

## Site Information



We hope you have a tranquil and peaceful stay with us. Please take a few minutes to read our site Information.

### **Accessibility**

We actively encourage guests with accessible needs to visit us and will do our best to support those needs. We offer assistance in setting up caravans, motorhomes and tents. On the website you will find an access statement which details the facilities we have to support access needs.

### **Arrival**

All new arrivals please drive onto the main site by driving in through the entrance, to the end of this drive where you will then see a large welcome sign showing you where to park. Please report to Reception (adjacent to the kitchen in the toilet/shower block) where a warden will direct you to your pitch. On certain days when the site wardens aren't on duty (usually Tuesday afternoons and Wednesdays) the Reception will be moved to the doorway to the East of Gaia House (at the entrance of the site); if this is the case, you will be made aware of that by a notice directing you there.

### **Arrival/Departure times**

Pitches are available from 12.00pm and must be vacated by 11.00am on the day of your departure, unless otherwise arranged. In the low peak season, these times are flexible; please enquire on arrival. When we are able to offer a late stay (if no one is coming on your pitch that day) a late stay will be charged at an additional £5 per pitch.

Should a specific pitch or any special requirements be requested please enquire at the time of booking. However, there is no guarantee but we will always endeavour to do our best for you.

### **Baby Changing**

The disabled wet room and toilet is also available for mums and dads with small children, baby changing facilities and baby bath are available here. To access the disabled room, a radar key can be loaned with a refundable deposit of £5.

## **Ball Games**

All ball games are not permitted on the main site area. We maintain a large area of grass for recreation on the North field. This is a great place for children as they can more or less kick a ball around without restraint.

## **Barbecues/Camp Fires**

Barbecues are permitted, but must be raised above the ground using the bricks provided to avoid damage to the grass.

Open camp fires are not permitted on pitches at this time, this is reviewed yearly.

## **Choice of Pitch**

At bank holidays and other very busy times pitches are allocated after special requirements such as disabled, groups together etc are taken into account. We give you as wide a choice of pitches as we are able to.

## **Children**

It is important that children are supervised. Any child seen to be causing a disruption to other guests or causing any damage to the property or others' property will be asked to leave the site with their family.

## **Cleanliness/Litter**

The area surrounding your pitch must be kept clean and tidy at all times whilst occupying the pitch and on your departure. Litter and refuse must be disposed of in the designated areas.

For larger motorhomes, new for 2017 is a motorhome service point. Fresh water is available and a disposal point for sewage that is chemical-free. Chemical containing waste can be disposed of in the chemical disposal point inside the central recycling area.

## **Directions**

### **Through Route from the North, East and South**

From the A515 midway between Ashbourne and Buxton DO NOT BE DIRECTED BY SAT NAV THROUGH ALSTONEFIELD - NARROW ROADS; instead take a right turn (from the North) for Hartington and from the South take a left turn for Hartington after Newhaven Garage. From the East it depends on where you come out on the A515. If you come through Monyash then turn left onto the A515, then take the right turn for Hartington. If you come through Youlgrave or Cromford then it will be a left for Hartington after the Newhaven Garage. Drive through Hartington towards Hulme End on the B5054. After about 1 mile ignore

the first left turn which is a private road to Lower Hurst Farm but take the next left turn over the brow of a hill which is signposted Beresford Dale (easy to miss). Upper Hurst Farm is the first farm and the first driveway on the left.

### **Through route from the west**

From Leek take the A523 towards Ashbourne. After about 4 miles turn left onto the B2053 through Onecote. After about 4 mile after Warslow is signposted on the left, take the second right turn off the B5053 onto the B5054 towards Hartington. After Hulme End pass over the bridge with the Manifold Inn on the right. Continue up the hill and after about 0.25 mile turn right onto a minor road which is signposted to Beresford Dale. Upper Hurst Farm is the first farm and the first driveway on the left.

### **Dogs**

Dogs are very welcome on site and there is a dog walk which is mowed into the grass on the North field. A dog-poo bin is located at the top of the site, just as you enter. If there are no immediate risks such as other dogs or children, please feel free to let your dog off the lead on the field. It is important that you pick up any dog poo deposited in the field, as the grass is mown and fed to the ponies. There is an additional dog-poo bin located at the centre of the site where the bins are for any mess deposited on the site itself. To avoid any mess or conflict with other dogs, we politely ask that dogs are kept on leads on the site at all times.

In the past, we've had an issue with dogs being allowed to bark continuously. Whilst we welcome all dogs, we ask that our dog-owning guests remain sensitive to our ethos of peace and tranquillity.

### **Driving around the Park**

There is a speed limit of 5mph all around the site. This also applies to bicycles and it is important that your children are asked to respect this speed limit.

Please ensure driving around the site is kept to a minimum.

Please use the roadways provided to access your pitch. Please do your best not to drive over the grass, particularly out of season when the ground is likely to be boggy. Our ground is clay and so it retains water. There have been many occasions when we've had to pay a local farmer to tow a caravan, tow car and Motorhome off the grass. The cost of this is passed onto the the owner of the stranded vehicle.

### **Emergencies**

In the event of an emergency, there is a telephone in the facilities block foyer which has a button to speed-dial the emergency services. Please

ring the bell at reception to alert the wardens; even if they are not in the office; the bell will send a signal to their van.

### **Environment**

We are very committed to respecting our environment. Our EQM award for the Peak district reflects this. We already use sustainable fuel for all of our hot water and heating. A large proportion of our electricity is now supplied by 100 field-mounted solar panels. We have hedge and field management programs in place to encourage more biodiversity and indigenous wild flowers.

We have a recycling area where cardboard, paper, aluminium cans and different coloured glasses can be separated. We ask you to be vigilant and to recycle as much as possible. Please note that we don't ask you to separate food waste and other items as food waste is separated and composted by our refuse contractors. Other items in the general waste are also separated so that nothing at all goes to landfill. For more information please see the Environmental Policy on our website.

### **Groups**

We reserve the right to refuse any groups of 3 or more units as well as groups aged 18 and under. Anybody under the age of 18 must be accompanied by an adult at all times when on site, this includes Duke of Edinburgh groups.

The number of persons staying on each pitch must not exceed the number stated at the time of booking, unless you have made prior arrangement with the wardens.

### **Kitchen Facilities**

We have a separate kitchen area for our guests. Please keep the kitchen area clean and tidy ready for the next persons' use. We also have an outside washing up station which is suitable for a wheelchair. Pot washing must only take place in the designated areas, and should not take place in the shower/basin facilities.

### **Laundry**

There is a washing machine and a dryer available for use in the kitchen area. The washing machine has various cycles including a 30 minute fast-wash. When a cycle is selected the time in minutes will appear in red numbers. Please insert enough £1 and 20p coins for the cycle to complete. If the cycle doesn't complete the rinse cycle will be cut short and the clothes will stay heavily wet. As soon as coins are entered into

the coin meter the clock will start ticking. The cost is £2 for 30 minutes, the dryer will cost the same.

### **Minimum Stay**

Minimum stay requirements may be applied on certain dates throughout the year, including the high season. At bank holidays, a 5 night minimum stay is required.

### **Noise**

Our ethos is one of peace and tranquillity. A large portion of our guests are attracted to Upper Hurst Farm for that reason. Holidays are also about having fun so we need to strike a balance between having fun and getting to sleep! We ask you to keep the noise down generally and that the site is quiet after 10pm. Our wardens will walk around the site in the evening and ask people to keep the noise down when necessary. We don't expect people to be completely quiet after 10pm but we do expect the site to be quiet enough to allow others to sleep. We ask you please to respect this. Any breaches of this may result in eviction from the site.

### **Payments**

Payments can be made by cheque, bacs or card. There is no charge for card payments.

#### Cheque Payments

Please make cheques payable to 'Upper Hurst Farm Ltd' and please remember to write the booking reference on the back of the cheque and send to:

Gaia House  
Upper Hurst Farm  
Hulme End  
Buxton  
Derbyshire  
SK17 0HH

#### Bacs Payments

Account No. 10090456  
Sort Code 16-12-15

Please quote your booking reference and your surname.

### **Pitch Sizes**

Hardstanding pitches are generously sized at 11m<sup>2</sup> minimum (including grass and hard standing). Several pitches are large enough to pitch a

40' Motorhome with ease. For very large vehicles please specify this at the time of booking so we can ensure you a pitch with the easiest access.

Grass pitches for tents vary between 9.5m<sup>2</sup> and 10.5m<sup>2</sup>.

### **Reception**

If you require assistance, or if there is an emergency, please ring the bell at Reception. Even if the office is empty an alert will be sent to the wardens. Please DO NOT knock at the door of the warden's caravan; they are on call for very long hours so it is very important that they have privacy.

### **Safety and Fires**

In the interest of your own safety, please do not light a fire in any confined space including a tent or awning. This may result in carbon monoxide poisoning. As soon as you can, once you have arrived, make yourself familiar with the site's fire safety precautions and location of fire points.

All persons staying on or visiting the site use the facilities provided entirely at their own risk, Upper Hurst Farm cannot accept any liability for loss, damage or accident to persons or property.

### **Shower/Toilet Facilities**

We have separate ladies and gents toilet and shower facilities. There is also a disabled wet room and toilet available for use, please request a radar key, a £5 refundable deposit will be required per key. There are no additional charges for using these facilities.

There are no push-button taps or showers here, hot water is unlimited. The only thing we ask is that you use the required squeegee (found on the back of the shower door) to push the water into the grid after you shower, and to leave it nice and clean for the next user.

### **Super Pitches**

All hard-standing pitches around the perimeter of the site have a 16A electric hook-up point, water access with a standard screw thread fitting and a grey waste grid at the rear of the hardstanding area. TV cables have not been installed.

### **Tent Pitches**

14 out of 15 tent pitches have 10A electric. Fresh water is found in the centre (recycling area) or at the top of the site (right of toilet/shower

block). We have plenty of extension leads if yours isn't long enough. We also have a domestic plug to caravan socket adaptor which can be hired at £1 per day.

### **TV reception**

The TV reception here is good. For Satellite point the receiver towards SSE (towards the 2 large hills at the bottom end of the site). TV masts are at Manchester (N), Birmingham (S) and Nottingham (E). Manchester is the closest.

### **Vehicles**

Vehicles must be parked with consideration of others and should never be parked on the roadways unless it is the road by the recycling area. There is plenty of space to park around site however, at times, you may be asked to move your vehicle if it is obstructing access. Visitors cars will be parked in an area a little away from the site, please ask the wardens.

### **Visitors**

Visitors are very welcome as day visitors or overnight visitors. Overnight visitors are charged per person and per car as £6 per adult, £3 per child and £3 per car for each night of their stay. Rates for half-day and day visitors are shown on your booking form and the price list on the website.

### **WiFi**

WiFi is provided free of charge at the facilities block. We cannot guarantee the WiFi will cover your pitch and due to the rural location of our site, we cannot guarantee a fast broadband speed.

EE-Brightbox-2w7b22

Password: crab-add-chill

*Please Note: This information has been put in place for your own safety and to ensure that all our customers have an enjoyable stay. Anyone causing a nuisance should be reported to the wardens and/or Sue the owner, and we will endeavour to resolve the problem. Persons continually causing a nuisance to others will be evicted from the site without a refund.*

***Sue, Yvonne and Paul wish you a very enjoyable and peaceful stay with us***

