

Welcome to Landal Woodland Lakes

Contemporary lodges in the heart of Yorkshire



COPPERGREEN
LEISURE RESORTS



WOODLAND LAKES LODGES



Welcome to Landal Woodland Lakes

Check in 4pm – Check out 9:30am

Dear Guest,

A warm welcome to you from all our team. We hope you thoroughly enjoy your stay whilst on site and here are some useful tips to help during your visit.

General Information

Please note that we are running a “cashless” system to support our social distancing measures. As such, please use your card when making all payments on site.

BBQ's

BBQs are permitted but must not be left unattended at any time. Disposable BBQs must **not** be directly placed on the decking or balcony under **any circumstances**. A stand can be hired for **£5** a day from main reception. Used disposable BBQs should be put into the waste bins once they are cold and not taken indoors at any point.

Fishing – IMPORTANT

Please note that we are not associated to Woodland Lakes Fishing Lakes. The land is private and may be dangerous. **Landal Woodland Lakes takes no liability for guests injuring themselves at the fishing lakes.**

Hot Tubs

Hot tubs are cleaned and refilled prior to your arrival. Our maintenance team check the water quality daily. Please adhere to the hot tub guidelines for usage to avoid contamination of the water which may result in the hot tub requiring further maintenance. Please feel free to press the jets and lights to make your experience more enjoyable. **Note:** Curfew time across the site is 11.00pm to ensure noise levels minimised in family friendly environment

Waste Disposal

Please place your waste in the bins located around the park, bin locations are marked on the site map in our welcome book. Recycling facilities are available at the central service shed next to the playground.

Appliances

Your lodge is fully equipped (oven, hob, fridge/freezer, microwave etc., please note the Chestnut Lodge only has a fridge some with small freezer compartment, and may have a microwave/grill combi).

Keys & Security Deposits

The security deposit is a holding deposit released 7 days after you check in. **£50** for all lodges (except Oak and Larch which is **£200**).

Note: Failure to return lodge key will result in key charge of **£35**.

Grounds

No Parking on the grass. Doing so may result in loss of deposit.

Miscellaneous

Essentials for your stay can be purchased from our reception convenience shop. If there's anything we can do to make your stay more enjoyable please feel free to approach a member of our staff or ring the numbers below and we will be happy to help.

Opening and Closing Times

For all departments

For further information, please call reception on

01845 574 824

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Reception	09:00 – 20:00	09:00 – 19:00	09:00 – 19:00	09:00 – 19:00	09:00 – 20:00	09:00 – 19:00	09:00 – 17:00
Shop	09:00 – 20:00	09:00 – 19:00	09:00 – 19:00	09:00 – 19:00	09:00 – 20:00	09:00 – 19:00	09:00 – 17:00
Leisure Pool	See Leisure Pool below for more information on swimming times and activities						
Olive Leaf Spa	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00
Olive Tree Café	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00	09:00 – 17:00
Soft Play	09:00 – 20:00	09:00 – 19:00	09:00 – 19:00	09:00 – 19:00	09:00 – 20:00	09:00 – 19:00	09:00 – 17:00
Activities	Click to see our full programme, times and availability						

Please note that due to ever changing Covid-19 restrictions, the above times are subject to change with minimal notice. Please check with reception for latest updates.

Emergency Contacts

For all departments

In the event of an emergency requiring Ambulance, Fire or Police services dial 999 for immediate assistance.

Please provide the following information to the emergency services:

- **Your Lodge Number**
- **Holiday Park Address:** Woodland Lakes Lodges, Coney Garth Lane, Carlton Miniott, Thirsk, YO7 4NJ

When you call the emergency services, please notify the park staff by calling the out of hours emergency contact number on **07515282717**. Please leave a message, and we'll get back to you as soon as possible.

In the event of a non-emergency, please call, 101 the police non-emergency number or our out of hours holiday park contact on **07515282717**.

Landal Woodland Lakes Park Map



Dining at Woodland Lakes

The Olive Tree Café

The Olive Tree Café offers a safe environment in which to enjoy a selection of lite-bites and drink options. The seated area has been adapted to ensure the safety of all clients and staff. And don't forget to check into our Little Pips Play Zone and give the kids the perfect space to burn off energy as you relax with your delicious food and refreshing beverage! Free Wi-Fi is also available at the Olive Tree Café.

Opening Hours

Monday: 9:00am to 5:00pm (last order 4:30pm)
Tuesday: 9:00am to 5:00pm (last order 4:30pm)
Wednesday: 9:00am to 5:00pm (last order 4:30pm)
Thursday: 9:00am to 5:00pm (last order 4:30pm)
Friday: 9:00am to 5:00pm (last order 4:30pm)
Saturday: 9:00am to 5:00pm (last order 4:30pm)
Sunday: 9:00am to 5:00pm (last order 4:30pm)

Breakfast

HONEYCOMB OIE WRAPPERS

Jain & Cheese £4.95

Egg & Bacon £4.95

CONGRATULATORY SANDWICH

+ sausage + bacon + egg

+ new

2 Jams £4.95

ENGLISH BREAKFAST

Sausage, bacon, egg, mushrooms & hash £9.95

ROASTED OIE TURKEY

Traditional £3.95

With Cheese £4.95

Mains

ROASTED WITH CHIPS & BEANS / PASTA

Jain £4.95

+ Muesli, Cheese & Sals £4.95

+ Chicken Nuggets £4.95

+ Potato £4.95

Pizzas

ALL PIZZAS ARE 12"

Margherita £9.95

Jain & Potato £9.95

Jain & Potato £9.95

Jain & Potato £9.95

Combo Share

INCLUSIONS

Omelette, chicken, sausage, mushrooms, cheese and herbs £12.95

Sausage, potato, mushrooms, cheese and herbs £12.95

Paninis

ROASTED WITH CHIPS

Tuna & Cheese £6.95

Jain & Cheese £6.95

Peak, Sundried Tomato & Cheese £6.95

Jackets

Chicken & Avocado £6.95

Tuna & Cheese £6.95

Light Bites

Custardnut or Tuna & Cheese (served with hash) £2.95

Peak or Chicken Muffin £2.95

Chicken Steer (served with hash) £3.95

Peak & Bacon (served with hash) £3.95

Sausage Roll £2.95

Cheese Pasty £2.95

Pizzas

ALL PIZZAS ARE 12"

Margherita £9.95

Jain & Potato £9.95

Jain & Potato £9.95

Jain & Potato £9.95

[Click to view our latest menu](#)

Our state-of-the-art Spa offers a luxurious setting for you to relax, unwind and be pampered in.

We have partnered with some of the best British brands for our services and product offerings so regardless of whether you are visiting for a regular facial, essential grooming treatments or a pre-occasion top to toe pamper, you can enjoy first class treatments in luxurious surroundings.

Please see below to view our treatment menu.



TREATMENT MENU

Signature Therapies **GBP**

Olive Leaf Back & Face Ritual – 40mins	60
Olive Leaf Deluxe Back & Face Ritual – 60mins	75
Olive Leaf Pregnancy Treatment – 40mins	60

Massage and Body Treatments **GBP**

Express Back Massage – 25mins	40
Oliver Leaf Unwind Massage – 40mins	55
Olive Leaf Holistic Body – 50mins	65

Facial Treatments **GBP**

Elemis Pro-Glow Booster - 25mins	40
Elemis Pro-Glow Renewal - 40mins	50
Elemis Pro-Glow Smooth - 50mins	65
Elemis Pro-Glow Resurface - 50mins	65

Spa Experiences [\(Click to book\)](#) **GBP**

Time to Spa (Mon, Wed, Fri)	69
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(The Time to Spa taster is half day experience that includes a back massage and facial treatment which can be enjoyed before or after a leisurely swim. Finish with a hot drink and cake for the perfect escape for a bit of midweek relaxation.)

Includes:

- Includes a 40 min Back massage and Facial Treatment.
- Use of the Swimming Pool and Jacuzzi.
- Includes a Hot Drink and Cake
- 1 x Towel Included

The Olive Leaf Spa

Spa & Beauty Rooms

**CLICK TO BOOK YOUR SPA
TREATMENT ONLINE**

Eye Treatments **GBP**

Eyebrow Tint	10
Eyelash Tint	12
Eyelash & Brow Tint	20

Total Eye Package (Eyebrow Tint, Eyelash Tint and Brow Shape)	25
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A 48hr patch test is required prior to all tinting treatments

Nail Care **GBP**

Olive Leaf Spa Manicure (40min)	30
Olive Leaf Spa Pedicure (40min)	30
Olive Leaf Luxury Spa Pedicure (55min)	40
Olive Leaf Callus Foot Treatment (25min)	30
Olive Leaf File and Polish (25min)	20
Express Hand Treatment (no polish) (25min)	20
Express Foot Treatment (no polish) (25min)	20

Olive Leaf Gel Manicure (50min)	30
Olive Leaf Gel Pedicure (50min)	30
Olive Leaf Gel & Go (25min)	20

Waxing **GBP**

Half Leg Wax	20
Full Leg Wax	25
Underarm Wax	15
Eyebrow Wax	10
Lip or Chin Wax	8
Lip and Chin Wax	12

Opening Hours:

9am – 5pm (Mon to Sun)



Little Pips Play Zone is now open and situated in the Olive Tree Café in the main Leisure Complex. It is a safe area for children and toddlers offering 3 levels of play.

There is a separate, dedicated padded ground floor area for babies and toddlers.

All Little Pips sessions can be purchased on the day by heading into main reception.

Price per child: £2

Please be aware we are only taking card payments at this time.

Opening Hours

(All hours are the same as main reception and are subject to change)

Monday:	9am – 8pm
Tuesday:	9am – 7pm
Wednesday:	9am – 7pm
Thursday:	9am – 7pm
Friday:	9am – 8pm
Saturday:	9am – 7pm
Sunday:	9am – 5pm



Little Pips
Soft Play

Activities Programme

Exciting activities both in the pool and on dry land

With a whole host of exciting activities available at Landal Woodland Lakes, you are never short of choice. Regardless of age, experience or physical ability our expert activities schedule will provide adults or the wee ones with the best experience and memories available to you as a holiday guest.



Body Zorbs

[Click to book online](#)



Soft Archery

[Click to book online](#)



Water Walkerz

[Click to book online](#)



Canoe Voyage

[Click to book online](#)



Mini Jets

[Click to book online](#)



Sea Scooters

[Click to book online](#)

All activity sessions are coordinated by our skilled instructors who will ensure that you and your loved ones are safe and have the best time possible. Although some of the activities do require a certain level of fitness, we will always work at your pace so that you experience the best the activities have to offer.

[Click here to visit our website and view the itinerary as well as the full range of activities on offer during your stay.](#)

Due to popular demand, we always encourage you to book in advance of your stay to avoid disappointment.



Swimming Pool

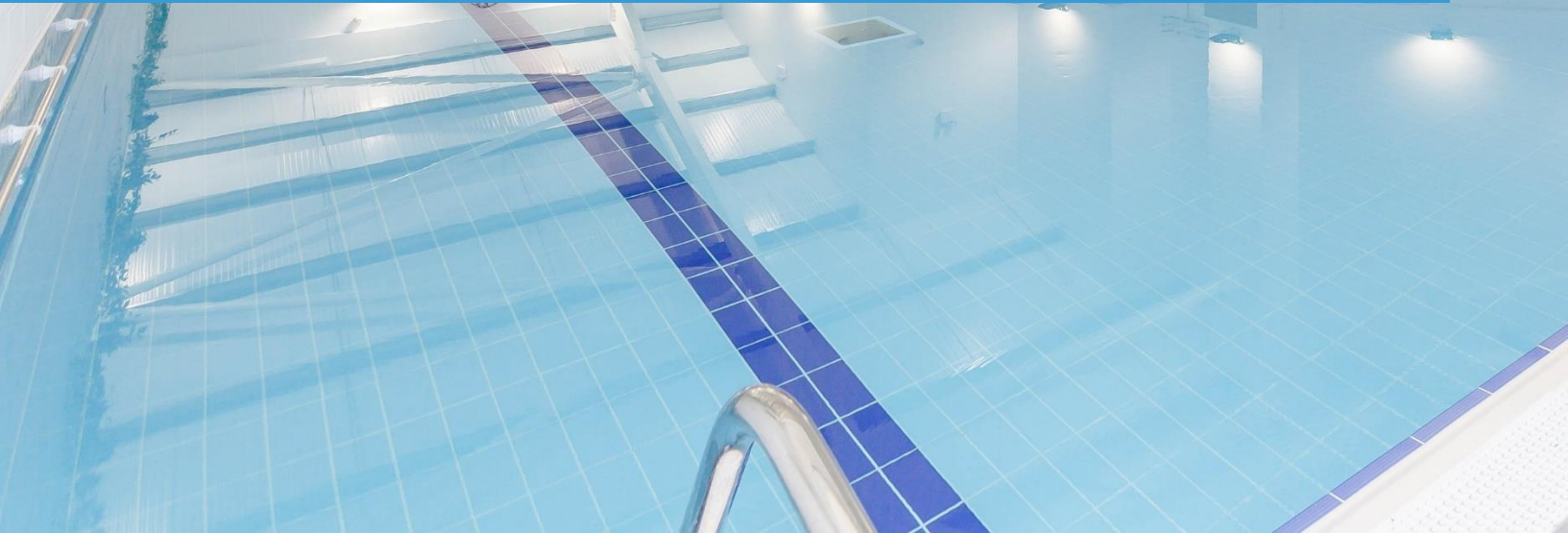
Make a splash at Woodland Lakes

No holiday is complete without splashes, dips and bubbles, and Landal Woodland Lakes is no exception! That is why all lodge guests receive full complimentary use of our stunning heated indoor swimming pool and bubble pool.

Operating Hours

The pool's operating hours vary with times accommodating guests, members, activities and lessons. Please see below for times available to lodge guests.

	General Swim	Members Swim	Water Activities	Swimming Lessons
Monday:	9am – 5pm	5pm – 7pm	N/A	N/A
Tuesday:	9am – 10am 11am – 4pm	N/A	10am – 11am	4pm – 6:30pm
Wednesday:	9am – 4pm	N/A	N/A	4pm – 6:30pm
Thursday:	9am – 10am 11am – 5pm	N/A	10am – 11am	N/A
Friday:	9am – 5pm	5pm – 7pm	N/A	N/A
Saturday:	9am – 10am 11am – 5pm	N/A	10am – 11am	N/A
Sunday:	9am – 4pm	N/A	4pm – 5pm	N/A





Things to Do

Places to See

Please be sure to check the website of all attractions as opening hours and access may have changed due to COVID-19

Monk Park Farm

Monk Park Farm offers a great day out for children. Facilities include an adventure playground, a farm, pedal car arena, nature trail & gift shop.

To find out more visit www.monkparkfarm.co.uk

Lightwater Valley Theme Park

Lightwater Valley Theme Park is renowned for its friendly atmosphere and thrilling line up of amazing rides.

To find out more visit www.lightwatervalley.co.uk

Wensleydale Railway

The Wensleydale Railway runs steam trains between Leeming Bar and Redmire via Bedale and Leyburn.

To find out more visit - www.wensleydalerail.com

Thorp Perrow Arboretum

A fascinating combination of woodland gardens, birds of prey and mammals.

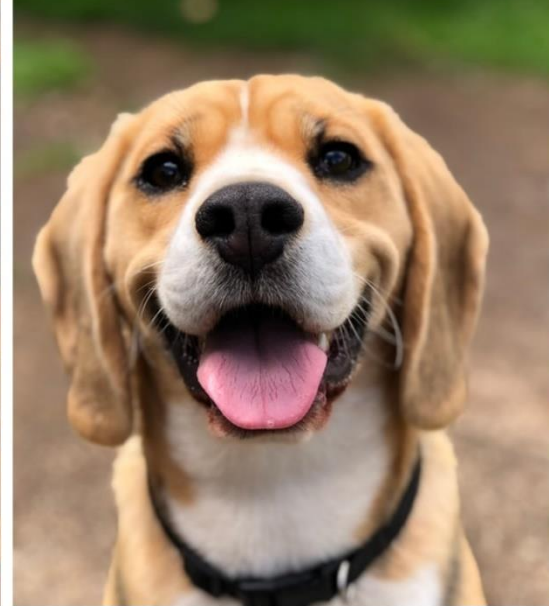
To find out more visit - www.thorpperrow.com

The Forbidden Corner

The Forbidden comprises of a unique labyrinth of tunnels, chambers and follies, it's great fun to explore.

To find out more visit - www.theforbiddencorner.co.uk

[Alternatively, click to visit our website for more fantastic things to do.](#)



Please check with your chosen pub in advance to avoid disappointment.

Dog Friendly

Pubs & Bars

The Vale of York (0.9 miles)

Carlton Road
Thirsk
YO7 4LX
Tel: 01845 523 161

The Old Red House - (1.2 Miles)

Carlton Miniott
Thirsk
YO7 4LT
Tel: 01845 524383

The Golden Fleece - (2.4 Miles)

Market Place
Thirsk
YO7 1LL
Tel: 01845 523 108

Bliss - (2.5 Miles)

12 Millgate
Thirsk
YO7 1AA
Tel: 01845 868 163

The Lord Nelson - (2.6 Miles)

40-41 St James Green
Thirsk
YO7 1AQ
Tel: 01845 522 845



Local Supermarkets

and convenience stores

Tesco - (approx. 3 miles)

Station Road
Thirsk
YO7 1PZ

0845 677 9671

Lidl - (approx. 3 miles)

Station Road
Thirsk
YO7 1PZ

0800 977 7766

Co-Op - (approx. 3.5 miles)

32 Market Place
Thirsk
YO7 1LB

01845 523 261

Useful Contacts

for during your stay

General

Woodland Lakes booking line: 01845 440039
Thirsk Tourism Centre: 01845 522 755
National Rail Enquiries: 08457 484950

North Yorkshire Police 08456 060 247
(Non-Emergency):

Accident & Emergency

Friarage Hospital 01609 779 911
Northallerton
DL6 1JG

NHS Direct 111

GP Surgeries

The Health Centre 0844 8151 030
Chapel Street
Thirsk
YO7 1LG

The Lambert Medical Centre 01845 523 157
2 Chapel Street
Thirsk
YO7 1LU

Dentist

Mr P J Collier & Associates 01845 523 620
37 Market Place
Thirsk
YO7 1DA

Pharmacies

Tesco Pharmacy 01845 469 747
Station Road
Thirsk
YO7 1PZ

Boots Pharmacy 01845 522 110
28 Market Place
Thirsk
YO7 1LB

Vets

Skeldale Veterinary Centre Ltd 01845. 522 297
York Road
Thirsk
YO7 3BT

General Information

and Guidelines

Our aim is for everyone to have a safe, relaxing and peaceful stay. To ensure that everyone has the same experience we ask you to familiarise yourself with the following:

Fire Safety

- A fire extinguisher and fire blanket are stored in the kitchen area of each
- Smoke/Carbon Monoxide alarms are fitted for your safety and should not be disabled or covered.
- In the event of a fire, ensure everyone has evacuated the lodge, call 999 then contact the park staff on 07515 282 717.
- The assembly point is at the end of the left-hand car park as you approach reception on the new road. Please familiarise yourself with the exit from your lodge and the various doors.

Occupancy

Exceeding the maximum occupancy of your lodge is a severe breach of your terms and conditions. Anyone found to have breached this condition will be asked to leave the park immediately and will forfeit their deposit.

Please note: all children, infants and babies have been included in your total occupancy. Please make staff aware if the occupancy should change in your lodge.

Visitors

- You are welcome to have visitors during your stay.
- We ask that visitors do not arrive at the holiday park before 10 am and should leave by 9pm the latest.
- It is your responsibility to ensure that any visitors observe our guidelines and terms and conditions.

Minimum Noise Policy

For the enjoyment of all guests, we operate a minimum noise policy and ask that you respect your neighbours and keep noise to an acceptable level.

Decking

Please take care; decking may become slippery when wet and icy in cold conditions.

General Information

and Guidelines (continued)

Dogs are welcome in our pet-friendly lodges

- Dogs should not be left unattended at any time in the lodges; even the quietest dog may bark when left unattended in a strange place, and the lodges can become very hot during the summer months. Our park staff may also need to enter your lodge to carry out routine maintenance.
- Dogs must be kept on a lead and under control at all times during your stay.
- You are expected to clean up after your dog.
- Pets are not permitted in the bedrooms or on the furniture.

Waste disposal

- We request that all rubbish has been removed from your lodge on your day of departure.
- To preserve the environment, please do not leave bags of rubbish outside your lodge or near the bins as the wildlife will open them.
- We offer separate recycling facilities for glass, paper and dry mixed recycling, located at various points across the park, please see the park map in this pack.

Smoking

- Smoking is not permitted in any of the lodges, and any guest found smoking in the lodge or littering the park with cigarette ends will forfeit their deposit.
- You are asked to dispose of cigarette ends responsibly; ash trays are provided outside your lodge to help maintain the park surroundings.

Heating

All heating is gas central heating with a central thermostat and individually controlled radiators and towel rails. Please note that the heaters can become very hot, therefore please try to avoid touching them when the heating is on.

Cleaning

As you are here to relax and enjoy your holiday, we do not routinely supply our lodges with vacuum cleaners or other cleaning equipment. However, if you feel you can't resist the urge, speak to a member of staff who will be happy to supply any cleaning equipment you may require.

Sundry items

As a self-catering resort, your lodge has been supplied with minimal sundries. We provide soap in each bathroom and various kitchen utensils for your stay. As such we encourage you to obtain any supplies should you need more. These items are for sale in reception.

General Information

and Guidelines (continued)

BBQ's

- BBQs are permitted but must not be left unattended at any time.
- BBQs must not be lit or used on decking or balconies under any circumstances.
- BBQ stands are available to rest disposables on. These are **£5 per night** and can be purchased at main reception.
- Used disposable BBQs should be put into the waste bins once they are cold and not taken indoors at any point.

Towels

Towels are provided for your convenience. However, these will not be replaced during your stay. Please leave them in the bathroom on departure.

Items available to hire from reception

High Chairs	£10
Cot (Note: linen and blankets are not provided)	£10
Safety Gate	FOC

Terms and Conditions

Anyone found not abiding by our terms and conditions will forfeit their **£50.00** deposit for all lodges (except Oak and Larch which is **£200**)

Departure

Sadly, all good things must come to an end, and all lodges must be vacated promptly by **9.30am** on your day of departure.



We understand that we are still living in very strange times and that you may have questions regarding what we are doing at Woodlands to ensure safer stays for all our guests, so please find below additional information to alleviate any concerns.

Our Cleaning Measures During COVID-19

Q: How do I know that my lodge holiday will be safe and clean?

A: Whilst our parks have been closed to guests, we have given each lodge and holiday home across our parks an extra deep clean ready for re-opening. A further deep clean will be carried out before you arrive.

We will be providing our Hygiene Safe Assurance (see details below) prior to access been given to your accommodation.

Q: What is your Hygiene Safe Assurance (HSA)?

A: Our teams have now been trained in an extended cleaning regime for all accommodation, which is carried out prior to each guest's arrival.

A 3-stage process has now been adopted:

1. Deep clean of the whole holiday home and hot tub (where applicable)
2. Anti-bacterial clean of the key touch points such as kitchen appliances, surfaces, door handles, light switches and TV remotes.
3. Steam clean on key surfaces, touch points and bathroom surfaces.

It is only after all three stages have been completed and checked, will the holiday home be given our HSA.

Q: What facilities will be available?

A: This will depend on Government guidance but there will be at least a take away service available and our on-site shops will also be open. We are hopeful that by using a booking system, we will be able to open certain facilities with restricted numbers to ensure social distancing is observed. Social distancing markings have been added to the facilities that are permitted to re-open.

Q: What will I need to bring with me?

A: Our Parks are self-catering with towels and bed linen provided. We do provide a Welcome Pack, subject to availability, with some basic provisions but you are encouraged to bring your own food and supplies as you require.

Q: What is the check in procedure?

A: Your check in time will be 4pm – this later check in time is to ensure our HSA has been completed. The check in will take place in our reception where we have social distancing markers laid out. We ask that only one person from your party comes into reception for the check in, so that we can keep numbers to a minimum.

Q: What is the check-out procedure?

A: Your check out time is 9:30am, again please return your key to our reception.

How to Lift the Hot Tub Cover

Please follow these instructions carefully



Step 1

Lift one side of the cover

Step 2

Fold cover over the bar

Step 3

Pull the cover and lift off the hot tub as per the image above

Step 4

The cover is then supported by the metal bar at the side of the hot tub

All guests have complimentary use of the hot tub when you book a Spa Lodge.

Hot Tub Use

Important – Please read carefully

Your health and safety are of paramount importance to us, and for this reason, a member of our hot tub maintenance team will visit your lodge daily between the hours of 08.00 and 20:00 to test and adjust your hot tub as required. You are not required to be available as access to the hot tub will be gained externally. Should you have any concerns about the water quality in your hot tub, please contact reception on **01845 574 824**

We will endeavour to have your hot tub at optimum temperature when you arrive. At times this may not be possible due to maintenance and cleaning.

Each morning your hot tub will be checked and chemically tested; however, it will not be re-filled if there has been evidence of excessive misuse. The water levels will diminish if too many people use the hot tub at any one time. Remember, please use the hot tub responsibly and always put the lid back on after you have finished using it.

Please note that the hot tubs are only adequate for 2-6 people at any one time.

Prevent drowning

The heat will speed up the effects of alcohol, drugs or medicine and can cause unconsciousness. Immediately leave the hot tub if you feel uncomfortable or sleepy.

Recommendations

- We ask that you shower before entering the hot tub.
- Excellent hot tub hygiene is essential for the health and comfort of all users, hence; it is recommended guests remove jewellery, lotions and fake tan before entering the tub.
- Children under 4 years of age are not permitted to use the hot tub.
- Children above 4 years of age must be accompanied by an adult at all times.
- Bathers should be discouraged from swallowing the hot tub water.
- It is recommended that you do not exceed 15 minutes immersion at a time.
- It is recommended that you do not use the hot tub after a heavy meal or while under the influence of alcohol or sedatives.
- If 'intended users' are suffering from diseases of the heart and circulation, skin conditions, suppressed immune symptoms or are subject to fits, take drugs or medication that affects the cardiovascular or nervous system, they should seek medical advice before bathing in a hot tub.
- Pregnant women are advised to consult with their doctor before using the hot tub.
- Glass or sharp objects are not allowed in the hot tub or surrounding area. Please use the plastic cups provided in your lodge.
- Your hot tub temperature is set at 38°C.
- There is a light and jet button on the control pad for you to use at your leisure.
- For your safety, please use the steps provided to enter and exit the hot tub.
- Please ensure that at all times, you wear adequate footwear before entering and exiting the hot tub area.
- We advise that you towel dry before entering the lodge to avoid slipping.
- If you were to become ill after using the hot tub, please contact us immediately, whether still resident with us or in the following two weeks from checking out.