



AYSGARTH  
LEISURE RESORT

# Welcome

to your lodge

*Enjoy your stay.*

A  LEISURE RESORTS PARK

Wi-Fi information:

**AYSGARHLODGES-GUESTS**  
(no password is required)



# AYSGARTH

## LEISURE RESORT

Office hours:

09.00 - 18.00

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Office contact details:

01969 663 268

[aysgarth@leisureresorts.co.uk](mailto:aysgarth@leisureresorts.co.uk)

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Out of hours contact:

07387 808 628

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



To help you make the most of the surrounding area during your stay, we have a range of information about outdoor activities, local excursions, walks for all levels and ages and much more. For more information please visit reception or email [aysgarth@leisureresorts.co.uk](mailto:aysgarth@leisureresorts.co.uk)

a

## Advance Booking

We would love you to return to Aysgarth Lodge Holidays 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.

We offer a returning guests discount, 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, 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 **01969 663 268** or email [aysgarth@leisureresorts.co.uk](mailto:aysgarth@leisureresorts.co.uk) giving as much information and notice as possible, and they will be happy to arrange everything for you.

b

## Barbecues

No British family holiday is complete without a BBQ. You are welcome to use a BBQ on legs on your decking area; disposable BBQs are strictly prohibited, due to fire risk.





Reception 01969 663 268



## Barrier

You will find a barrier fob attached to your keys which you can use to access the park when the barrier is down. To use, place the fob on the keypad at the barrier and it will open for you. If you experience any issues please contact your holiday experience team or our out-of-hours team, who will be happy to assist.

If access is required in an emergency, there is a small locked box located next to the barrier access keypad, the code for this is **9999**.

## Bed Linen

All our beds are made using 100% cotton sheets and bedding. Allergen Free microfibre duvets and non-allergenic pillows are also used to ensure maximum comfort for all our guests. If you require any extra bedding throughout your stay, simply ask the holiday experience team who will be happy to help.

## Boiler

The boiler in your holiday home is tested prior to your arrival. Instructions on how to use this are found at the back of this booklet. If you experience any issues with water or heating throughout your stay. Please contact our holiday experience team or out of hours team who will arrange help as a matter of urgency.



## Car Parking

Each holiday home comes with its own private parking for at least one car. Should you require any additional parking throughout your stay, the car parks near our restaurant, Falls End, and the main reception can be used on a first come basis.

## Checkout

When the time comes to depart your holiday home, we kindly ask that you vacate your accommodation by 10am, returning your keys to reception to avoid any charges. You are more than welcome to stay on the park after this time and make use of the facilities prior to your journey home.

Subject to availability, you may be able to enjoy a late check out for an additional fee of £20. If you would like to take advantage of this, please speak to your holiday experience team at least 24 hours prior to your departure to avoid disappointment.

## Chemist

Day Lewis Pharmacy  
7 Market Place  
Leyburn Market Place  
DL8 5BG  
01969 622 160





Reception 01969 663 268

## C

### Children's Play

We hope your family will enjoy the children's play facilities during your stay. For your safety, we ask that all children must be supervised at all times whilst using the play equipment.

We check the play equipment, and surrounding areas, daily for any signs of wear and tear, however, if you discover anything you feel we need to be aware of, please let our holiday experience team know.

*The play area will close as night draws in and will reopen from 9.00am.*

## d

### De-Fib

In the event of a medical emergency please dial **999** or **112**

You can find a defibrillator located near the dog wash station next to Falls End. Lock code is found underneath the box. For non-urgent medical advice please dial 111, or our qualified first aid team are on hand should you need them. Contact reception, or ask any member of our team, and we will help you get the assistance you need.

### Dentist

If you do need an emergency dentist during your stay, this practice can provide you or your family with the help you need:

**Leyburn Dental Practice**  
DL8 5BN  
01969 622 132

### Dietary Requirements

Should you require any assistance during your stay, please visit Falls End Bar & Restaurant and inform a member of the team, who will be happy to help.

### Doctor

We hope you will not need to see a doctor during your stay, however here are the details of the local doctor should you do:

**Aysgarth Surgery (Approx. 0.6 miles)**  
DL8 3AA  
01969 663 222  
*For same day appointments, please call before 08.30*



# DOG WALKING & AGILITY AREA



AYSGARTH  
— AYSGARTH RESORTS —

## d

### Dogs

We love to welcome your dogs to Aysgarth and whilst we want your extended family to feel at home, we do ask they refrain from sitting on soft furnishings such as beds, sofas etc. The toy and treat are a gift for use during and after your stay but please leave the dog bed(s) and bowls in the lodge.

It is of utmost importance that you keep your dog on the lead at all times when walking in the surrounding areas. Our boundary fields contain livestock, so your dog must be kept on the lead. These fields are closely monitored by farmers and they have rights to protect their livestock. If you'd like to find out more about walks in the local area, please ask at reception.

Dogs are more than welcome in Falls End, but we kindly ask that you keep your four-legged friends on leads when in these areas and out on the park. You'll find dog waste bins and bags provided throughout the park – please use them to help us keep the space clean for everyone.

For extra fun, our dog agility area is free to use – why not pop along and see your furry friend tackle the obstacles?

### Dressing Gowns

Dressing gowns have been provided for you to use throughout your stay. We kindly ask you to leave these in your holiday home at the end of your stay. If you do accidentally take one home, please let us know and arrange the safe return of the item, to avoid being charged.

## 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.

### Emergencies

In case of an emergency, do not hesitate to dial 999. Please also contact our out of hours security team on 07387 808 628 to inform them of the situation and allow them to help.

### Extend your stay

Not ready to go home? Talk to our holiday experience team about extending your stay, they will be able to check availability and prices for you.

## f

### Fire Safety

Each lodge is fitted with a smoke alarm, a carbon dioxide alarm, fire extinguisher and a fire blanket.

In the event of a fire, please evacuate immediately, call 999 and alert our on-site team.

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.

Burning candles/tea lights, fireworks and outside fires are strictly prohibited.



The image shows the exterior of Falls End Restaurant & Bar. The building has a stone wall and a corrugated metal roof. A black sign above the entrance reads "FALLS END. Restaurant & Bar" with a crown logo above the text. The entrance consists of two glass doors. The left door has a "dogs welcome" sign with a paw print. The right door has an "OPEN" sign, a "VIP" sign, a "SPORTS" sign, and a "no smoking" sign. A wooden post and metal bar are visible in the foreground on the left. Green foliage is visible at the top of the image.

FALLS END.  
Restaurant & Bar



Reception 01969 663 268



## Falls End Bar & Restaurant

We welcome you and your family, including children and dogs, to join us at Falls End Bar and Restaurant. Whether you fancy a quick drink, a bite to eat or a 3-course meal, our friendly team are on hand to help. Please check with our holiday experience team, for up to date opening times.

We recommend booking in peak times such as Friday, Saturday evenings

Please contact the restaurant by emailing [fallsend@leisureresorts.co.uk](mailto:fallsend@leisureresorts.co.uk), or alternatively pop in and see them.

## 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 too small for us to be on hand to help with. Leisure Resorts will invite you to complete a survey after your stay, but if you feel there is anything you would like to tell us prior to this, just pop and see your holiday experience team who will be happy to help.

If for any reasons you feel the need to contact us after your stay, please call the team on **01969 633 268** or by emailing [aysgarth@leisureresorts.co.uk](mailto:aysgarth@leisureresorts.co.uk)

## Fishing

You are welcome to fish in the river that flows through the park, brown trout and grayling are amongst the fish you might catch. Please ensure you have a rod licence from the local council and do not use maggots as bait.

We ask you to supervise children at all times in this area and be careful of overhead lines when casting.

## First Aid

Our trained 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.



## Games

A holiday isn't complete without a board game or two, so why not take advantage of our great selection of both indoor and outdoor games. Pop along to reception Centre to see what's on offer and enjoy some good old-fashioned family fun.



## Hairdryers

A hairdryer has been provided for your convenience and can be located in the main bedroom.





Reception 01969 663 268



## 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 park team, to find out about holiday home ownership on one of our Leisure Resorts parks.

Situated in stunning locations across Yorkshire and The Lakes, and offering 5-star luxury as standard, you could be enjoying your own home away from home in no time, we'll even refund you the cost of 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 reception immediately on 01969 663 268 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, with a signed inventory list located in the kitchen. 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 24-hour accident and emergency (A&E) hospital is:

**Darlington Memorial Hospital (Approx. 30 miles)**

**Darlington**

**DL3 6HX                      01325 380 100**

The nearest Urgent Treatment Centre (UTC) hospital is:

**The Friarage Hospital (Approx. 27 miles)**

**Northallerton**

**North Yorkshire**

**DL6 1JG                      019609 779 911**

*The Friarage is NOT able to treat life-threatening injuries or illnesses*

## 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 predict this will take no longer than three hours before it is ready to re-use but 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 report to reception and we can arrange for a maintenance team member to turn the tap off.





Reception 01969 663 268



## 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 these up.



## Laundry

A washing machine has been provided in selected accommodations for use throughout your stay, along with a small amount of washing tablets. Instructions on how to use the machine can be found in the back of this book.

## Lighting

Due to the park being located in the Yorkshire Dales National Park, we are restricted on the amount of lighting we can have around the park, however we have positioned light posts where possible.

## Log fires

Selected Lodges come with beautiful log burning fires and complimentary logs and fire starters. Replacement logs or fire starters can be obtained by contacting reception.

When lighting your fire, please use the packs provided then top up with ordinary logs. The fire will not work if you try and light the ordinary logs.

Please do not attempt to clean the fire, the embers may still be hot. Children under 16 are not permitted to touch the fire, under any circumstances. Please use the fireguard provided to keep yourself and family safe.

## Lost Property

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

If you realise you have left something behind, just give us a call and we will be happy to arrange items to be posted back to you, we just ask that you kindly cover the cost of the postage.





Reception 01969 663 268



## Maintenance

Our dedicated maintenance team work tirelessly seven 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.



## Nature

Aysgarth is located in the stunning Yorkshire Dales, set amongst beautiful countryside. 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.

## Noise

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 9pm please respect your neighbours by turning any music off and keeping noise to a low level.

If you are leaving Falls End, 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 two requests, you and your party may be asked to leave the park.



## Out-of-hours contact

Should you require any help outside of the main office opening hours, you can contact our dedicated security team on **07387 808 628** who will be happy to help.

Phone signal can be an issue, so our team are available on WhatsApp or iMessage should your calls be unavailable. Alternatively, they can be found patrolling the park or looking after reception.



## Pet Friendly Holiday Homes

At the time of booking you should have informed us if you were bringing a dog. To ensure we can look after guests with allergies, dogs may only stay in designated pet-friendly lodges. If you have not informed us you were bringing a pet, 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 or may be asked to leave the site

It is of the utmost importance that you keep your dog on the lead at all times whilst on park and when walking in the surrounding areas. Our boundary fields contain livestock, so your dog must be kept on the lead.

Whilst we welcome dogs to our park, no other pets are permitted to stay.





Reception 01969 663 268

p

## Public Transport

The Little White Bus company is a great way to explore the local area, with the nearest pick-up point located by The Aysgarth Falls Hotel. For timetable information, please speak to our Reception team, who will be happy to assist.

r

## 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 **01969 663 268**. Once the reception closes at 6pm, our out-of-hours team takeover should you require any help.

## Refuse/Recycling

General & recycling waste bins are dotted around the park for your convenience. We would appreciate you using these to dispose of any rubbish; they are located opposite Lodge 5, Lodge 21 and Lodge 62 and are clearly stated on your map. We recycle glass, paper/cardboard, plastic and tin.

## Repairs

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

S

## Security Deposit

You will have been asked to leave a security deposit on arrival. On check-out day our housekeeping team will inspect the lodge for any damage, misuse, or missing items. Should any faults be found this deposit will be kept; we will endeavour to contact you in this instance, however due to our vast number of lodges we cannot guarantee a call on every occasion.

## Self-Catering Holiday

Whilst our lodge holidays are self-catering, we have provided you with a few essentials to start your holiday off, such as toilet roll, dishwasher tablets, tea towel pack, milk, tea/coffee, sugar sachets, hand soap/shower gel.

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

Should you have any suggestions on how we can improve our initial offering please do let our holiday experience team know

## Smoking Policy

Ashtrays are provided outside your holiday home for you to dispose of any cigarette ends. We welcome you to smoke on the decking but ask holiday home doors to be closed when doing so

Smoking in the lodges is not permitted, you will be charged if the cleaners report a smell of smoke in the lodge.







## Speed Limit

For the safety of you and your family the speed limit on park is 10mph and must be adhered to.

## Shop/Supermarket

You will find some essential items in our reception area so please call or pop in to see if we can help.

West Witton village shop is located 4 miles from the park. It is great for essentials and the majority of people find the items they are looking for there:

**West Witton Village Shop**  
**Main Street**  
**West Witton**  
**DL8 4LP**

If you want to venture into Leyburn you will find Campbells, a family run supermarket and there is also a large Co-Op

A **Tesco Superstore** (DL9 3EN) is based in Catterick and they, along with Asda and Sainsbury's, deliver to the park.



## Taxis

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

See below some of the local numbers:

<b>Streetwise</b>	<b>07919 911 677</b>
<b>JP</b>	<b>07800 513 382</b>
<b>Chris Thornton</b>	<b>01969 623 350</b>
<b>M Y Private Hire</b>	<b>01969 623 596</b>

## TV's

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

## Towels

Quality bath and hand towels and bathmats are located in your holiday home, ready to be used. We ask that these remain inside the lodge and are not used outside or around the hot tub area. Items displaying signs of misuse or damage may be charged for.

To save on water and to protect the environment we do not replace these throughout your stay, however in the event you do require replacements, please contact the holiday experience team who will be happy to discuss the options.







## Vets

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

**Bainbridge Vets, Station Surgery**

**Askrigg**

**Leyburn**

**DL8 3BJ**

**01969 650 263**



## Water

Amongst the beautiful surroundings of the park, is the Bishopdale Beck. We ask you to take careful consideration of this and do not allow children to play alone near these areas.

## Wi-Fi

Complimentary Wi-Fi is provided throughout the park.

Connect to **AYSGARTHLODGES-GUESTS** (no password is required)





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



**ULLSWATER HEIGHTS**  
LEISURE RESORT

NORTH LAKES

t: **01768 807 474**

[leisureresorts.co.uk/ullswater-heights](http://leisureresorts.co.uk/ullswater-heights)  
Newbiggin, Penrith CA11 0JB



**ANGROVE**  
LEISURE RESORT

NORTH YORKSHIRE

t: **01642 750 777**

[leisureresorts.co.uk/angrove](http://leisureresorts.co.uk/angrove)  
Great Ayton TS9 6PY

Call now for more information about ownership,  
short breaks or holidays.

Aysgarth Leisure Resort, Westholme Bank, Leyburn DL8 3SP

A LEISURE RESORTS PARK

[leisureresorts.co.uk](http://leisureresorts.co.uk)