

Arrival Procedure

We use a contact-free arrival process to get you checked in & over to the lodge 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.

You will then be shown to your lodge. You can then park on the road in front of your lodge whilst you unload, before moving the car back to the car park.



Bath Chew Valley Caravan Park

wifi.bathchewvalley.co.uk

Welcome to Fairswood Lodges at 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 lodge whenever you wish to load, unload, or simply collect someone from your van.

Essential Supplies

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.

About Our Lodges

Your lodge should contain everything you need for your stay, fresh bedding, clean towels, toiletries and of course tea & coffee, but if there is something you can't find you only have to ask. If you encounter any difficulties with our facilities, please let a team member know so that we can resolve the problem as quickly as possible.

Bedding

We use waterproof bedding protectors which must remain in place at all times. There is a £150 cleaning charge if we have reason to believe they have been removed at any point during your stay.

Some guests find the protectors to be uncomfortable, so you are welcome to bring your own pillows & bedding, just let us know before you arrive.

The lodge has one double-bed for up to two people. Sleeping on the sofa or elsewhere in the lodge is not permitted.

Housekeeping

We clean the lodge and replace the bedding & towels before each guest arrives. We do not normally enter the lodge during your stay, although if you are staying for more than a few days &

would like a visit from housekeeping just let reception know.

Spare loo rolls are stored in the cupboard under the sink, if you need any extras just let reception know.

Departure

All good things must come to an end and eventually so will your stay, we hope that you have enjoyed your visit & ask that you leave the lodge clean and tidy as you found it.

Departures are by 11am. Please contact reception when you are ready to leave. If you plan to leave before 9am please let reception know the day before, so we can start cleaning right away.

PLEASE DO NOT STRIP THE BEDDING, as we will do this after you leave. Please leave all towels in the shower tray, leave the keys on the

dining table & open the curtains so we know that it's safe to enter. You don't need to open the windows.

Smoking & Vaping

No smoking or vaping is permitted inside the lodge & an ashtray is provided for use outside.

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 lodge at any time.

Local emergency numbers are posted by the payphone.

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 the network "Chew Valley Lodges" & connect.

The password is **fairswood** (in lower case).

There is no charge for this facility, but we would ask you not to share the code with caravan park guests, as they use a different system.

From here you can follow the link to our free park & tourist information website:
wifi.bathchewvalley.co.uk.

Fire

A fire blanket is provided in the kitchen area, whilst this can be used on small fires, the priority is to get everyone out of the lodge safely & then raise the alarm, which can be done by using the 24 hour Help Point located outside reception to contact a member of the team.

In the event of a fire you should gather in the car park closest to the lodge so that the staff can check all guests are accounted for.

The lodge has a smoke and carbon monoxide detector fitted. When you turn the lights out at night it briefly gives a green glow to show it is working & everything is safe, if it glows amber there is nothing to worry about it just means it wants the backup battery replacing in the next 6 weeks.

For safety purposes the smoke detector is linked to the unit in the adjacent lodge to provide a warning if that detector activates.

Refuse & Recycling

There is a small bin in the kitchen if it needs emptying during your stay please let reception know. Everything is recycled by our waste contractor, so there's no need to separate.

Visitors

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

Dogs

Dogs are not permitted in our lodges at all, even for day visitors.

Shower Room

Please only use the loo for its obvious purpose, do not flush moist wipes, feminine hygiene products or any other item, these can safely be disposed of in the bin provided by the loo, such items can jam the drainage pump which would be unpleasant for everyone & may inconvenience you during your stay.

Storage

Secure storage for larger items such as bikes can be provided on request at reception.

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.

Barbeques

Due to the timber construction we are unable to permit the use of barbeques, chimeneas or any kind of naked flame within the lodge or on the decking.

Barbeques are permitted on the lawn opposite the lodge, 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

We take bookings at any time for next year. You can [book directly](#) to save on third-party fees.

Facilities & Equipment Around the Park

All of the park's facilities are available to you as a guest.

Payphone

Available 24/7 by reception.

Utility Room & Laundry

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

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.

Toilets & Showers

In addition to what's in each lodge,

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.

About Your Lodge

We try not to disturb you during your stay but occasionally we will need to check on the gas at the back of the lodge & once every 4 weeks the window cleaner will wash the outside of all the windows just after 9am on a Friday. Each of our lodges is a little different. See how below.

No 1 Fairswood

Kitchen

In the cupboard under the sink is a plug-in hot plate with a frying pan. The microwave is large enough for one of our dinner plates and is simple to use.

The fridge is fairly simple and should need no adjustment, we empty it after each guest leaves, so anything inside on your arrival has been provided especially for you to use during your stay.

The kitchen is equipped with a selection of pans, bowls, measuring jugs and microwaveable items in the kitchen cupboards. There is a small bin under the kitchen counter.

Heating

The lodge is heated by a thermostatically controlled fan heater located under the kitchen unit. Whilst there is a control located on its faceplate, you shouldn't press it. You can switch the heater on and off using the remote control located next to the light switches by the front doors. Instructions are on the remote. If you would like to make the lodge even warmer, a plug-in heater is stored in the cupboard below the wardrobe.

Outdoor Heater

There is an electric heater above the doors to the lodge, which cycles through the three levels of heat each time you pull its cord, for safety purposes please remember to turn this off each evening.

Additional Storage

Storage for your luggage is provided under the bed, which lifts on gas struts from the lounge end, there is also a drawer set into the base of the bed, as well as a wardrobe and shelf above the bed.

The Shower Room

The shower room is self-contained, with a thermostatically controlled shower, which has a safety stop set for 38°C, if you press the small red button on the temperature dial you can turn the dial past this point to make the water hotter.

A hair dryer is stored in the bottom basket of the kitchen unit.

No 2 Fairswood

Kitchen

The oven & hob are both electric. The microwave is large enough for one of our dinner plates and is simple to use.

The fridge is fairly simple and should need no adjustment, we empty it after each guest leaves, so anything inside on your arrival has been provided especially for you to use during your stay.

The kitchen is equipped with a selection of pans, bowls, measuring jugs and microwaveable items in the kitchen cupboards.

Heating

The lodge is heated by thermostatically controlled panels located on the ceiling which work on a pre-programmed timer, if you would like to make the lodge even warmer, a plug-in heater is stored in the cupboard below the wardrobe.

Television

The TV features over 100 Freeview channels & is connected to the WiFi so you can watch YouTube & other online content, you can also log into your Netflix account, however it is very important to remember to log out before you leave, otherwise future guests can access your account. We have found that it is best to log out of Netflix via their websites "log out of all devices" option, as this is more reliable than the TV's log out function.

The Shower Room

The shower room is self-contained, with a thermostatically controlled shower, which has a safety stop set for 38°C, if you press the small red button on the temperature dial you can turn the dial past this point to make the water hotter.

A hair dryer is stored in the bottom basket of the wardrobe.

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 £7 per hour. Ideal for motorhomes for a day or evening out. Exempt from CAZ charges. [More details on our website.](#)

Public Transport

There are daily buses into Bristol & a new circular services across the valley, which links to services for Bath, Bristol, & Wells. WESTlink is an 'on demand' service across the area. [Details 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](#).

The Village & The Surrounding Area

Fairswood Lodges are located in the village of Bishop Sutton within the Chew Valley.

Bishop Sutton

Bishop Sutton can be easily accessed on foot, although as a small rural community there is very little street lighting and many of the roads are narrow with no pavements, so please remember to take a torch if you venture out at night.

On foot you can turn right at the caravan park entrance and walk roughly 200m to the main road. The Red Lion will be in front of you. If you turn left here, you will find the village shop & Post Office. Or if you turn right & walk for about 10 minutes, you will find a larger shop.

The Chew Valley

Named for the River Chew, the local valley consists of many villages, all within a short drive, including Chew Stoke & Chew Magna and stretching out as far as Temple Cloud & Blagdon. Several of these villages have shops and eateries, many of which are detailed [on our website](#).

Chew Valley Lake

The Chew Valley Lake country park is about 800 meters walk if you turn left at the caravan park entrance, at the junction walk about 50m along the no through road & you will see the footpath as it enters the wood, the first 100m has lots of tree roots, but once you cross the bridge you are on a nice all weather pathway, if you cross the first picnic area you can continue to the second picnic area, which is about 1½ miles in total from the lodge, here you will find the Salt and Malt fish restaurant and takeaway, booking is advised for peak times.

From here you can continue along the Chew Valley Trail to Woodford Lodge or head to Chew Magna. Details are available [on our website](#).

The Red Lion

The Red Lion is the closest pub & eatery. On foot, simply turn right out of the park entrance, walk roughly 200m to the main road & The Red Lion will be in front of you. It's also slightly downhill on the way back!

It is a very popular local pub, with local ales and a varied menu, it is best to book at peak times on 01275 333 042.

It is generally open for food at lunchtime & evenings Tuesday to Saturday, as well as over lunch on Sundays.

Other local pubs and eateries are detailed [on our website](#). You can also look further afield to restaurants in Bath & Bristol.



Bath & Bristol

Fairswood Lodges are within a short drive from two major cities.

Bath

Bath is one of the best places to visit in England. With beautiful Georgian architecture, many independent boutiques and historical attractions, this Somerset city has it all. The Roman Baths and the Royal Crescent are rightly famous. There are many other fun things to do during your visit, with most of the sights only walking distance from each other. The city has been a UNESCO World Heritage Site since 1987.

Parking in Bath is difficult and apart from buses, traffic is banned from the centre of town at all times. There is also the Clean Air Zone around the city. We would suggest using the Park & Ride facility, which is detailed on the *Getting Out & About* page, along with [a map on our website](#).



Bristol

Enveloped in the hills of South West England, Bristol has its own unmistakable identity. It's very easy to spend a good week pottering through Bristol's vastly contrasting neighbourhoods.

The Clifton Downs and Clifton Suspension Bridge present a massive area that has been helping Bristolians feel a million miles away from the hustle and hassle of the city centre for generations.

Bristol is also like browsing an outdoor urban gallery. The birthplace of Banksy, tour the city's streets and you'll struggle not to find a brightly-coloured, cutting-edge piece of spray can art embellishing the walls.

Parking in Bristol can be difficult and there is also the Clean Air Zone around the city. We would suggest using the Park & Ride facility, which is detailed on the *Getting Out & About* page, along with [a map on our website](#).

Further Afield

There's even more to see & do, all only a short drive from your lodge - [see our website](#).

The SS Great Britain



Cheddar



Wookey Hole



Wells

