

Arrival Procedure

We use a contact-free arrival process to get you checked in & on the pitch as quickly as possible.

On arrival, pull to the front of the layby on the left of the driveway.

Use the Help Point on the fence, or call reception on **01275 332 127** (option 1) to let us know you've arrived. A member of the team will come to the driveway to check you in.

If you have a motorhome, you will then be shown to your pitch.

If you have a caravan, we will unhitch your van in the layby, then you can wait in the car park while a member of team then pitches & levels your caravan. You should follow your van at a safe distance in your vehicle, then park on the road in front of your van when it is sited, whilst you unload.



Bath Chew Valley Caravan Park

wifi.bathchewvalley.co.uk

Welcome to Bath Chew Valley Caravan Park

A very warm welcome to our park, we do hope that you enjoy your stay.

Reception

Reception is normally open between 9am & 5pm. Team members can be contacted by calling **01275 332 127** or using the 'Help Point' outside reception.

Village Shops & Post Office

The village store and Post Office are open from 8 to 8 every day. All your essential requirements are here including daily newspapers.

Simply return to the main road in the village and turn left for the village store and Post Office. Or turn right here & walk to the other end of the village for a larger shop.

Parking

Because the park is close to Chew Valley Lake, the grassed areas are frequently very soft so to help us to maintain the standard of the park we do not allow vehicles on to the grassed areas at any time. Please leave your car on the road in front of your pitch whenever you wish to load, unload, or simply collect someone from your van. This helps us to keep the pitch in good order for the next guest.

Essential Supplies

Calor gas, postcards & plaques, together with some essential accessories, are available from reception & [our website](#).

Barrier

For your safety please do not pause under the barrier or follow another vehicle through as the barrier may close on you.

The barrier security code will be emailed to you on arrival. Do not give the code to anyone who is not a guest on the park.

One Way System

A mandatory one way system operates when leaving the park. All vehicles must turn left at the end of the site driveway (where there is an enforceable 'no right turn' sign) and continue to the junction where a right turn will bring you to the main A368.

Facilities & Equipment Around the Park

We do our best to maintain the park in pristine condition for your enjoyment. So if you encounter any difficulties with our equipment or facilities during your stay, please let a team member know so that we can resolve the problem as quickly as possible.

Tourist Information

Information on the park, a wide range of local attractions, and current local events is available in the utility room & for free on our wifi at wifi.bathchewvalley.co.uk.

Connect to "Chew Valley Guest Wifi" then view this page for free or buy a voucher for full access.

Visitors

All visitors must register with reception on arrival & be aged 18 or over. We ask that visitors leave by 6pm; later by arrangement.

Payphone

Available 24/7 by reception.

Emergency

To contact the duty warden when reception is closed, follow the instructions on the 'Help Point' outside reception or call **01275 332 127 (option 9)** from your van at any time.

Local emergency numbers are posted by the payphone.

Awnings, Groundsheets & Windbreaks

Awnings and windbreaks may only be used on the gravelled area of your pitch; please do not enclose the grassed areas. Ground cover is fine on the hard standing area.

There is a per-day charge for using electric heaters in awnings.

Departure

At the end of your stay, when you are ready to leave, just ask at reception and we move all caravans to the car park & hitch them to your car.

Departures are usually between 9am to 11am, if you expect to need to leave earlier than this please let reception know the day before you are due to depart.

Laundry

The laundrette facility is located in the utility room.

Internet & WiFi

You can use your own device to access information on the park & local attractions, as well as enjoy full internet access, by logging on to our wifi network.

Search for "Chew Valley Guest Wifi" & connect.

From here you can follow the link to our free park & tourist information website:

wifi.bathchewvalley.co.uk.

Or, you can buy a voucher for full internet access. The first time you connect, you will need to register with an email address and create a password.

Select a voucher. Prices vary

depending on the number of devices & days.

You can then log in on other devices using the email & password you set up.

See Reception for assistance.

Full Service Pitches

The drain on these pitches is for grey waste only, chemical toilets must not be emptied or cleaned using these drains and taps.

In order to conserve water, please remember to turn the tap to your water container off the day before you are due to leave, otherwise you have to pour a full container of water away as you leave.

Refuse & Recycling

We point out that we can only accept normal domestic waste; broken chairs, tables and similar items are not accepted.

Toilets & Showers

Our facilities benefit from private shower rooms, each with a sink, shower and loo. One unit has been prepared for disabled visitors, but remains available for all to use, a ramp is available on request.

The doors have indicators which show red on top when they are locked.

Utility Room

The room has sinks for dish and clothes washing, an iron & ironing board, and a freezer for guest use.

Water & Waste

As all water is metered, the washing of caravans is strictly prohibited.

Please let reception know if you would like any assistance with the filling or emptying of your water & waste containers.

There is a drive-over waste water point for motorhomes in the layby.

The chemical disposal point is located adjacent to the utility room. Assistance is available on request.

Barbeques

Barbeques are permitted, but the unit must be at least 24" above the ground. Please wait for the ashes to cool before disposing in the bins provided.

Return Visits

As an Affiliated Park, we take bookings at any time for next year. You can also book the [hire car](#) for your next visit.

Cleaning & Disinfecting

All park facilities indoors & out are cleaned throughout each day. Disinfectant sprays and hand sanitiser are available in some public areas for guests.

Dogs

Dogs are welcome on the park but must be secured & kept on a lead (max 2 metres) at all times.

We have a dog walk for exercising (on a lead), with bags & bins for waste material. All pet waste must be cleared up by the owner. For hygiene reasons, pet waste should not be disposed of in the general refuse bins.

Dogs are not permitted in the woodland walk area. Only assistance dogs are permitted in our facilities buildings.

Local dog friendly walks, some of which are suitable off-lead, are available [on our website](#).

Dogs are welcome on most park & ride buses, at the drivers discretion. Dogs are also welcome in the bar area of the Red Lion & in many local eateries, details are available [on our website](#).

Please familiarise yourself with the [Caravan & Motorhome Club's guide for dogs on parks](#).

Pet food is available from the village shop, together with toys for them to enjoy; we keep a small emergency supply of pet food & bowls in reception.

Whilst we hope that your pet's trip is trouble free there is a 24 hour veterinary surgery 8 miles from the park at Highcroft Vets, 615 Wells Road, Bristol, BS14 9BE, 01275 832 410.

Getting Out & About

There's plenty to see & do in the local area, as well as plenty of ways to get there.

Bath Park & Ride

This facility is called Newbridge Park & Ride. Buses run every 15 minutes to Bath city centre. It operates 6.15am to 8.30pm Monday to Saturday & 9.30am to 6.00pm on Sundays. It does not operate on bank holidays.

Concessionary Passes are accepted after 9.00am Monday to Friday & all day Saturday & Sunday.

[A map for the park & ride is available on our website](#), or directions are below.

The postcode is BA1 3NB, but it's easy to get to. After turning left from the park and returning back to the village, turn left onto the A368 & head for Bath.

Continue on the A368, crossing the A37 at the first roundabout. At Marksbury, the road entering from your right is the A39, which will be your new road number. Continue onwards, bearing right at the traffic lights after a short dual carriageway, then through Corston until you arrive at a roundabout. Go straight across the roundabout taking the A4 dual carriageway towards Bath. Keep to the left lane, bearing left before traffic lights, proceed over the bridge, with the pub on your left, the Park & Ride entrance will be the next left.

Free parking is provided opposite the entrance to this facility for vehicles over two meters in height.

In Bath note your location as this is the place you need to find for your return. There are other park & ride facilities in Bath. You require the number 21 bus.

Bristol Park & Ride

This facility is called Brislington Park & Ride. Buses run every 15 minutes to Bristol city centre. It operates 6.00am to 7.20pm Monday to Friday & 7.00am to 7.20pm on Saturday. It does not operate on Sundays or bank holidays.

Concessionary Passes are accepted after 9.00am.

[A map for the park & ride is available on our website](#), or directions are below.

Unfortunately, all Bristol park & ride facilities have 2.1 metre height barriers.

The postcode is BS4 5LR, but it's easy to get to. After turning left from the park and returning back to the village, turn left onto the A368 & head for Bath.

Continue on the A368, crossing the A37 at the first roundabout. At Marksbury, the road entering from your right is the A39, which will be your new road number. Continue onwards, turning left at the traffic lights after a short dual carriageway, then through Keynsham until you arrive at a mini-roundabout. Turn right, then at the next (bigger) roundabout, turn left onto the A4 dual carriageway. Go straight across the next roundabout & follow the signs for the park & ride, which will be on your left.

In Bristol note your location as this is the place you need to find for your return. There are other park & ride facilities in Bristol. You require the bus for Brislington.

Hire Car

You can hire the park's own hire car from £6 per hour. Ideal for motorhomes for a day or evening out. Exempt from CAZ charges. [More details on our website.](#)

Public Transport

Our area has a new 'on demand' bus service called WESTlink, to travel across the region & into Bath & Bristol. Details on how to book are available [on our website](#), as are [local taxi numbers](#).

Eating Out

The nearest pub-restaurant is the Red Lion, which only 250 metres, at the top of the lane.

Our '[10 pub's in 10 minutes](#)' guide of local pubs & restaurants (as well as local amenities) is available [on our website](#).

We are always interested in your experiences in the local establishments; please let us know of any good or bad service that you receive.

Supermarkets

Tesco and Sainsbury's have large stores at Midsomer Norton, which is about 15 minutes drive from the park. The postcode for Tesco is BS39 7SW & for Sainsbury's is BA3 2DT. The route is also on our '[10 pub's in 10 minutes](#)' guide available [on our website](#).

Local Walks & Attractions

More information about [local walks](#) & [attractions](#), as well as [other maps](#), are available, all for free [on our website](#): wifi.bathchewvalley.co.uk.