

Welcome!

We're so thrilled you chose us to book a stay with, and we hope you have an amazing time here!

We've put together this little welcome pack to try and give you as much useful information as possible to help you make the most of your stay.

My email address is Arlette@LoveYourLifeAI.com, and my mobile number is 07813 310309 if you need to get in touch urgently and can't contact me through your booking website. If there are any issues at all with the caravan, please contact me so that we can remedy anything at the start of your stay.

We'd love your feedback as we can't improve if we don't know your thoughts. So please let us know any suggestions, constructive criticism, additional information that future guests would find useful to be included in this pack, or anything else that would make a positive difference.

Thank you so much for your booking and we're really looking forward to hosting you!



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BEFORE YOUR TRIP

Book your travel, especially if you are bringing a car over during busy periods, as SOON as possible. The car ferries get booked up very quickly at peak times, and even more so during events like the Isle of Wight Festival (mid-June) and Cowes Week (early August).

We live in the next town so if you're celebrating a special occasion like a birthday, anniversary etc, please let us know in advance and we can put up a banner in the caravan for you 😊

Getting to the Isle of Wight

There are five main entry points for the island:

- ♥ Yarmouth (departing from Lymington)
- ♥ Cowes (departing from Southampton)
- ♥ East Cowes (departing from Southampton)
- ♥ Fishbourne (departing from Portsmouth), and
- ♥ Ryde (departing from Portsmouth and Southsea).

The ferry company [Wightlink](#) serves Yarmouth, Fishbourne and Ryde Pier.

[Red Funnel](#) is the ferry company serving Cowes and East Cowes.

And [Hovertravel](#) also serves Ryde, departing from Southsea.

If you're bringing your car over, you will need to arrive at Yarmouth, East Cowes, or Fishbourne.

Foot passengers can travel on any of the services.

You can use Tesco Clubcard points to put towards Wightlink fares, National Express coaches and discount coachcards, and train discount railcards. So if you regularly shop with them, check out their Clubcard vouchers! We also have special rates available to us with Wightlink, so if you'd like more details on these, please message us.

A great website for planning journies is [Rome2Rio](#), as it gives you multiple different travel options for your trip.

Getting to Lower Hyde Holiday Park

Travelling via Car:

If you're driving and have satnav, the postcode to input is PO37 7LL.

Upon arrival at the entrance to Lower Hyde, this [video](#) will direct you to the caravan inside the park.

Travelling via Public Transport:

If you're travelling by public transport, you have several options available to you.

The island has one single bus company, [Southern Vectis](#), and their website offers a handy journey planner which allows you to input your departure location and destination and it calculates how to get there, including estimated walking times to/from the nearest bus stops at your departure point and destination. There is also a live bus tracker so you can see the buses' locations in real-time to check where they are.

If you're planning to make any more bus journeys on the day you arrive, and depending on where you're planning to go, it may be cost-effective to buy a day Rover ticket, rather than a single journey ticket. Ask the driver for advice. There is also a tap-on, tap-off facility on-board, which will charge you the most cost-effective price for your day's travel, but only works if you remember to tap-off when you leave the bus; otherwise you could be charged the highest single fare possible.

Travelling from Wightlink Car Ferry Terminal, Yarmouth:

The number 7 service takes you into Newport bus station, and from there you will need to head to Stand C and get the number 2 service to Shanklin.

Travelling from Red Funnel RedJet Terminal, Cowes:

Catch the number 1 service to Newport bus station.

From Newport, head to Stand C and get the number 2 service to Shanklin.

Travelling from Red Funnel Car Ferry Terminal, East Cowes:

Catch the number 5 service to Newport, OR the number 4 service to Ryde.

From Newport, head to Stand C and get the number 2 service to Shanklin.

From Ryde, head to Stand C and get the number 2 service to Shanklin, OR head to Stand D and get the number 3 service to Shanklin.

Travelling from Wightlink Car Ferry Terminal, Fishbourne:

There is quite a walk from the ferry terminal up to the main road where the buses run, and it's mostly uphill. So unless there's no other option, this method of arrival really isn't recommended for foot passengers unless you want to pay for a taxi from the ferry terminal.

Catch the number 9 service to Ryde.

From Ryde, head to Stand C and get the number 2 service to Shanklin, OR head to Stand D and get the number 3 service to Shanklin.

Travelling from Wightlink Catamaran Service, Ryde:

The bus service doesn't run up and down the pier, so you can either call for a taxi to take you down to Ryde bus station, walk it, or take the train from the end of the pier all the way to Shanklin instead.

South Western Railway run the [Island Line train service](#), which runs between Ryde Pier Head and Shanklin.

If you want to catch the bus, head to Stand C at Ryde bus station and get the number 2 service to Shanklin, OR head to Stand D and get the number 3 service to Shanklin.

Travelling from Hovertravel Terminal, Ryde:

A footbridge over the train track will take you to Ryde bus station and Ryde train station. If you can't manage the footbridge, you can walk through the car park to the Esplanade and just walk back to the bus and train stations that way.

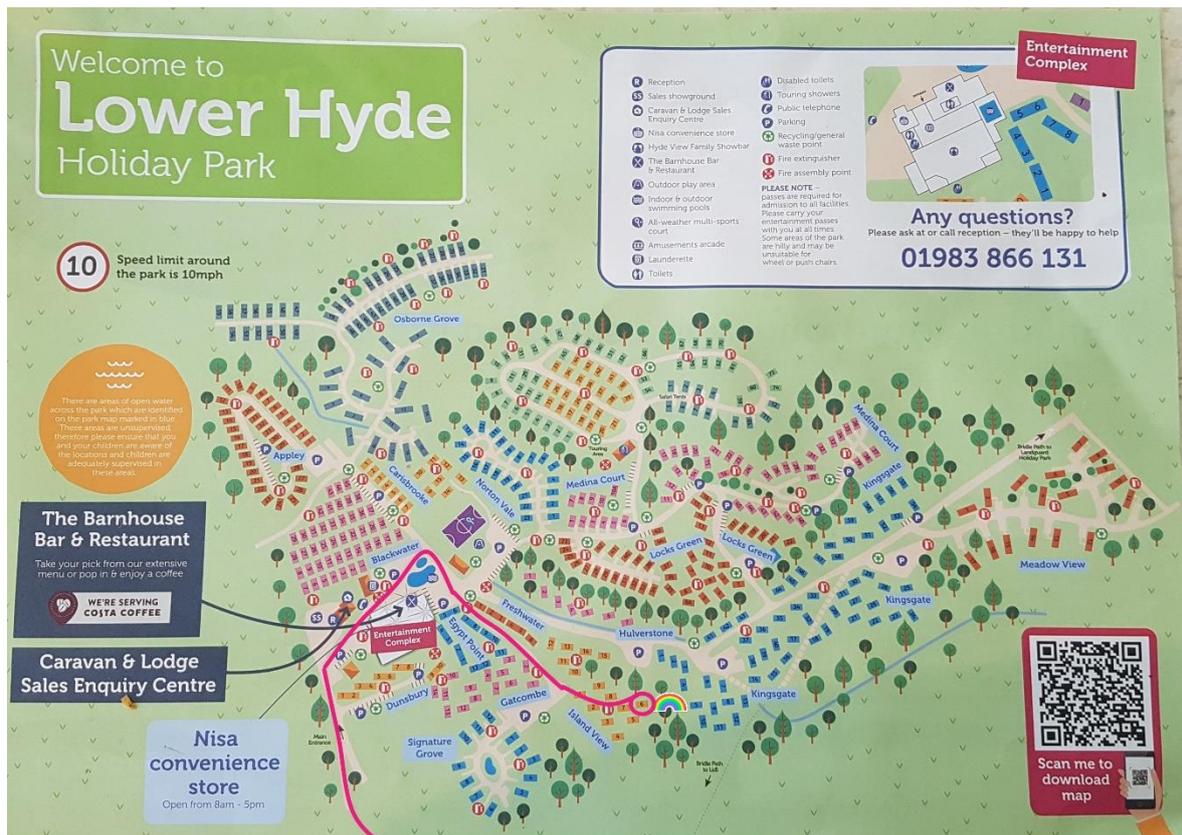
If you want to catch the bus, head to Stand C at Ryde bus station and get the number 2 service to Shanklin, OR head to Stand D and get the number 3 service to Shanklin.

If you want to catch the train, head to Ryde Esplanade station and get off at Shanklin.

Walking to the Caravan from Shanklin Train Station:

<https://youtu.be/VVU26WyrKnA>

Map of the Park Showing Caravan Location (route marked in PINK):



DURING YOUR STAY

Checking In

Although we are based on the holiday park, this is a private rental so you don't need to visit reception to check-in; just head straight for the caravan 😊 The key is stored in a key safe attached to the caravan door, and the code is sent to you via a message a day or two before your arrival date, usually via your booking portal. If you have booked via Booking.com, please keep an eye out for this in the days before your stay as not all guests seem to receive notifications from Booking.com that I have messaged them.

To access the keysafe, just turn the dials to the code sent to you and pull down the lever to the left. Reset the dials to 0,0,0,0 when you've taken out the keys, to stop anyone else seeing what the key code is. This key will be yours for the duration of your stay, but if you do happen to lose it and are unable to get back in the caravan, an emergency spare is kept at the main park reception during office hours only. Outside of office hours, you will have to call or text us to bring a replacement key, but as we will have to get a taxi over (we don't have a car), this will incur a charge. The cost of the replacement key and key ring will also be payable.

[Operating the keysafe video](#)

Once you've unlocked the door, enjoy getting settled in!

Useful Information for Your Stay

The caravan has 3 bedrooms; 1 double room containing a double bed, 2 twin rooms containing 2 small single beds in each.

Beds are made up before your arrival, and towels for personal use within the caravan are provided, but please bring/buy your own beach/swimming towels.

Our bath towels measure 70cm x 130cm; they are bath towel size, not bath sheet size, so if you will need a larger size towel than this, please feel free to bring them with you.

There is a laundry drying rack provided so you can place damp towels on it and place outside in the sun to dry. Please use the pegs provided to ensure towels don't blow away!

All laundry after your stay is washed using an eco-setting and then air-dried to minimise the impact on the environment.

If coming during the colder months, although the caravan does have heating, the floor can feel a bit cold until it's warmed up, so slippers and/or thick socks might be helpful.

Everything provided in the caravan, including the consumables such as condiments, toiletries, toilet rolls, cleaning products, rolls of bin bags etc are provided as a courtesy for **reasonable** use during your stay. If you taken any of these with you at the end of your stay, please be aware that an additional charge will be made to cover the extra cost of replacing these for the next guests.

We do understand that accidents happen, so if you do break something, please let us know immediately so we have time to source and buy any replacement items BEFORE the changeover day. If it's minor we usually won't charge. If it's a larger issue (e.g. the TV) we would like to agree the cost with you before you leave to avoid any issues later.

Arriving at a new space with equipment you're not familiar with may seem daunting, so we've created a few videos explaining how to operate the things in the caravan, and show the supplies we've provided so you can be better informed what you need to pack and/or buy for your stay.

Bathroom:

In the bathroom and toilet, you will find supplies of toilet rolls, toilet cleaner, shampoo, conditioner, shower gel, and liquid hand soap.

[Operating the shower video](#)

Kitchen:

The kitchen has a fridge with a small icebox inside, microwave, oven and stove, kettle, toaster, crockery, cutlery, utensils, tea towels, mugs, glasses, plus additional serving plates. Cleaning products, food storage bags, foil, and clingfilm are also supplied, as are salt, pepper, and vegetable oil.

[Operating the microwave oven video](#)

[Operating the gas stove and oven video](#)

Living Area:

[Operating the gas fire video](#)

Central Heating:

The caravan has a warm air heating system throughout, and is very easy to operate.

[Operating the central heating video](#)

WiFi:

We have a mobile wifi router in the caravan. Connection details are:

SSID: **3MobileWiFi-9F2A**

Password: **8Baa4gTi8in**

To connect, search for new Wifi connections and choose the one with the name "3MobileWiFi-9F2A". Type in the password above and you should be connected shortly. When you first arrive, the mobile router may need to be switched on as it's not generally left on when the caravan is unoccupied for more than a few days. It may need a couple of minutes to start up after switching on. If it loses connection, please turn off and back on again.

Please leave the router in the caravan and do not take it out to use elsewhere. This also goes for anything else provided in the caravan, including towels, cutlery, toys etc. If we are aware that younger children are staying, we may leave out pens, paper, bubbles, colouring books etc to keep them entertained after a long journey whilst the adults are getting settled in and unpacked. They are welcome to keep the bubbles and paper, but please leave the pens and colouring books for the next guests.

Outdoor Chairs & Table:

The chairs are folded up and stored in the exterior storage unit round the back of the caravan. Please take care positioning these on a flat, stable area of grass. When finished using, please fold back up and store away in the unit to ensure they are protected from the elements.

Whilst we make every effort to clean the outside table whenever we clean the caravan after every booking, we're also located in an area with lots of trees, so there may be leaves, blossom, grass cuttings (from the park staff strimming the pitch) deposited on the table after we have left.

Park Entertainment Passes:

If your booking included park entertainment passes, these will be in the caravan ready for your stay. If your booking did not include entertainment passes, these can be purchased from the park reception.

Prices for 2023 are:

Off Peak (outside of school holidays)

Adult 7 Nights - £12.95

Child 7 Nights – £9.95

Infants (under 3 years of age) – Free

Peak (school holidays)

Adult 7 Nights - £14.95

Child 7 Nights – £11.95

Infants (under 3 years of age) – Free

10% Discount on breaks less than 7 nights.

For any holidays over 7 nights, this will be charged as 2 x 7-night price.

Your passes entitle you to use not only the pools and entertainment at Lower Hyde Holiday Park, but ALSO the pools and entertainment at the sister park, Landguard, which is right next door!

The indoor pool sessions need to be booked in advance, so once you're settled into your caravan, plan your activities and pop along to the pool, which is accessed through the entertainment complex, to get your swimming sessions booked in for your stay, before they all get booked up. Each session is about 45 minutes in duration, and there are a couple of changing rooms and a shower at the pool if you want to shower and change there instead of in the caravan.

The outdoor pools don't need booking in advance, and have 45 minute sessions too, after which you will have to vacate the pool for 15 minutes before returning. So be prepared and bring something to do whilst you're waiting if you want to return to the pool for more time. The last session of the day starts at 4pm.

To find more details about the entertainment available during your stay, visit the [Parkdean webpage](#). Specific details of the entertainment for each week are posted up on a board just by the entrance to the show bar inside the entertainment complex.

To book onto children's activities and paid pool activities, pop into the park reception.

There is no need to book for the evening entertainment, but during busy/peak periods, it would be a wise idea to get there early to guarantee a seat as they will fill up fast.

Please note that all the facilities provided by the park are seasonal only, and that all the facilities are closed from the end of October to mid March. In addition, the outdoor pool is only open from around mid May until around mid September.

Things to do during your stay

The holiday park itself has a range of facilities to keep you busy, with indoor and outdoor pools, childrens playground, restaurant and bar, and the entertainment centre. Remember you can also use the facilities at the sister park Landguard too, as long as you have entertainment passes.

[Bingo & Linked Bingo](#)

Play alongside holidaymakers at 60 Parkdean Resorts holiday parks in a live game of Linked Bingo in the entertainment centre most nights. In previous years, guests have won over £2.5 million in prize money!

For a classic version of the game, try the in-house bingo. Here you'll only play with holidaymakers at your park, but you'll still have the chance to win a cash prize.

Tickets must be purchased at least 15 minutes before the session begins. Please book your time slot before purchasing your tickets from the showbar on the day.

There is an [independent cycle hire centre](#) on-site where you can rent a bike to save you bringing your own.

The park is on the edge of the town of Shanklin. There is a Lidl supermarket right next to the park for stocking up on your holiday supplies, and Shanklin town centre is about 10 minutes walk away, with shops like Poundland, Co-op, Peacocks, and Boots. The beach is about 20 minutes walk away, and the Esplanade has attractions like pirate, and dinosaur, adventure golf courses. The picturesque old village with its thatched roof buildings, and [Shanklin Chine](#), are just a leisurely stroll away.

Further afield, the Isle of Wight has something for all ages! The next town of Sandown has [the Dinosaur Isle museum](#), [Sandham Gardens](#), [Sandown Pier](#), [Wildheart Animal Sanctuary](#), and [watersports](#) available on the beach.

[Visit Isle of Wight](#) is a great website for finding places to visit, eat, events and more!

[Isle of Wight Guru](#) is another really useful website and there is a [special section](#) on there showing ways to get discounts on the ferry travel.

Checking Out

Check-out time is **9.30am**, so please ensure you have completely vacated the caravan by this time. This is so we can get the caravan thoroughly cleaned, aired, and sanitised ready for the next guests who could be checking in on the same day you leave. We usually try to get in to clean on the same day you leave, but if we have no guests coming in that day, we may have other plans.

This means you **must** ensure you lock up and turn everything off properly.

Please ensure:

- ♥ Gas fire is switched off
- ♥ Central heating switch set back to Off (middle position)
- ♥ All light switches off
- ♥ All cooker dials switched to off
- ♥ All taps turned off
- ♥ All windows shut
- ♥ Front door locked, key returned to key safe on front door, and all dials set to 0,0,0,0
- ♥ You have taken ALL your belongings with you!

We hope you've had a fantastic time here, wish you a safe journey home, and would love to see you again soon!



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