

Your holiday is just a few weeks away so we’ve put together some information to help you make the most out of your stay. Everything you need to know should be answered here, but if you have any problems at all during your stay, please call 07400328361 and we can help.

Getting there:

Whitley Bay Caravan Park is situated beside St Mary’s Lighthouse in Whitley Bay NE26 4RR

There is free on site parking—the nearest bays to our caravan are marked on the map of the park.

By bus: the 308 or 309 bus from the Haymarket will take you directly to the caravan park in about 50 minutes. Get off at Whitley Bay Cemetery and walk 2 mins around the corner.

When you arrive:

The caravan is located at number 30 Cedar Walk (see park map).

The keys are stored in a secure key box round the back of the caravan, on the storage box. A code will be texted to you prior to the day you are due to check in. If you have NOT RECEIVED a code by 10am on the day you arrive, please call 07400328361 and we will resend.

To get the keys, type the code that was texted to you into the keypad and the box will open. Take the keys and keep them with you until the day you check out. Please close the key box when not in use.

The blue alarm fob should be tapped on the panel inside the caravan (beside the coat hooks) to switch it off on arrival and to set again before you check out.

**The caravan:**

Pets are not allowed in the caravan. The caravan sleeps 6 people. There is a double bedroom with en suite, a second bedroom with twin beds and a pull out double bed in the sitting room (instructions in the information file). Bedding is provided and extra bedding for the pull out bed can be found in the wardrobe in the main bedroom**.** A cot bed is stored in the wardrobe, along with cot bedding. Towels can be found in the main bathroom. Bedding and towels will not be changed during your stay.

A small welcome pack of food essentials will be provided; consisting of tea, coffee, milk (sachets), cereal, jam, biscuits etc. Please help yourselves, free of charge. There is a well-stocked shop on site where you can buy most things and it is reasonably priced. There is a Co-op beside the Spanish City Dome, a Tesco Express in Whitley Lodge (both about 15 mins walk away) and the nearest big supermarket is Sainsburys, about a 5 minute drive away in Monkseaton. There is a full-sized oven, microwave and toaster, so cooking for yourselves should be easy. There is a bar and restaurant on site if you’d prefer to eat out, or take a wander into Whitley Bay where you’ll find dozens of great places to eat and drink.

We’ve made sure lots of basic items are in the caravan for you too; like washing up liquid, dishcloths and tea towels, soap powder (there is a launderette if you need to do a wash) and some cleaning products. If you use the last of something will you let us know please, so we know to restock.

A selection of toiletry products can be found in the bathroom in case you forget to pack something. Please just use what you need.

The caravan is strictly no-smoking. A charge of £50 will be incurred if the caravan requires extra cleaning because it smells of smoke. Please only smoke outside (this includes vaping) and dispose of cigarette butts carefully—don’t throw them under the caravan or on the grass!

There is a fully stocked first aid kit in the main bathroom in case of minor accidents.

The TV has freeview and a built in DVD player. If you choose to connect to the Wifi, the TV can be used as a smart TV for access to Netflix etc.

**Heating**

The caravan is double glazed so is really warm, but if the evenings do get chilly, there is a gas fire in the sitting room and the central heating boiler can be found in the cupboard by the front door. Instructions are quite simple to follow and are printed on the boiler. Please make sure the fire is turned off at night and that everything is switched off before you leave the caravan to go out or when you check out. The gas supply is through Calor gas bottles, which makes it very expensive to run. If the gas bottles run out, we can’t just get a quick refill, so we need to be careful not to overuse it. Please don’t leave the heating on while you are out and make sure it is turned off before you leave on check out day. Be mindful not to leave the shower or hot taps running unnecessarily too please. Where possible, use the electric heaters rather than the gas fire or heating because the electricity supply can’t run out!

A word of warning…using too many electrical appliances at once might trip the electricity supply. If this happens, the trip switch is outside, round the back of the caravan (beside the storage box). Flick the switch back on and the electricity supply should resume.

**Bins**

Rubbish bags can be found under the sink. Please empty your bins into the main recycling bins by the carpark on Cedar Walk before you check out.

**Gas and electric**

Everything is included free of charge. If you have any issues with gas or electricity supplies during your stay, please call 07400328361 or speak to someone in the main reception.

**Wifi**

Free Wifi is available in the Entertainment Complex but the feedback we have had from families is that the connection is really poor quality. If you want to purchase Wifi for the caravan, please contact reception to arrange it. Costs can be found in the information file in the caravan.

We have a Wifi dongle in the caravan – instructions are in the welcome file.

**Things to do:**

There are loads of things to do on site: the Entertainment Complex has a bar, a showbar, kids club and restaurant. There are amusements and an indoor swimming pool is free for your use too (open mid Feb—mid Nov). To book a swim session before you arrive, ring 0191 2531216 and choose option 3. Behind the Entertainment Complex there is an adventure playground and multi sports pitch. Take your guest passes with you for access to the facilities and for discount in the restaurant. Please don’t forget to leave the passes in the caravan when you check out though. There are a couple of scooters in the boiler cupboard that can be used by the children. Please take care of them and don’t leave them lying around unattended if you take them out. We recommend that helmets are used.

There are camping chairs in the boiler cupboard for sitting outside and a picnic blanket in the cupboard in the sitting room, along with items for the beach. If you use the beach towels during your stay, please leave them with the other dirty towels when you leave. The area outside of the front door is our private space to enjoy. Please keep noise to a respectable level though and make sure children are supervised when they are playing as other caravan users might be enjoying some peace and quiet!

There is only one way in and out of the caravan site. To get to the beach, head out through the main gates and turn left. Feel free to take the buckets and spades, fishing nets etc with you, but please do return them! There is also a picnic blanket for you to borrow. Seals regularly bask on the rocks behind the lighthouse, so when the tide is out, take a walk over to see how many you can spot! There are public toilets at the carpark by the lighthouse, at Rendezvous Café (half way along the beach) and by the De Meo’s ice cream hut towards the Dome. Whitley Bay is within walking distance (about 20 minutes away). Here you’ll find the Spanish City Dome, numerous bars and restaurants, fish and chip shops, the BEST ice cream (De Meo’s) and all kinds of shops. The Metro station is in the town centre if you wanted to explore further afield. There is a ‘tourist train’ that runs along the coast, but enquire at the park’s reception about whether this has resumed since lockdown. A ‘pitch and putt’ minigolf and football golf course can be found on the Links, opposite the cemetery, and a skate park is a little further along. Just behind the Dome is a lovely children’s playpark.

If the weather isn’t so great, the tv has a built in DVD player and there are books, games and activities for the kids to do indoors. Waves Leisure Centre is a 10 minute walk away and there is a lovely play centre beside the Dome called Littley Bay that is great for children under 7. JamJar Cinema is in Whitley Bay centre and is a fab, small venue—highly recommended! An Odeon cinema can be found at Silverlink Retail Park (about a 20 minute drive away), along with restaurants and loads of big name shops.

**Check out:**

All good things must come to an end.

On the day of check out, please leave by no later than 5pm. Strip the quilt covers and sheets off the beds, stuff them inside a couple of pillowcases and empty the bins and the fridge. Wash, dry and put away any dishes.

Please leave the caravan as you found it so that other families can enjoy it for years to come. A cleaning fee is included in the cost of your booking so you’re not expected to clean, just leave it tidy!

On the morning you are due to leave, a new code will be texted to you to open the key box. Lock the caravan door, leave the keys in the box and make sure it is securely closed.