



WELCOME GUIDE

WE'D LIKE TO TAKE THIS OPPORTUNITY TO FORMALLY WELCOME YOU TO OUR PARK.

Inside this guide you'll find everything you need to know to make your time holidays here as comfortable and as enjoyable as possible. Should you have any questions we'll be happy to assist in whatever way we can.

Come and be a part of something special...

THE STORY SO FAR

Holiday home ownership at Merlewood Country Park offers you a stunning location to relax and enjoy peace and tranquillity, with the best of Lancashire around you.

Merlewood nestles on a hillside with panoramic views of the River Wyre and the hills beyond. All 140 pitches have been developed for privately owned Caravan Holiday Homes, and with the extended season, the Park is now open from 1st March until 1st February each year.

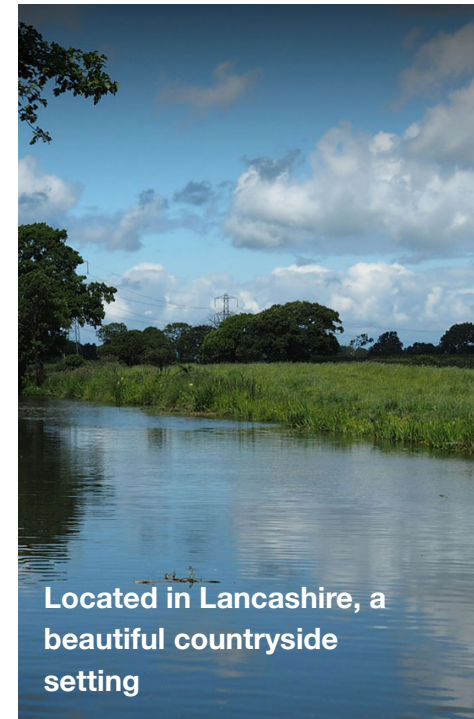
We offer a wide range of modern Holiday Homes which reflect quality, comfort and excellent value for money. Both you, your family and friends can enjoy the benefit of owning a second home in the heart of the Fylde Coast. No other holiday gives you this much freedom of choice.

Whether it's peace and quite, entertainment, outdoor leisure, shopping, dog walking, canal boat excursions or taking in a show, Merlewood is within reach of an exciting variety of facilities, social activities and areas of natural beauty to make your holiday whatever you wish.

You will always receive a warm friendly welcome on this family owned Park.

“Welcome to Merlewood. We wish you many happy years with us.”

- THE WARD FAMILY



Located in Lancashire, a beautiful countryside setting

ON SITE FACILITIES

THE CHILDREN'S PLAY AREA

This is a safe enclosed area in which children can play. It includes an activity centre and space for other ball games on the lawned area. The floor of the activity centre is made from 'Enviromulch' which is manufactured from recycled pallets and is able to cushion any falls. Children using this area should be supervised by an adult at all times.

THE LIBRARY

There's a small library within the Park Office that contains a selection of both adult and children's books, videos and DVDs. Please feel free to borrow any of these but do not forget to return them.

LAUNDRY

Our laundry is open throughout the season. We have three washers and three dryers available. Tokens can be purchased from the Park Office.



DOG SHOWER

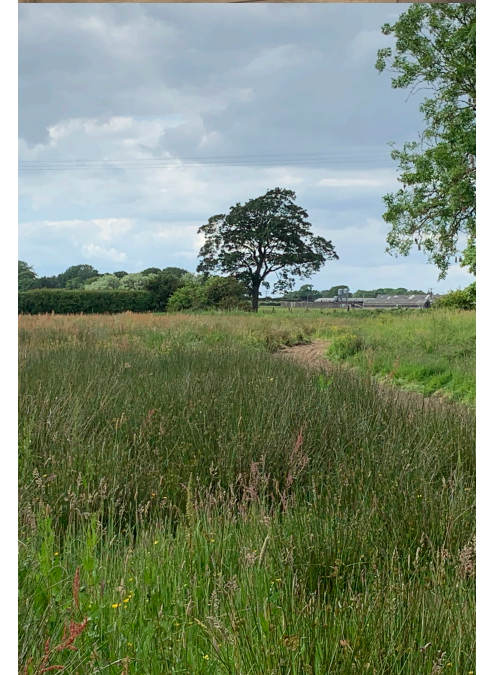
As a pet friendly park this is a popular facility which is regularly used by our dog owners.

If you have been out for a walk with your dog along the river, the last thing that you want is dirty paws being walked into your home. The Dog Shower has a controlled temperature to give your pet a comfortable wash and is located next to the Park Office and open for use at all times.

There are numerous excellent walks particularly along the riverside. Many of our owners enjoy a drink at one of the local pubs like the White Bull which welcomes dogs.

DOG WALKING AREA

Our Dog Walk opened in July 2021. The Park owns the field which leads down towards the river and this has been converted into a safe dog walking site. There is a dog waste bin at the entrance for owners to use and obviously dogs can roam free whilst in this area and not have to be kept on a lead.



INTERNET USE AND WIFI ACCESS

Internet connectivity has become an essential part of our everyday lives. Here on Merlewood we offer a domestic style Wifi by delivering a consistent speed up to 10mb with unlimited downloads and devices through a secure network individual to you and your holiday home.

A discreet receiver is fitted to your holiday home that is linked though a cable to the latest router situated inside your holiday home. This will enable you to stream data hungry applications such as Netflix, BBC iplayer, YouTube and Sky Q and in essence will deliver a domestic quality experience for your enjoyment.

Should you have any issues with the equipment please contact 01423 295001 or email support@lpis-uk.com. The equipment, antenna and all associated cabling remains in the ownership of Merlewood Country Park.

You can find our website at www.merlewoodcountrypark.co.uk. Within the site is the 'Merlewood Owners Club' section which you can log into. The login code is 4321. Inside this area is details on upcoming social events, promotions, offers and general information.



CONSERVATION

We are proud recipients of the Gold David Bellamy Conservation Award for our achievements in protecting and enhancing the natural world.

Wildlife is abundant in this beautiful countryside setting and it's our goal to provide a peaceful haven for all our guests, including the animals, birds and insects who live here.

We protect the environment by conserving energy and recycling.

BECOME A CONSERVATION AMBASSADOR

We created the Conservation Ambassador Award, which is endorsed by Professor Bellamy himself!

By supporting our conservation efforts here on our park you could find yourself a winner. You'll receive a certificate and have details of your contribution published.



Merlewood Country Park and Acresfield Health Club & Spa host numerous events throughout the year which you are welcome to attend. Information on these events can be found in our newsletter and on the respective websites.

Visit www.merlewoodcountrypark.co.uk for more information.

WILDLIFE AND PET PHOTOS

If you have any photos, painting or drawing of either your pets or the wildlife here at the park then please email them to us and we'll post them on our Facebook page @merlewoodcountrypark.

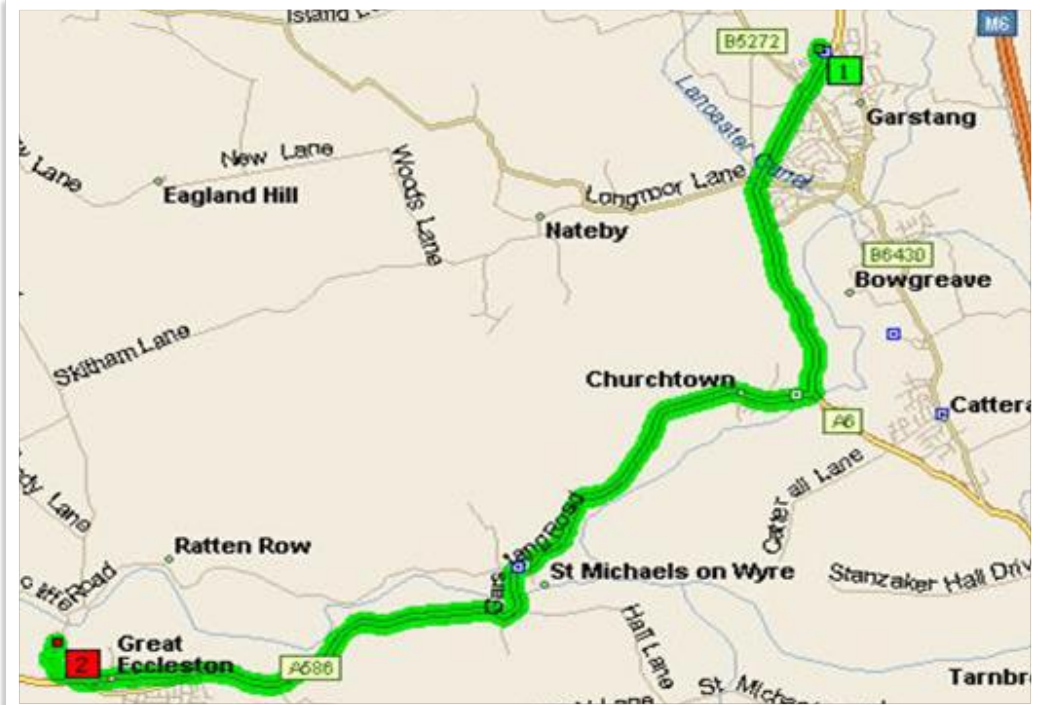
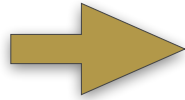


ACRESFIELD HEALTH CLUB & SPA

Memberships to Acresfield Health Club & Spa are available to Park homeowners at a discounted price.

To start your membership please take your bank details to the Club Reception along with proof of your homeownership at Acresfield Park. There is a one-off administration fee of £10 per person for the access wristband.

How to find us from Merlewood



Enjoy discounted membership at
Acresfield Health Club & Spa

acresfield
Health Club & Spa

CLUB FACILITIES INCLUDE

- Swimming pool (15x8m) heated to 31 degrees
- Jacuzzi, steam room and sauna
- State of the art gym (free initial induction is required)
- Multipurpose hall (fitness classes, badminton and indoor bowls)
- Hair Studio
- Luxury Spa (with three treatment rooms)
- Licensed Bistro (Serving light homemade meals, cakes and speciality teas and coffees)

DISCOUNTS

All our homeowners are eligible to a 10% discount when using the Spa. Please quote your home address when booking to guarantee your discount.

GIFT VOUCHERS

Treat someone you know to a special gift. Gift Vouchers are available for the Spa. Perfect for birthdays, seasonal gifts and much more.

On Facebook @acresfieldhealthclub Follow on Instagram @acresfieldclub



ATTRACTIONS AND THINGS TO DO

Acresfield Health Club & Spa

Perfect for a spa day. This luxury retreat is just a few minutes drive away from Merlewood but will transport you to a relaxing escape. Complimentary membership to guests.

Cobble Hey Farm, Claughton on Brock

This all age attraction is nestled among beautiful panoramic views of the countryside. It has play areas, farm animals to pet and feed, gardens and a cafe.

Blackpool Pleasure Beach

Brilliant thrill-seeking fun. Height restrictions apply.

Crown Green Bowling

The Crown Green Bowling Club is located at The Crown Pub in Garstang.

Barton Grange Garden Centre

Your destination for plants, homeware and gifts.



Photo Credit: Barton Grange Retail

The Barn at Scorton (Closed evenings)

A very popular restaurant and cafe with cyclists. Serves delicious cakes and has a well-stocked gin bar.

Library at Garstang

You can find the town's local library full of weekly group activities and of course books.

Lancaster Castle

Booking required. Provides a very interesting history into the life of the castle including details of the famous Pendle Witch Trials.

Glasson Docks

Pretty fishing village with lots of walking routes.

For more ideas please visit our website.



Photo Credit: Lancaster Castle,
Nick Dagger Photography

LOCAL PUBS, RESTAURANTS AND TAKE AWAYS

The White Bull

The Square, Great Eccleston, PR3 0ZB, 01995 670795

The Black Bull

High St, Great Eccleston, PR3 0YB, 01995 670224

Guys Thatched Hamlet

St Michael's Rd, Bilsborrow, PR3 0RS, 01995 640010

Barton Bengal Brasserie (Indian restaurant and takeaway)

913 Garstang Rd, Barton, PR3 5AB, 01995 640 236

Happy Valley Chinese Take Away

30 Holts Ln, Poulton-le-Fylde, FY6 8HN, 01253 883924

Wallings Ice Cream

Garstang, Lancaster, LA2 0HA, 01524 793781

Light Ash Farm

St Michael's Rd, Bilsborrow, PR3 0RT, 01995 640068

The Fish Bar

The Square, Great Eccleston, 01995 670862



LYME DISEASE AWARENESS

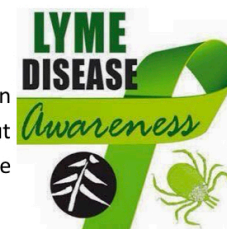
Merlewood has been at the forefront of increasing awareness of Lyme Disease. The Ward family know only too well how debilitating this disease can be as their daughter, Sophie, was infected a few years ago. At the time she was an elite swimmer representing Great Britain. She has focused herself of spreading awareness ever since and has appeared in various national newspapers, on national and local radio, on BBC Breakfast and on Sky TV. Japanese TV are producing a documentary which will be broadcast throughout the Far East about her life and the effects of this disease.



WHAT IS LYME DISEASE?

It is the most common tick-borne infectious disease and is endemic in many parts of the UK particularly in woodland or health land areas but ticks can also be found in cities and in gardens. Transmission of the disease can occur when bitten by an infected tick.

Lyme Disease can be difficult to treat if not diagnosed early. Usually a course of antibiotics will treat this



Lyme Disease

Protect yourself from tick bites



Wear insect repellent during outdoor activities



Avoid walking through long grass and stick to pathways



Wear light coloured clothing and brush off any visible ticks



Lyme Disease
Patient Support

Feeling unwell following a tick bite?
Go to your GP.
For tick removal advice visit:

lymediseaseuk.com

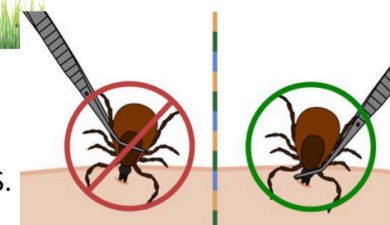


THE SYMPTOMS

Tick bites are not painful, many people don't even notice a bite. The most distinctive sign is a bull's eye rash but many do not experience this.



If you see an embedded tick REMOVE it as quickly as possible. We have special tweezers available in the Park Office that can be used. Please do not hesitate to ask any of our team for assistance.



REFUSE COLLECTION

Our skip is situated close to the entrance of the park. If you have any large objects to dispose of then the skip is usually available. We will charge based on the percentage of the skip used. Most smaller items can be either recycled or placed in the 'Eurobins'. Please do not leave rubbish on the floor outside of the skip or bin or anywhere else on the park.

RECYCLING

Please use the recycling bins sited within the compound by the park entrance. There are additional bins throughout the park. Bins are provided for green waste, cardboard, tins, plastic, glass and paper. Please place any excess waste in the green 'Eurobins' that can be found around the park.

If you wish to cut your lawn, please collect the grass cuttings in bin liners and inform a staff member so that we can put it in the composting compound.

ENERGY SAVING AND CONSERVATION PRACTICES

We continue to introduce initiatives and practices to help conserve energy and help the environment throughout the park.

There is a rainwater harvesting system and water butts around our buildings. Natural rainwater is far better for use on our beds and plants and we encourage its use.

Solar panels have been fitted to the main building to provide the majority of our hot water.

On site we have also fitted nesting boxes and bat boxes. Do keep a look out for them! If you see any unfamiliar birds and wish to find out what they are, we keep a number of wildlife books within our onsite Library.

VERANDAS AND PARKING SPACES

Before carrying out any exterior work or additions to your home or pitch, such as erecting parking spaces and or verandas, you must obtain written permission from the Park Office. This is to ensure that the timber comes from sustainable forestry and to ensure good workmanship.

Verandas can be constructed from either UPVC or timber. The maximum width allowed is 1.5 metres and they must not be built closer than 3.5 metres to the adjoining home. Please use Arrad Foot or Houghtons Decking for this work. Their details can be found in the listings of local contractors and suppliers in this guide.

Please note, we prefer driveways not to be flagged. 'Ecoblocks' which form a solid parking space through which grass can continue to grow are ideal. Also, the driveway must be no wider than 2.5 metres and no longer than 5 metres to maintain the current feel of the park.

If you do not have a prepared driveway next to your home, please ensure that vehicles are parked on the tarmac parking area at the entrance to the park during particularly wet periods of the year and the winter months. When the ground is wet vehicles can cause damage to the grass and also make it appear unsightly.

GAS/ELECTRICAL AND SAFETY INFORMATION

Gas bottles (47kg) can be preordered by completing a form which is available from the Park Office. Please post it along with your payment through the letter box next to the desk. Our delivery days are every day during working hours. For health and safety reasons our staff must deliver and collect all gas bottles supplied by us during daylight hours only. We only accept gas bottles from LPG4U. Should you require a gas bottle to be connected then we shall do this for free. Please note, gas bottles are on loan from our supplier and the charge which we make is for the gas inside the bottles.

SERVICES AND TEST

We recommend that each caravan should annually have its gas appliances checked and have an electrical test carried out. This should be done by a qualified engineer. We also recommend that your caravan is fitted with two carbon monoxide detectors. All new homes will have these already fitted as standard. The National Caravan Council has produced information and guidance on where these should be positioned. For a copy, please ask at the Park Office.

ELECTRICITY ADVICE

Each home has a 20 amp supply and is fitted with an MCB - Circuit Breaker. If you switch on a faulty appliance or overload the supply then your own MCB should trip out before the external meter box. In the unlikely event of this happening please switch off the faulty appliance and reset the trip switch. If having done this you are still experiencing difficulties, please visit the Park Office.

ELECTRICAL CHARGES

We invoice once a year for the 'Electrical Infrastructure and Administration Charge'. This used to be known by the term Standing Charges. VAT is chargeable at the full rate, which is presently 20%. We then issue two separate invoices (usually May and September) for the actual electricity used.

CARBON MONOXIDE DETECTORS AND FIRE EXTINGUISHERS

In addition to these items you must have either a 1kg or a 2kg powder fire extinguisher within each holiday home and this must be serviced annually.

THE EXTENDED SEASON

Extending the season has many benefits and it means that you can make the very most out of our your investment. Many people have chosen to spend the Christmas and New Year period at Merlewood Country Park with family and friends.

Whenever you decide to close up your home for the winter please ensure that the water is turned off and that the home itself is completely drained. The water supply pipe must be disconnected above the stop tap. If you wish for assistance with this we recommend either Geoff Richmond on 07771734842 or J&M Gas on 07809673868.

We also recommend that if you chose to use your holiday home after October 31 then the pipework below your home should be thoroughly lagged and this includes a stop tap. Further, if you wish to visit most weekends it may be advisable that you leave the heating on low in order to prevent the possibility of bursts.

SECURITY AND PRIVACY INFORMATION

We recommend that all guests read the following information.

ONE WAY SYSTEM

We operate a one way system for most areas of the park. Please adhere to this rule.

PARK SECURITY

The park security barrier is operated by a card system. All new homeowners will receive two cards. Additional cards can be purchased upon request, should you require it.

For your safety, the reception office, the laundry and most areas of the park are monitored by our CCTV system.

INTERNET SECURITY

Security of your personal and financial details is important to us. That's why our contact pages use a powerful SSL encryption mechanism.

The SSL encryption (256bit) ensures that all data transmitted across the internet and into our online systems is protected with strong algorithms. This means that until the data is safely in our systems it is placed into an unreadable format rendering it useless and therefore protecting it against potential hackers.

On a desktop computer you can check this by looking for a padlock within your browser address bar. The web address will also start with https://. The 's' stands for secure.

All the information that we save for you is protected by firewalls and a range of IT security measures.

By submitting any information about you, you consent to its use as set out in this security and privacy policy.

The internet is not a secure medium. However, we are committed to ensuring that your privacy is protected. This policy explains the security measures that we have put in place to protect your information and how we use the information obtained about you.

All information supplied by you will be treated in confidence by MW Estates Ltd, trading as Merlewood Country Park. It will not be disclosed to any third parties, except where your consent has been received or where permitted by law. In order to provide you with products and services, this information will be held in the data system of MW Estates Ltd.

MW Estates Ltd may pass your personal information to other companies for processing on its behalf. For example, to a holiday home manufacturer or dealership if your enquiry relates to a new holiday caravan.

On payment of a small fee you are entitled to receive a copy of the information we hold about you. If you have any questions or would like to find out more about this, please write to:

Data Protection Officer, MW Estates Ltd, The Office, Acresfield, 9 Garstang By Pass Road, Garstang, PR3 1PH.

Or telephone 01996 604975 ext 3.

MW Estates Ltd would also like to keep you informed by telephone, post, SMS and email of selected products available from us and our carefully chosen supplies, if you have provided us with consent to do so.

As part of the process of providing you with the product or service requested, we may undertake certain checks or exchange information through various databases.

In order to prevent or detect fraud we may at any time:

- A) Share information about you with other organisations and public bodies including the police.
- B) Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this. We and other organisations may also use and search these databases to:

Check your identity to prevent money laundering, unless you provide other satisfactory proof of identity; or undertake credit searches and additional fraud checks.

Details of the agencies and databases can be obtained by contacting us.

INTERNET COOKIES

When you visit our site, we may attach a 'cookie' to your browser. Cookies are small text files that allow us to identify your computer, recognise repeat users, observe anonymous behaviour and compile aggregate data about users in order to improve the service we provide. The data collected using cookies does not identify individual users and is only used for tracking and analysing use of the site.

Most web browsers will accept cookies, but if you would prefer we did not collect by this method, you can disable this function within your browser settings. However, without cookies, you may not be able to use the full functionality of our website, including personalisation of the web content to reflect your usage.

YOUR CONSENT

When you submit your information within our website you consent to the use of that information as set out in this policy. If this policy is changed in any way, we will post notices of this on our website so that you are aware of how we use your information at all times. If you continue to use the service, then this signifies that you agree to any such changes.

The internet is a global medium and therefore your information may be transferred outside of the European Economic Area en route. By submitting your information, you consent to such a transfer.

INSURANCE

It is important to protect your investment.

J Gallagher and Leisuredays are both leading names in holiday home insurance. We are able to offer competitive rates direct through our own agency. Please contact the Office to obtain a quotation.

Please remember that if you insure through our agency and you suffer a loss we undertake to issue you with a new licence agreement otherwise if you insure outside of our agency the replacement home would only have the benefit of the remaining years specified in your current licence agreement.

LOCAL SERVICES

Doctors and dentists

Great Eccleston Health Centre, 40 Raikes Rd, Great Eccleston, PR3 0ZA (Doctors) 01995 670066

(Dentist) 01995 670546

Bakery

Pebbys Pointer Catering Ltd, 60 High St, Great Eccleston, PR3 0YB, 01995 671205

Butchers

A&D Parkinson Butchers, The Sq, Preston, PR3 0ZB, 01995 671113

Hair studio

Acresfield Health Club & Spa, A6 Cabus, Garstang, PR3 1PH, 01995 604975 ext 1

Post Office

66 High St, Great Eccleston, PR3 0YB, 01995 671045

Supermarket

W Holden, Chesham St, Great Eccleston, PR3 0YD, 01995 671416

TRADESMEN

Balconies, steps and skirtings

Houghtons Deckings 07790956689

Building contractors

Carters Landscapes 01253 790356 or 07831410639

Caravan dealerships

Westfield Caravans 01253 301505

Lake Coast Dale 01524 727950

New Statics 01704 215430

Caravan spares/repairs

Westfield Caravans 01253 301505

Caravan wash and wax

Please ask at the Park Office for information.

Electrician

AEI Electrical 01253 596555

Plumbers

J and N Gas 01253 893794 or 07809673868

Geoff Richmond 07771734842

Fire extinguishers and service

SJM Fire 07856836360

Painter/decorator

Andrew McGrath 01995 601153

TV trials

Mark Yates 01524 792282 or 07836688639

Taxi service

Poulton Cabs 01253 884500

Vehicle repairs/ breakdown service

St Michaels Garage, St Michaels 01995 679606

CONTACTS DETAILS

EMERGENCY CONTACTS

Should an emergency occur and if there is not member of staff available on the Park please call either 07557988827 or 07901339511.

HOW TO GET IN TOUCH

Address: Cartford Lane, Little Ecclestone, PR3 0YP.

Website: www.merlewoodcountrypark.co.uk

Email: office@merlewoodcountrypark.co.uk or sales@merlewoodcountrypark.co.uk

Telephone: 01995 670317