moisture might have been absorbed. To remedy this, simply add 50% more dry charcoal to ensure fast lighting.

**Soak your wood chips before use** - We recommend you soak your wood chunks and chips before using them. This will enhance the smoke and avoid flash burning. Add chips and chunks with caution - *once lit everything is hot!*

**Cook in the rain - embrace the British climate!** - Let's face it, enjoying a BBQ is a staple part of a British holiday, come rain or shine! The EGG is designed to endure extreme temperature changes and will maintain an internal heat irrespective of what's going on outside.

### Do Not...

**Attempt to look down the top vent when your egg is lit** - Trust us. It's hot.

**Attempt to extinguish your egg with water** - Simply close your regulator or replace your Ceramic Cap at the top of your EGG once you have finished cooking and close the bottom air vents. This will quickly snuff out your EGG and prevent wasting charcoal.

**Stoke or turn the coals once you've lit your egg** - The ceramic firebox is designed to ignite the charcoal uniformly, just leave it alone and let it work its magic.

**Use cleaning products or water to clean the inside of your egg** - The ceramic inside your EGG is porous and will absorb moisture. EGG's are self-cleaning, simply close the lid after each cook as this will allow any food residue to burn off and carbonise. At the beginning of your next cook, scrape out the ash at the bottom of your EGG using an Ash Tool, and use a wire brush on the cooking surfaces if they need an extra clean.

**Never use lighting fluid or chemicals in your egg** - If you use chemicals in your EGG, the ceramics will taint your food. Use Fire Starters to get your EGG lit. They are the fastest way to get your EGG to reach cooking temperature without the use of chemicals.





# Take a look at our sister parks in the Yorkshire Dales and the Lake District



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