Welcome to Landal Kenwick Woods The perfect woodland lodge and hotel experience







Welcome to Landal Kenwick Woods

Unforgettable holidays are in our nature

Please note that check-in is from 4pm due to recent changes regarding COVID-19

Dear Guest,

Welcome to Landal Kenwick Woods, a fabulous addition to our portfolio of parks, including Landal Piperdam, Landal Woodland Lakes and Clumber Park Lodges.

This welcome folder contains important and useful information that will help you get the most out of your time with us and to have an enjoyable holiday.

Kenwick Woods is nestled within the peaceful Lincolnshire countryside and is a perfect base from which to explore all the local area has to offer.

We wish you a wonderful stay and welcome your feedback on any improvements you feel we can make. We are here to assist you and help you have a great holiday, so please ask a member of staff for any help you may require.

Friendly Notice: We are continuing to be a <u>cashless</u> business and will only accept debit or credit cards for any onsite purchases. This applies to all of Kenwick Park and Kenwick Woods. Cash will <u>not</u> be accepted.

If you have enjoyed your stay so much that you would like to return or try one of our other holiday parks, you will receive a 5% loyalty discount by booking directly with us on **0114 283 6620**.

Best Wishes

Landal Kenwick Woods

Opening and Closing Times

For all departments

For further information or to make any bookings, please call reception on

01507 608806 or visit www.kenwick-park.co.uk

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Lodge Reception	9am – 8pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 8pm	9am – 5pm	9am – 5pm
Hotel Reception	24hrs:		(Reception team: 7am – 11pm)		(Night Porter: 11pm – 7am)		
Lodge Convenience Shop	9am – 8pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 8pm	9am – 5pm	9am – 5pm
Fairways Restaurant &	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:	Breakfast: 7am – 10am Lunch:
Keeper's Bar	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm	12pm – 3pm Dinner: 5:30pm – 9pm
Club Spa (Gym & Swimming)	11am – 7pm	11am – 7pm	11am – 7pm	11am – 7pm	11am – 7pm	11am – 5pm	11am – 5pm
Juniper's Café (Club Spa)	7:30am – 6pm	7:30am – 6pm	7:30am – 6pm	7:30am – 6pm	7:30am – 6pm	8am – 6pm	8am-6pm
Evergreen Spa	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm	10am – 6pm
Go Active Activities	10am – 5pm						
Bike Hire (Lodge Reception)	9:30am – 8pm	9:30am – 5pm	9:30am – 5pm	9:30am – 5pm	9:30am – 8pm	9:30am – 5pm	9:30am – 5pm
Golf At Kenwick	Fore more information, call Kenwick Golf Club directly on 01507 946627 or visit their website						

Please note that due to ever changing Covid-19 restrictions, the above times are subject to change with minimal notice. Please check with reception for latest updates.

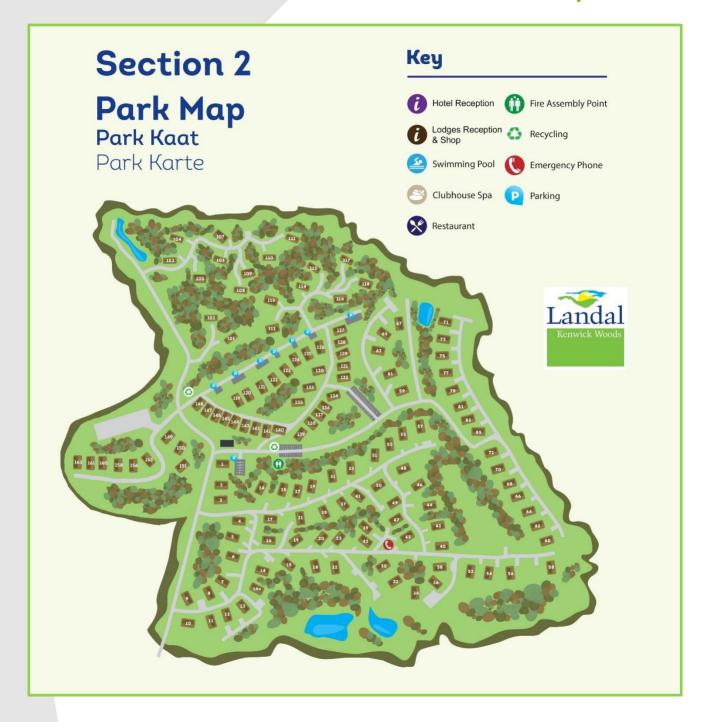
Maintenance

- If during your stay you encounter any technical difficulties or require maintenance, please contact reception. If this is out of hours then we will endeavour to have any issues resolved as soon as reasonably possible.
 - Our maintenance team are available: **8am 8pm** (Monday to Friday); **9am 5:30pm** (Saturday & Sunday) (Outside of these hours please contact main reception on **01507 608806**)
- Should you require emergency services, such as police, fire or medical help, call 999
- Out-of-hours night porter contact number is 07947 946627

Landal Kenwick Woods Park Map - Section 1



Landal Kenwick Woods Park Map - Section 2





No resort would be complete without a fantastic food and drink offering and as such you should look no further than our family friendly Fairways Restaurant and Keepers Bar.

With each presenting its own unique atmosphere, you will have award winning food, exciting drink choices, sitting amongst the nicest people, overlooking our lovely views in. Treat yourself and book your table today!

Bookings

We encourage all guests to book a table in advance. If you have any queries or would like to book, please call **01507 608 806** where one of our team will be happy to help.

Fantastic Food:

Breakfast: (7am - 10am)

CLICK TO VIEW OUR SAMPLE MENUS

We ask that lodge guests book a table for your buffet breakfast in advance. Call us on 01507 608806 to book.

Lunch: (12pm - 3pm)

Light bites, sandwiches and seasonal salads, soft drinks, beers and wines and a menu for the kids. We have all bases covered. When the sun is shining, sit outside overlooking the Golf Course in the peaceful surroundings of Kenwick Woods.

Dinner: (5:30pm - 9pm)

Take the night off from cooking and join us at the Fairways Restaurant situated in the Hotel. Here you can enjoy dishes created by our Head Chef using fresh, locally sourced produce. With vegetarian and vegan options and a delicious children's menu also available.

Afternoon Tea: (12pm - 3pm)

Comprising of a selection of sandwiches, homemade sausage rolls and scones, finished off with clotted cream, jam and cakes. All of this with unlimited tea & coffee for only £15.95 per person.

Upgrade to include a glass of Prosecco for just £18.95 per person.

At Evergreen Spa, we remain fully committed to adhering to the latest guidelines to ensure that everyone remain safe at all times.

Please see below to view our treatment list.

Evergreen Spa

Spa & Beauty Rooms

PLEASE CALL **01507 353008** TO BOOK OR **CLICK TO DOWNLOAD OUR SPA BROCHURE**













TREATMENT MENU

Massage & Alternative Therapies	TIME	GBP
Swedish Massage	25mins	36
50mins 60	75mins	89
Hot Stones	25mins	38
50mins 65	75mins	89
Elemis Freestyle Deep Massage	25mins	38
50mins 65	75mins	92
Elemis Deep Tissue Back Massage	25mins	38
Reflexology	40mins	45
Indian Head Massage	40mins	45
Aromatherapy	25mins	38
50mins 60	75mins	89
Body Treatments	TIME	GBP
Elemis Nourishing Frangipani Wrap	50mins	68
0 01 1	80mins	92
Elemis Exotic Lime & Ginger Salt	50min	68
Scrub & Massage	80min	92
Elemis Frangipani Salts Scrub &	50min	68
Massage	80min	92
Signature Body Exfoliation	50min	65
Signature Body Wrap	50min	65
3 111 117	80min	89
Peaceful Pregnancy	55min	65
Ç ,		
Facial Treatments	TIME	GBP
Elemis Pro-Glow Smooth Deluxe	90mins	89
Elemis Pro-Glow Smooth	50mins	65
Signature Facial	50mins	59
Elemis Taster Facial	25mins	35
Elemis Pro-Glow Brilliance	50mins	60
Elemis Pro-Glow Renewal	50mins	60
Wellness for Cancer	TIME	GBP
Reflexology	40mins	45
Signature Facial	50mins	59
Calming Massage	50mins	60
Rebalancing Hand & Foot Massage	40mins	45

Time for Men	TIME	GBP
Elemis Pro-Glow Smooth	50mins	65
Hot Stones	50mins	60
	75mins	92
Elemis Exotic Lime & Ginger Salt	50mins	68
Scrub & Massage	80mins	92
Elemis Freestyle Deep Tissue Massage	25mins	38
50mins 65	75mins	92
Elemis Pro-Glow Radiance	50mins	60
Signature Men's Facial	50mins	59
Nail Care		GBP
Pro Spa Express Manicure	OPI Gel	30
	Infinite	27
Pro Spa Express Pedicure	OPI Gel	30
	Infinite	27
Pro Spa Manicure OPI Gel 32	Infinite	30
OPI Gel with gel soak &	Re-apply	36
Pro Spa Pedicure OPI Gel 34	Infinite	30
OPI Gel with gel soak &	Re-apply	36
Gel Soak Off		10
Gel Soak Off & Re-apply		32
Add French application or Glitter		2 each
Waxing & Tinting		GBP
½ Leg Wax		18.50
¾ Leg Wax		21
Bikini Wax		15
Full Leg Wax		28
Full Leg & Bikini Wax		35
Lip & Chin Wax		12
Lip or Chin Wax		9 each
Back or Chest Wax		28
Underarm Wax		9.50
Brazilian Wax (Leaving a small strip)	25	
Hollywood Wax (Removing all)	30	
Eyebrow Wax	9	
Eyebrow Tint	9	
Eyelash Tint	12	
Eyebrow Tint & Shape		15
Eyelash & Brow Tint & Shape		25



Family-Friendly Go Active Programme

Exciting activities for both children and adults

With a whole host of activities available at Kenwick Park, you are never short of choice. Whether it's attending our "Go Active" sessions on site, or visiting our friends at "Back to Bear" next door, you can book all activities via our Lodge Reception and experience the best our professional instructors can provide!

Our GO ACTIVE sessions take place on-site giving you a whole host of options ranging from zorbing, biking or tennis, whilst our swimming pool houses fantastic activities such as mini-jets, sea scooters and water walkerz. Our professionally trained activity leaders have a wealth of experience, and are on-hand to guide

and assist you, whether you're a budding

beginner or a keen amateur.



Body Zorbs
Click to book online

Soft Archery

Balanceability
Click to book online

Tennis Hire
Click for more info

Back To Bear Click for more info All Go Active sessions are coordinated by our skilled instructors who will ensure that you and your loved ones are safe and have the best time possible.

Click here to visit our website and view the itinerary as well as the full range of activities on offer during your stay.

Due to popular demand, we always encourage you to book in advance of your stay to avoid disappointment.

PLEASE NOTE: Back to Bear is a third-party company and not affiliated with Kenwick Park.

Activities are offered to the general public also and not only to Kenwick Park holiday makers.

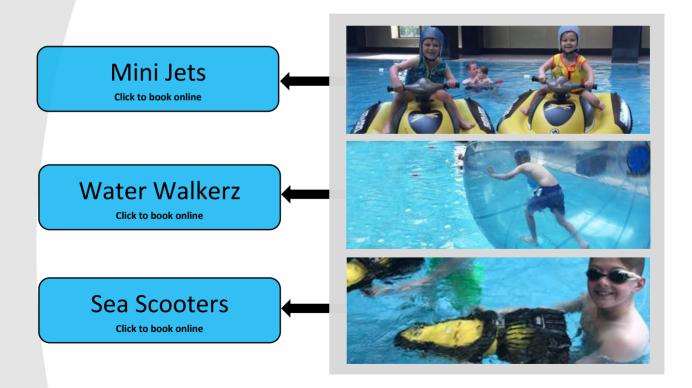






Kenwick Park's heated pool is a blissful way to enjoy time with the kids. With various pool activities to do, families can experience the thrills of walking on water, zipping around on your very own mini-jet, or thrusting your way along whilst getting pulled by our sea scooters!

Pool Activities Splashing good time!







Our Club Spa gym has been designed to provide a balanced combination of cardiovascular and strength related equipment to meet the needs of members regardless of age, gender and physical condition. Whether you are a regular gym user or are new to the gym environment, the user-friendly equipment and qualified gym team, means you can concentrate on your workout and achieving your goals.

- State of the art Excite+ TechnoGym® cardiovascular and strength equipment with inbuilt digital features to provide entertainment, interactivity and personalised content to maximise your gym experience.
- A 3.5 x 10 metre squared mirrored free weight area within the gym will provide weights up to 50kg* along with an Olympic half rack.
- A Functional Training Rig system is a multi-functional training centre allowing up to 9 users at a time for individual use as part of your workout or as a group exercise instructor lead class.
- Train like an Olympian on our Pro Wattbikes; the revolutionary bike was created with British Cycling to offer an outdoor track or road cycling experience...indoors!



Your essentials at Landal Kenwick Woods

If, like so many others, you arrive on holiday and remember that you forgot something, then fret not! Our reception convenience store stocks a large selection of essentials that you can access 7-days a week.

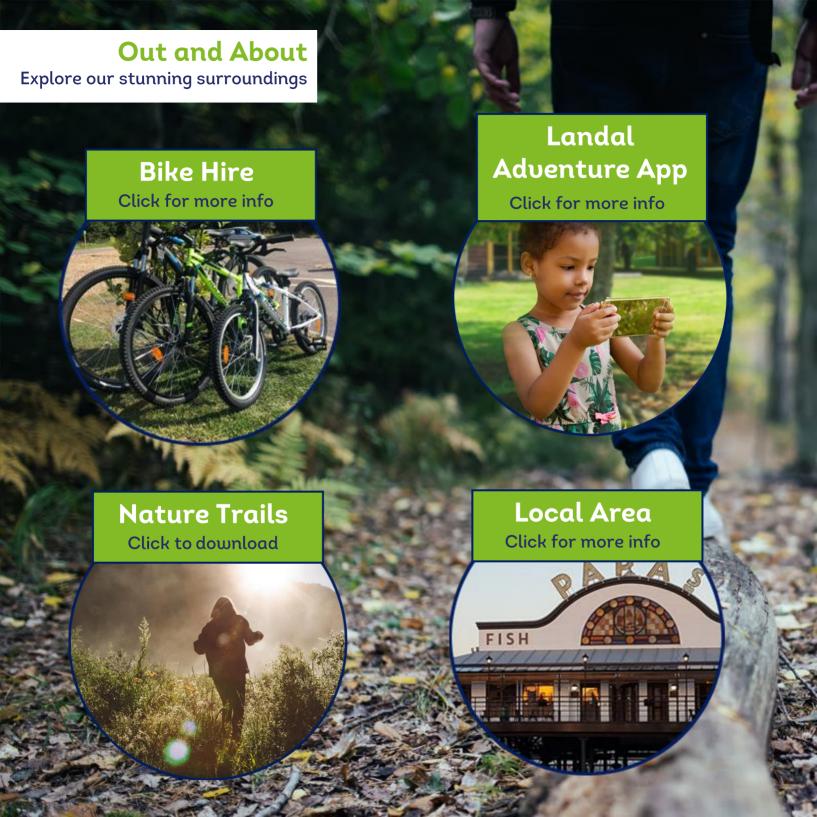
From frozen foods, tasty treats, cleaning products and gift shop mementos, you don't need to feel at a loss just because we're deep in the gorgeous countryside.



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 $\begin{array}{lll} \textbf{Monday:} & 09:00-20:00 \\ \textbf{Tuesday:} & 09:00-17:00 \\ \textbf{Wednesday:} & 09:00-17:00 \\ \textbf{Thursday:} & 09:00-17:00 \\ \textbf{Friday:} & 09:00-20:00 \\ \textbf{Saturday:} & 09:00-17:00 \\ \textbf{Sunday:} & 09:00-17:00 \\ \end{array}$

Telephone: 01507 608806 (Opt. 2)

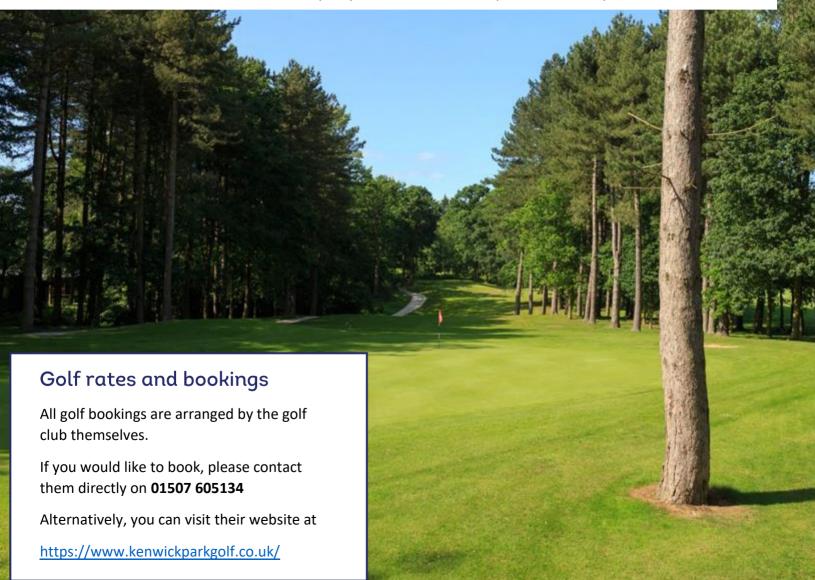


Golfing at Kenwick

Eat. Sleep. Play golf

Kenwick Park Estate have worked closely with the Kenwick Golf Club, which sits adjacent to our Estate, in order to bring you some fabulous golf packages. The championship standard, 18-hole, par 72, 6782-yard course, is truly spectacular.

Impeccable tees and greens are matched with fairways carved through mature woodland. 9 lakes and a Grade II listed clubhouse enhance the traditional feel, with quality facilities that include a practice area and professional tuition.





Local Supermarkets

and convenience stores

Morrisons - (approx. 3.5 miles)

(Lodge delivery available)

Eastgate

Louth

LN11 9AB

Aldi - (approx. 5.1 miles)

Newbridge Hill

Louth

LN11 OJT

Petrol Stations

Esso Garage (24hr) - (approx. 2mins drive)

Newmarket

Louth

LN11 9EG

Shell Garage (24hr) - (approx. 9mins drive)

Bollingbroke Road

Louth

LN11 0WA



In the event of an emergency requiring ambulance, fire or police services, dial <u>999</u> for immediate assistance.

Please provide the following information to the emergency services:

- Lodge Number
- Holiday Park Address: Kenwick Woods, Kenwick Park, Lincolnshire, LN11 8NR

When you call the emergency services, please notify the park staff by calling Reception on **01507 608806**. Please leave a message and we'll get back to you as soon as possible.

Non-emergency

In the event of a non-emergency, please call **101** the police non-emergency number or reception on 01507 608 806.

Useful Telephone Numbers

- Kenwick Park reception 01507 608806
- Kenwick Park Out-of-hours Night Porter 07947946627
- Louth Hospital 01507 600100
- Local Police Station 01507 604744

Maintenance

- If during your stay you encounter any technical difficulties or require maintenance, please contact reception. If this is out of hours then we will endeavour to have any issues resolved as soon as reasonably possible.
- Our maintenance team are available: **8am 8pm** (Monday to Friday); **9am 5:30pm** (Saturday & Sunday) (Outside of these hours please contact main reception on **01507 608806**)
- Should you require emergency services, such as police, fire or medical help, call 999 Out-of-hours night porter contact number is **07947 946627**







Our Cleaning Measures

During COVID-19

We understand that we are still living in very strange times and that you may have questions regarding what we are doing at Kenwick to ensure safer stays for all our guests, so please find below additional information to alleviate any concerns.

Q: How do I know that my lodge holiday will be safe and clean?

A: We will be providing our Hygiene Safe Assurance (see details below) prior to access been given to your accommodation.

Q: What is your Hygiene Safe Assurance (HSA)?

A: Our teams have now been trained in an extended cleaning regime for all accommodation, which is carried out prior to each guest's arrival. A 3-stage process has now been adopted:

- 1. Sanitise the whole lodge and hot tub (where applicable)
- 2. Anti-bacterial clean of the key touch points such as kitchen appliances, surfaces, door handles, light switches and TV remotes.
- 3. Steam clean on key surfaces, touch points and bathroom surfaces.

It is only after all three stages have been completed and checked, will the lodge be given our HSA.

Q: What will I need to bring with me?

A: Our Parks are self-catering with towels and bed linen provided. We do provide a Welcome Pack, subject to availability, with some basic provisions but you are encouraged to bring your own food and supplies as you require.

Q: What is the check in procedure?

A: Your check in time will be **4pm** – this later check in time is to ensure our HSA has been completed. The check in will take place in our reception where we have social distancing markers laid out. We ask that only one person from your party (this must be the lead name on the booking) comes into reception for the check in, so that we can keep numbers to a minimum.

Q: What is the check-out procedure?

A: Your check out time is no later than 9:30am.





Step 1

Lift one side of the cover

Step 2

Fold cover over the bar

Step 3

Pull the cover and lift off the hot tub as per the image above

Step 4

The cover is then supported by the metal bar at the side of the hot tub

All guests have complimentary use of the hot tub when you book a Spa Lodge.

Hot Tub Use

Important - Please read carefully

You have complimentary use of the hot tub when you book a Spa Lodge.

Your health and safety are of paramount importance to us, and for this reason, a member of our hot tub maintenance team will visit your lodge daily between the hours of 08.00 and 16:00 to test and adjust your hot tub as required. You are not required to be available as access to the hot tub will be gained externally. Should you have any concerns about the water quality in your hot tub, please contact reception on 01507 608806. We will endeavour to have your hot tub at the optimum temperature when you arrive. At times this may not be possible due to maintenance of the hot tubs before you arrive.

Each morning your hot tub will be checked and tested; however, it will not be re-filled if there has been evidence of excessive misuse. The water levels will diminish if too many people use the hot tub at any one time. Remember, please use the hot tub responsibly and always put the lid back on after you have finished using it.

Please note the hot tubs are only adequate for 2-6 people at any one time.

Please note that hot tub use is NOT permitted after 11.00pm.

Prevent Drowning

The heat will speed up the effects of alcohol, drugs or medicine and can cause unconsciousness. Immediately leave the hot tub if you feel uncomfortable or sleepy.

- Guests are asked to shower before entering the hot tub
- Excellent hot tub hygiene is essential for the health and comfort of all users, hence;
- It is recommended guests remove jewellery, lotions and fake tan before entering the tub.
- Children under 4 years of age are not permitted to use the hot tub. Children between the ages of 4 and 16 must be supervised by an adult at all times.
- Bathers should be discouraged from swallowing the hot tub water.
- It is recommended that bathers do not exceed 15 minutes immersion at a time.
- It is recommended that you do not use the hot tub after a heavy meal or while under the influence of alcohol or sedatives.
- If 'intended users' are suffering from diseases of the heart and circulation, skin conditions, suppressed immune symptoms or are subject to fits, take drugs or medication that affects the cardiovascular or nervous system, they should seek medical advice before bathing in a hot tub.
- Pregnant women are advised to consult with their doctor before using the hot tub.
- No glass or sharp objects are allowed in the hot tub or surrounding area.
- Please use the plastic cups provided in your lodge.
- Your hot tub temperature is set at approximately 38°c. Please feel free to use the light and jet keys on the control pad.
- Use the steps provided to enter and exit the hot tub.
- Please ensure that at all times, you wear adequate footwear before entering and exiting the hot tub area.
- Guests are advised to towel dry before entering the lodge to avoid slipping.
- If you were to become ill after using the hot tub, please contact us immediately, whether still resident with us or in the following two weeks from checking out.

General Information & Guidelines

Important - Please read carefully

Dogs are welcome in our pet-friendly lodges

- Dogs must be kept on a lead and under control at all times during your stay.
- You are expected to clean up after your dog.
- Dogs should not be left unattended in lodges; even the quietest dog may bark when left unattended in a strange place, also park staff may need to enter your lodge to carry out routine maintenance.
- Pets are not permitted in the bedrooms or on the furniture.

Waste disposal

- We request that all rubbish is removed from your lodge on the day of departure.
- To preserve the environment, please do not leave bags of rubbish outside your lodge or near the bins as the wildlife will open them.
- We offer separate recycling facilities for general waste and dry mixed recycling (cartons, plastics, tins, paper & card board) and glass located at various points across the park, please see the park map for details.

Smoking

- Smoking is not permitted in any of the lodges, and any guest found smoking in the lodge or littering the park with cigarette ends will forfeit their deposit.
- You are asked to dispose of cigarette ends responsibly; ash trays are provided outside your lodge to help maintain the park surroundings and prevent both a major fire hazard and risk to wildlife.

Heating & Hot Water

- Please note that the heaters can become very hot, therefore please try to avoid touching them when the heating is on.
- The hot water tanks in the lodges are smaller than those of a regular household and after 1 or 2 bath/showers they will need time to heat back up again.

Cleaning

- As you are here to relax and enjoy your holiday, we do not routinely supply our lodges with vacuum cleaners or other cleaning equipment. However, if you feel you can't resist the urge, speak to a member of staff who will be happy to supply any cleaning equipment you may require.

Golf Course / Lincolnshire Rural Activities Centre

- Can we politely remind guests that even though the golf club and LRAC are adjacent to our resort they are independently owned and as such we request that you do not take leisurely strolls across the golf courses and horse courtyards as these have social distancing measures in place to protect vulnerable people that often use the services there.

General Information & Guidelines

Important - Please read carefully

Our aim is for everyone to have a safe, relaxing and peaceful stay. To ensure that everyone has the same experience we ask you to familiarise yourself with the following;

Fire Safety

- A fire extinguisher and fire blanket is stored in the kitchen area of each
- lodge. There are also fire extinguishers located around the holiday park, see the map for details. Please only use these when required if you feel confident to do so.
- Smoke/Carbon Monoxide alarms are fitted for your safety and should not be disabled or covered.
- In the event of a fire, ensure everyone has evacuated the lodge, ring 999 then contact reception on 01507 608806.
- The assembly point is in the car park; see the site map for details.
- Please familiarise yourself with the exit from your lodge.

Occupancy

- Exceeding the maximum occupancy of your lodge is a severe breach of your terms and conditions. Anyone found to have breached this condition will be asked to leave the park
- immediately and will forfeit their deposit.

Please note: all children, infants and babies have been included in your total occupancy. Please make staff aware if the occupancy should change in your lodge.

Visitors

- You are welcome to have visitors during your stay.
- We ask that visitors do not arrive at the holiday park before 10am and should leave by 9pm the latest.
- It is your responsibility to ensure that any visitors observe our guidelines and terms and conditions.

Minimum Noise Policy

- For the enjoyment of all guests, we operate a minimum noise policy (we do not permit excess noise after 10pm) or anti-social behaviour and ask that you respect your neighbours and keep noise to an acceptable level. Please respect other guests, we reserve the right to ask you leave the site should this not be adhered to.
- In the interest of safety please keep children away from the golf course.

Decking

- Please take care; decking may become slippery when wet and icy in cold conditions.

General Information & Guidelines

Important - Please read carefully

Open Areas of Water

Please be aware of open areas of water on site and do not let children wander the site alone.

Driving

- Take extra care when driving around the site, please be aware of posts and tree branches. We cannot be held responsible for damage to vehicles while on Kenwick Woods Estate.
- Trailers are not permitted on site.

Parking

- Please do not park on the grass outside your lodge. It is easy for vehicles to get stuck and we do not have the equipment to pull cars out of the mud. If this happens, you will need to arrange your own vehicle recovery. Please use the gravel space provided to park and if you have extra cars, please use the overflow carparks

Sundry items

- Your lodge has been supplied with the basics to get you started. Toilet roll and a starter pack containing washing up liquid, a sponge, a cloth, bin liners and two dishwasher tablets (where applicable) are available in your lodge.
- Also provided are oven gloves and tea towels for use during your stay. These will be adequate for most short stays, but as this is a self-catering site, you are advised to obtain your own supplies should you need more.

Towels

 Towels are provided for your convenience; however, these will not be replaced during your stay. Please leave them in the bathroom on departure.

BBOs

- BBQs are not permitted on site under any circumstances.

Terms and Conditions

- Anyone found not abiding by our terms and conditions will forfeit their £50.00 deposit for small lodges and £50.00 per person deposit for the larger lodges.

Departure

- Sadly, all good things must come to an end, and all lodges must be vacated promptly by 9.30am on your day of departure.