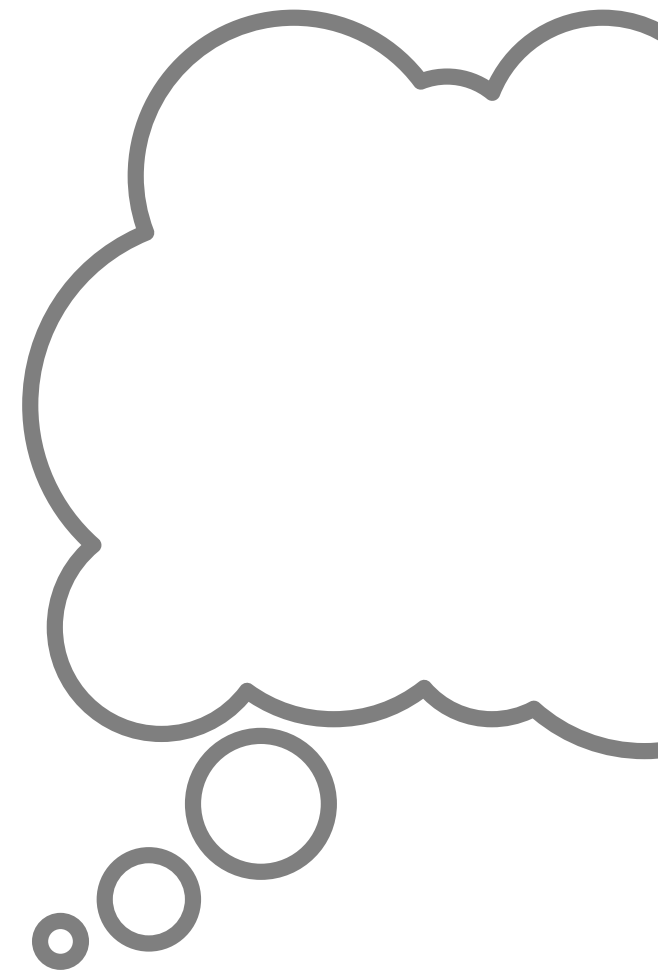




# LAKE SIDE SPA HOLIDAYS

## FAQS

...your frequently asked questions, answered



### CHECKING IN



ON THE DAY OF YOUR ARRIVAL CHECK IN IS 4PM, HOWEVER WE WILL DO OUR UPMOST TO HAVE YOU IN SOMEWHERE BETWEEN 2 - 4PM. WE WILL KEEP YOU UPDATED AND ADVISE WHEN YOU WILL BE ABLE TO ACCESS YOUR PROPERTY. YOU ARE MORE THAN WELCOME TO COME TO THE ESTATE EARLIER, FROM MIDDAY, AND HAVE LUNCH AT BALLIHOO, OR SIMPLY GO FOR A WALK AND EXPLORE YOUR NEW SURROUNDINGS

### CHECKING OUT



CHECK OUT ON A MONDAY OR FRIDAY IS STRICTLY 10AM. STANDARD CHECK OUT ON A SUNDAY IS ALSO 10AM. HOWEVER, WE DO HAVE A LATE SUNDAY CHECK OUT OPTION AVAILABLE WHICH WOULD ALLOW YOU TO STAY IN YOUR PROPERTY UNTIL 6PM - MAKING THE MOST OF THE LAST DAY OF YOUR BREAK. IF THIS INTERESTS YOU THEN PLEASE EMAIL US AT [bookings@LakesideSpaHolidays.com](mailto:bookings@LakesideSpaHolidays.com) FOR FURTHER DETAILS. DETAILED CHECK OUT INSTRUCTIONS WILL BE IN YOUR PROPERTY UPON ARRIVAL

### SUPERMARKET DELIVERIES...



YOU ARE ABLE TO GET A FOOD DELIVERY DIRECT TO YOUR PROPERTY FROM ALL MAJOR SUPERMARKET CHAINS. YOU WOULD OF COURSE NEED TO BE RESIDENT AT YOUR PROPERTY TO TAKE DELIVERY OF YOUR SHOPPING. WHEN ORDERING, PLEASE REMEMBER TO LIST YOUR LODGE NAME, LODGE NUMBER, THE VILLAGE IN WHICH YOUR LODGE IS LOCATED, AND THE FULL ADDRESS INCLUDING THE ESTATE POSTCODE. THE FULL PROPERTY ADDRESS CAN BE FOUND IN THE EMAIL INFORMATION WE SEND YOU ONCE YOU'VE MADE A BOOKING.

NB: IF YOU JUST PUT YOUR LODGE NAME, YOUR DELIVERY MAY NOT BE SUCCESSFUL



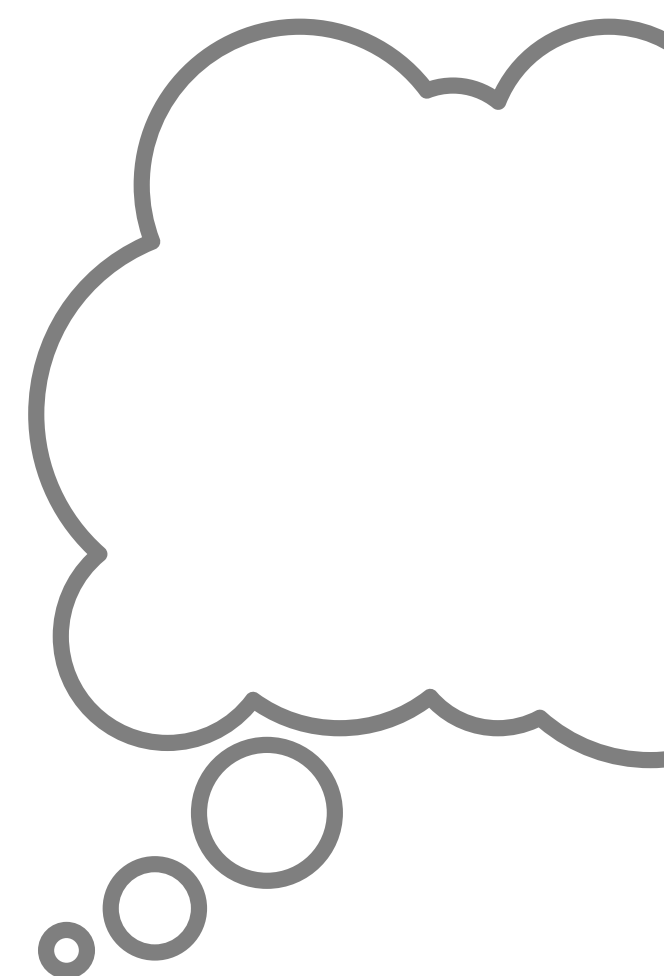


# LAKE SIDE SPA HOLIDAYS

## ARE TOWELS AND LINEN PROVIDED?



WE PROVIDE 1 X SET OF TOWELS FOR EACH GUEST THAT YOU HAVE INDICATED ON YOUR ORIGINAL BOOKING FORM. ALL BEDS IN THE PROPERTY WILL BE FULLY MADE AND READY FOR YOUR ARRIVAL. PLEASE NOTE THAT THERE WILL NOT BE A BED LINEN CHANGE DURING YOUR STAY AND THAT YOU MUST PROVIDE YOUR OWN TOWELS FOR USE AT THE SPA AND FOR YOUR HOT TUB AT YOUR PROPERTY. TEA TOWELS ARE PROVIDED.



## ARE CHILDREN ALLOWED IN THE SPA?



YES, CHILDREN OF ALL AGES ARE MOST WELCOME IN THE LUXURY SPA FACILITY. YOU WILL RECEIVE A LINK VIA EMAIL TO BOOK YOUR SWIMMING POOL SLOTS AT THE SPA 14 X DAYS PRIOR TO YOUR ARRIVAL. THE SPA DOES ALSO HAVE DESIGNATED ADULT ONLY SWIMMING TIMES (USUALLY EVENINGS). PLEASE CONTACT THE SPA FOR ALL FURTHER INFORMATION  
tel: [01285 862 640](tel:01285862640)

## BOOKING SPA TREATMENTS...



PLEASE CONTACT THE SPA DIRECTLY AS PRICES AND TREATMENTS DO VARY ACCORDING TO SEASON AND ANY PROMOTIONS THAT MAY BE RUNNING AT ANY GIVEN TIME. YOU CAN PRE-BOOK TREATMENTS A FEW MONTHS IN ADVANCE, BUT WE WOULD RECOMMEND DOING AS EARLY AS POSSIBLE TO AVOID DISAPPOINTMENT AS THEY ARE OFTEN FULLY BOOKED EACH WEEKEND. TO VIEW AND BOOK TREATMENTS: [CLICK HERE](#)

## IS THERE A SHOP ON THE ESTATE?



BALLIHOO MARKET, LOCATED OUTSIDE THE BALLIHOO RESTAURANT ENTRANCE, STOCKS THE ESSENTIALS ON A ZERO WASTE BASIS, AND ALSO OFFERS OTHER GOODIES SUCH AS HOME-MADE CHUTNEYS, CONSERVES, SAUCES, STOCKS, FINE WINES, LOCAL CHEESES, PRODUCE GROWN FROM THE ESTATE'S VERY OWN ALLOTMENTS AND BERRIES & HERBS, GROWN AND FORAGED FROM THE ESTATE. THERE IS ALSO A 24-HOURS TESCO EXTRA IN CIRENCESTER (4 MILES AWAY) - Tesco, Kings Meadow, Crickdale Road, Cirencester. GL7 1NP



# LAKE SIDE SPA HOLIDAYS

## WIFI PASSWORD



YOUR WIFI PASSWORD FOR THE DURATION OF YOUR STAY WILL BE IN YOUR PROPERTY ONCE YOU'VE SAFELY ARRIVED. SUPER FAST FIBRE IS NOW INSTALLED. EACH PROPERTY HAS ITS OWN DEDICATED BROADBAND AND YOU CAN USE MULTIPLE DEVICES, ALTHOUGH DO TRY AND SEE SOME OF THE NATURE RESERVE :)



## TRAVEL COTS



A TRAVEL COT CAN BE PROVIDED FOR YOU IN YOUR PROPERTY. PLEASE NOTE, THAT DUE TO HEALTH AND SAFETY WE ARE UNABLE TO PROVIDE ANY BEDDING FOR THE TRAVEL COT, OR A MATTRESS THAT IS THICKER THAN THE 'WRAP AROUND BASE' THE COT COMES WITH. FOR YOUR REFERENCE, THE APPROX. SIZE OF THE ESSEMBLED TRAVEL COT IS 60-65 CM X 95-100 CM. THERE IS ALSO A HIGH CHAIR AVAILABLE FOR THE PROPERTY IF REQUIRED.

## PARKING...



PLEASE ONLY PARK IN YOUR DESIGNATED PARKING SPACE - MARKED WITH YOUR HOUSE NUMBER ON A SILVER PLAQUE. IF THERE ARE SEVERAL CARS IN YOUR PARTY, PLEASE PARK IN VISITOR SPACES (MARKED 'V') OR IN ONE OF THE OVERFLOW CAR PARKS. PLEASE DO NOT PARK IN ANY OTHER PROPERTY'S PARKING SPACE. PLEASE CONTACT THE LOWER MILL ESTATE OFFICE IF SOMEONE IS IN YOUR SPACE. ENSURE ALL CARS DISPLAY PARKING PERMITS WHILST ON THE ESTATE.

## HANDY CONTACT DETAILS



MAIN OFFICE: [01285 615 615](tel:01285615615)  
 THE POST CODE FOR LOWER MILL ESTATE IS: [GL7 6BG](#)  
 LOWER MILL SPA: [01285 862 640](tel:01285862640)  
 BALLIHOO: [01285 840 181](tel:01285840181)  
 ACTIVITY HUB: [01285 719 960](tel:01285719960)

FOR BALLIHOO TABLE RESERVATIONS: [CLICK HERE](#)



# LAKE SIDE SPA HOLIDAYS



## LOGS

IF YOUR PROPERTY HAS A LOG BURNER THEN YOU CAN PRE-ORDER YOUR LOGS TO BE IN YOUR LODGE UPON ARRIVAL. TO VIEW ALL OF OUR HEAT LOG PRE-ORDER OPTIONS PLEASE

[CLICK HERE](#)



## INVENTORY

WE DO NOT PROVIDE A DETAILED INVENTORY FOR INDIVIDUAL PROPERTIES.

AS WITH ANY SELF CATERING ACCOMMODATION, YOU CAN EXPECT TO FIND STANDARD ITEMS IN YOUR LODGE TO GET YOU STARTED:

- KITCHEN CROCKERY / CUTLERY / PANS, ETC
- TELEVISION
- MICROWAVE OVEN
- WASHING MACHINE
- DISHWASHER
- FRIDGE AND FREEZER
- IRON AND IRONING BOARD
- A CLOTHES HORSE
- VACUUM CLEANER
- WE DO NOT SUPPLY HAIRDRYERS, SO PLEASE BRING YOUR OWN IF THIS IS PARTICULARLY IMPORTANT TO YOU

TO ASSIST ON YOUR ARRIVAL, WE PROVIDE THE FOLLOWING ITEMS TO GET YOU GOING:

- A LOO ROLL IN EACH BATHROOM
- WASHING UP LIQUID
- 4 X DISHWASHER TABS
- A DISHCLOTH AND / OR SCOURER
- A COUPLE OF BLACK BIN BAGS
- 2 X TEATOWELS
- HAND SOAP FOR ALL SINKS / BASINS

PLEASE NOTE THAT NONE OF THE PROPERTIES HAVE AIR CONDITIONING AND FANS ARE NOT PROVIDED



LAKE SIDE  
SPA  
HOLIDAYS

