

Park Key

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-  Parking
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-  Muster Point
-  Play Park
-  Shower Block
-  Washing Up
-  Disabled Toilet
-  Chemical Disposal
-  Games Room
-  Recycling Area
-  Toilets
-  Water Point
-  Driving Range
-  Indoor Swimming Pool
-  Cafe/Lounge Bar
-  Leisure Club
-  First Aid
-  Motorhome Service Point

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Caravan Park Maps
by www.holidayparkmaps.com

Brighouse Bay Holiday Park

Brighouse Bay Holiday Park
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Email: info@gillespie-leisure.co.uk
www.brighousebayholidaypark.co.uk
www.facebook.com/bbhpark

Pitch Key

-  Graplin
-  Drumcairn
-  Otter Pool
-  Whinnymuir
-  Hillside
-  West End
-  Non-Electric Tent
-  Pods



Welcome to Brighthouse Bay Holiday Park

Other Parks Seaward Holiday Park
Barlochan Holiday Park
Sandyhills Bay Holiday Park

Thank you for choosing Brighthouse Bay Holiday Park as your holiday destination. To help make your and everyone's stay with us enjoyable, please follow the following guidelines:

General

- All visitors must report to Reception, before entering the Park.
- All vehicles on the park to abide by the park's speed limit of 10mph
- No fires or fire pits allowed in the Park or beach
- Raised purpose-built BBQ's are allowed. Small disposable ones must be raised off of the ground.
- All dogs to be kept on a lead at all times when on the Park – **Please clean up after your dog**
Don't let your dog into the fields with calves or lambs, keep it under close control when you're in a field with other animals
- Keep ball games away from holiday homes and touring caravans and please no balls or kites near the Pony Trekking route
- Laundry facilities available include sinks, irons and ironing boards. Washing machines and tumble dryers are token operated. Tokens can be purchased at the shop. We do not permit washing lines
- Looking for assistance outwith normal Reception hours please go to the Leisure Club.
- For our Cancellation Policy please view it on our website www.gillespie-leisure.co.uk

Self-catering Accommodation Arrival and Departure

Our holiday homes are available from 4.00pm onwards on day of arrival due to cleaning, checking and maintenance requirements. If the holiday home is available you can check-in sooner or use the facilities on the park whilst you wait. We reserve the right to delay check-in times if necessary. Please ensure you vacate the unit by 9.00am on day of departure. The care of your holiday home is your responsibility for the duration of your stay and must be left clean and tidy when you leave. You may use the park facilities for the remainder of the day.

Bed linen is provided but not towels and tea towels.

Accommodation charges are based on one vehicle. The number of people using the accommodation must not exceed the number it is furnished to sleep.

We are a holiday park, therefore we do not accept bookings if you want to stay for work or use the park as a base to travel to work or for residential use.

The company reserves the right to enter the accommodation under special circumstances or emergencies, at any time. We do not permit gazebos, tents, or similar items on static caravan pitches.

Self-catering Accommodation with Hot Tub

Our lodges have a veranda with outdoor furniture and hot tub. The hot tub charge is included within the accommodation price. However, at time of booking a £125 deposit will be payable against any damage occurring and/or the hot tub having to be emptied during your stay. A refund will be issued if, on departure inspection, no damage has been found.

Late arrival

Please telephone the park if you intend to arrive after 5.30pm on the arrival day.

Early departure

No refunds will be offered for early departures from the park.

Smoking

All our accommodation and facilities are strictly non-smoking. Anyone found to be smoking in our units will be charged for any additional cleaning costs.

Cots and high chairs

Cots and high chairs are available to hire at an additional charge, subject to availability. Please request at time of booking to avoid disappointment. Cots can be accommodated in the living room or where possible in place of a single bed. Please bring your own cot linen.

Allergies

If any member of your party suffers from an allergy we would strongly recommend you do not book accommodation which accepts pets.

Dogs

Dogs in our self-catering units are charged at a weekly or short break price. Maximum of two dogs per unit and please ensure you bring a bed or cage for your dog. Dogs are not allowed onto seating or beds and must never be left alone in accommodation unless caged. No puppies or animals other than dogs can only be accommodated with specific permission from the park. Dogs must be kept on a lead at all times in the park. It is the responsibility of pet owners to clean up after their dogs on the park and on nearby paths in the woods and elsewhere.

If we think your dog is causing a nuisance on the holiday park you will be required to remove it from the park.

No dogs allowed on the pitch and putt, golf course and the mountain bike trails. Owners of dogs found chasing lam animals will be asked to leave the park.

Damages

The hire company is responsible for the contents of the holiday home whilst in their possession. If you leave the holiday home in an extremely messy or untidy state, you will be charged for extra cleaning. All damages or losses are chargeable and should be reported to reception before departure or you will be sent an invoice.

Personal Possessions

You are responsible for your personal possessions on park or in your holiday home and we are not responsible for any loss or damage to these. If you leave any personal possessions behind at the end of your holiday we will try to return them to you. There will be a minimum fee of £10.00 to cover administration and packaging costs as well as the postage charge.

Tourers/Motorhomes - Pitch Up

- Always use the pitch allocated to you by Reception – it will be marked on this map.
- Pitches are bookable and may be reserved. To avoid disappointment or upset to other customers please do not change pitch without checking with Reception first
- If you have difficulty in finding your pitch please ask a member of staff at Reception, who will be happy to assist you
- Management reserve the right to move you if pitched in the wrong place
- Please park the caravan/motorhome to the left of the pitch with the tow bar pointing towards the road and the awning/car on the right
- Please dispose of toilet waste at the Chemical Disposal Point as indicated on the map overleaf
- Please keep the area you have used tidy. Dispose of your rubbish in the bin compounds indicated on the map overleaf

Camping cabins

- Arrival time from 4pm onwards. If the cabin is available you can check-in sooner or use the facilities on the park whilst you wait. Please ensure you vacate the unit by 10.00am on day of departure, unless other arrangements have been made with Reception
- Please contact reception if you are expecting to arrive later than 5pm so we can make the necessary arrangements
- Raised purpose-built BBQs are allowed. Small disposable ones must be raised off of the ground, but are not allowed on the timber decking
- No gazebo's allowed
- Pets are allowed in our pet-friendly cabins. To avoid disappointment please remember to let Reception know if you have a pet
- Arrivals from 1pm onwards
Pitches must be vacated by 11am on the day of departure, unless other arrangements have been made with Reception

Noise and behaviour

- **Children must vacate the Play area by 10pm**
- **No disturbing noise after 10.30pm**
- **Absolute quiet between 12 midnight – 8am**
- If any customer(s) or any member of their party is noisy, offensive and disruptive or commits a serious breach of this agreement or any rules displayed at the park, the management may terminate the booking

WiFi

- WiFi is available at the Leisure Club free of charge. Please note: You are choosing a holiday in a rural location. Our broadband service is also rural! You may find it slow, intermittent or simply unavailable. We are sorry for any inconvenience but are not able to guarantee the service.

Reception and Licensed Shop

- Monday – Thursday and Sunday 8.30am – 5.30pm, Friday and Saturday have extended times. Please check times on the shop door or ask at Reception
- Out of season openings: please check with Reception

Medical Attention

First Aid can be provided at the Leisure Club and Reception/Shop building.

Call NHS 24 on 111 or casualties should be taken to:

Dumfries and Galloway Royal Infirmary

A75, Cargenbridge

Dumfries, DG2 8RX

01387 246246

Management reserves the right to refuse entry to the Park, or request customers to leave.

All persons, cars and vehicles of all descriptions and their contents enter the grounds at the owner's risk.

Adverse weather conditions may result in the cancellation of some activities at certain times of the year.

Touring and seasonal pitches are also available at our Seaward and Barlochan Holiday Parks

At our seaside Holiday Park at Sandyhills Bay we have touring pitches available.

Contact our central booking office on **01557 870267** or book online at www.gillespie-leisure.co.uk.

We hope you enjoyed your stay with us and look forward to seeing you again!