



Complete Support

Short Breaks

Guest Book

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1. Arriving & Leaving

CONTACT NUMBERS

Heacham Beach Holiday Park: 0330 123 4963/ 01485 570270

Complete Support Care Services Ltd – 01604 307758

TURNING GAS ON/OFF

You will need to turn the gas on upon your arrival in order to use the hot water, cooker and heating and off again when you leave.

It is easy so don't worry if you haven't done it before. If you get stuck you can call the parks reception who will send someone round to do it for you. Their number is on the top of this page page 😊

This tells you which gas cannister is to be used.



ARRIVING: Turn the round, brass coloured valve on the gas cannister and the yellow valve in between the cannisters ANTI-clockwise all the way to turn the gas ON.

LEAVING: Turn it clockwise all the way around to turn it off.



ARRIVING: Go to the cupboard next to the Fridge Freezer and press the ON  button.

LEAVING: Press the button to turn it off.



Logging in to the Wi-Fi


You can go to the settings on your device and select WiFi. "Parkdean Customer" should appear in your list of networks. Select this and you will be taken to the wifinity options page. You can use the free park wifi or you can pay for a faster wifi speed by selecting the number of days you are staying and paying a fee.

Before you leave

We politely ask that before you leave that you:

- strip the beds which have been used and put the used bedding, towels or tea towels in the laundry bin next to the fridge/freezer.
- Empty the bins – there are large bins at the bottom of the drive up to the holiday home.

The Yellow Book

Located on the coffee table in the living area, we want to use this book to find out what other guests have said about the holiday home, our support service, AND the local area. And **PLEASE** , before you leave, tell us about your stay. It is important for us to find out from you what did or did not enjoy so we can continue to improve our short breaks!



2. YOUR HOLIDAY HOME 🌟

a. Floor Plan

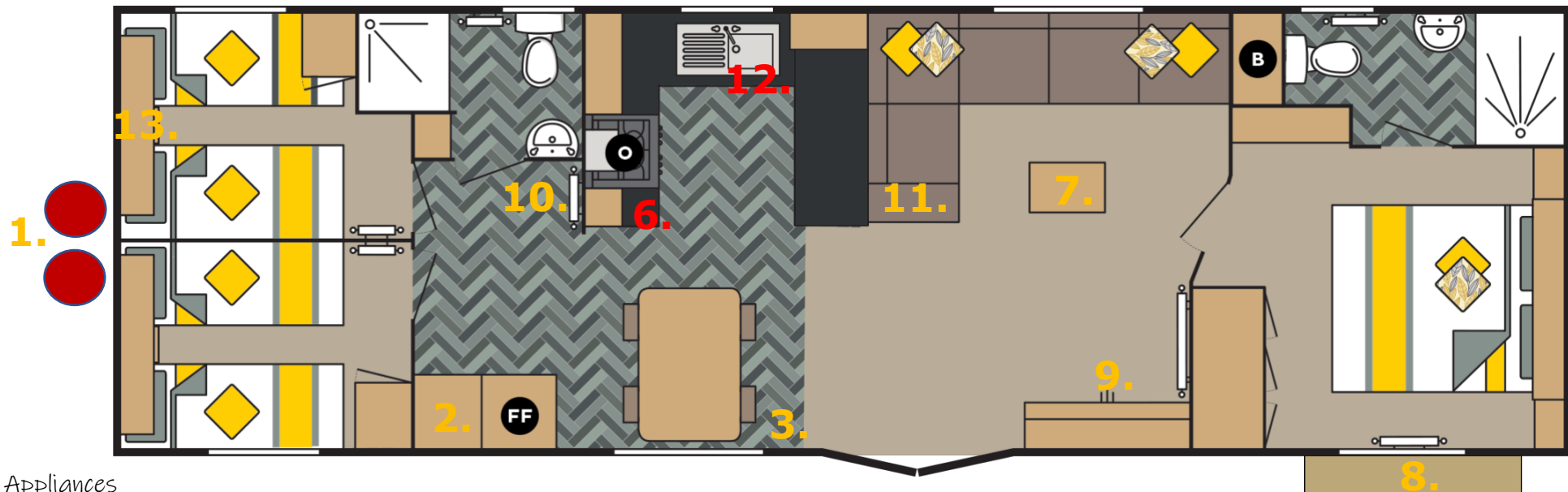
This is a 2021 Carnaby Oakdale Centre Lounge 3-bedroom holiday home!

Bedroom 2 & 3 can either be made in to double or twin bedrooms. Each bedroom has a wardrobe and over bed storage. There are also plastic storage boxes under the beds that you could put your clothes and belongings in.

There are 2 toilets with showers.

The indoor dining table seats 6 people. There are four regular dining chairs and 2 stools hidden under the arm of the sofa (11).

The sofa seats 6 people and also has a pull-out bed option. This is also a great way to sit back and relax on a movie night!



Appliances

- Appliance Manuals (9)
- Boiler (2)
- Broom (2)
- Drying rack (2)
- DVDs (9)
- Fire Extinguisher (12)
- First aid kit (6)
- Gas cannisters (1)
- Indoor games (7 & 13)
- Iron & Ironing board (2)
- Mop (2)
- Outdoor games (8)
- Outdoor sun loungers (10)
- Stools (11)
- Vacuum (3)



2. YOUR HOLIDAY HOME

b. TV

There are 2 smart tvs in the caravan. The one in the lounge areas is already connected to the Wifi but if it appears to not be working, turn the tv off at the switch on the wall. You can also use the remote to go to settings – General – Network to reconnect to the “Parkdean Customer” Wifi. It is a little temperamental sometimes but by following these steps it is usually easily resolved.

You will have access to Netflix, Prime Video, Disney Plus and Apple TV. Please do not log out of these accounts.

The 2nd TV is located in the main bedroom and can be relocated in any of the other bedrooms. Please handle with care.

c. The Cooker

The cooker is a gas hob, grill and oven. The main switch is on the wall next to the microwave. Please wipe the cooker down after use.

d. Fridge Freezer

is a standard size and will most likely have items in upon your arrival left by previous guests or us. Feel free to use these items. The fridge can sometimes bleep – there are function buttons at the top – press and hold the bell button to stop the bleeping.

e. The Coffee Machine

This is easy to use and it takes nespresso pods. Please empty the coffee pod bin and rinse out the steamer before the departing from your stay.

f. Air fryer

This is simple to use but please ensure you put on the over extractor fan whilst it is in use as it tends to set off the very sensitive smoke alarm! Please clean after use.

g. Hoover

We have a cordless shark hoover located by the main double doors. This needs to stay on the stand in order to remain fully charged and the dust collector needs emptying after every use.

h. Mop

There is a flash mop in the boiler cupboard. The pads for this are under the sink in the kitchen.

3. HEALTH & SAFETY INFORMATION

First Aid Kit

The first aid kit is located at the bottom of the cupboard to the bottom left of the cooker in the kitchen. It is in a blue bag labelled "First Aid".

Fire Appliances

There is a fire extinguisher located in the cupboard under the sink in the kitchen.

Smoke Alarms

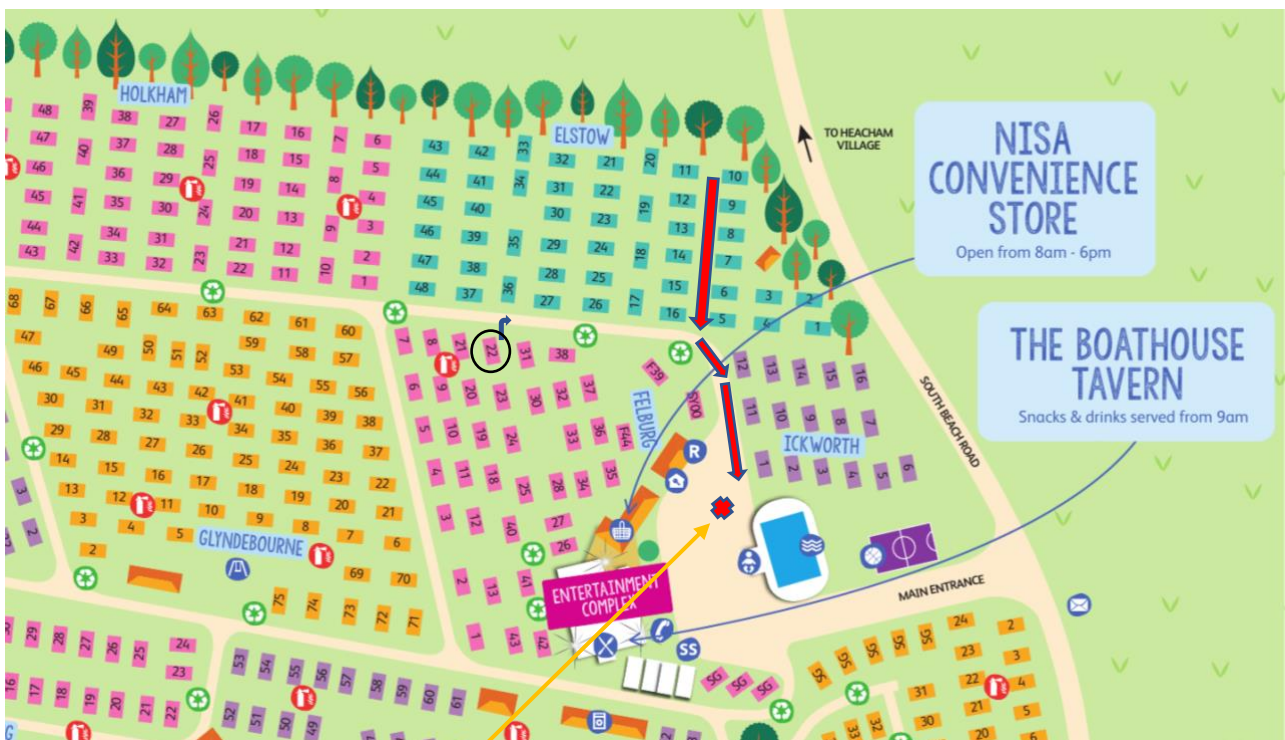
There is 1 main smoke alarm in the main lounge area of the holiday home. If this starts to bleep repeatedly, it means the batteries need changing. Please contact reception to report this and they will send someone round to replace the batteries.

Carbon Monoxide

There are 2 carbon monoxide alarms in the holiday home. One in front of the fridge freezer and the other in the ensuite bedroom. If either of these start to bleep repeatedly, it means the batteries need changing. Please contact reception to report this and they will send someone round to replace the batteries.

Fire Evacuation

In the event of a fire, you are to leave the holiday home immediately and walk calmly to the main car park outside of the parks reception.



Emergency Evacuation Meeting Point

4. PLAN YOUR STAY

PLEASE USE A BLANK HOLIDAY PLANNER IN THE FRONT OF THIS FOLDER TO PLAN YOUR STAY!

WELCOME TO
HEACHAM BEACH HOLIDAY PARK

ENTERTAINMENT COMPLEX



PLEASE NOTE - passes are required for admission to all facilities.
Please carry your entertainment passes with you at all times.

- | | |
|--|-------------------------------|
| Reception | Amusements |
| Caravan & Lodge Sales Enquiry Centre | Launderette |
| Sales showground | Toilets |
| Nisa convenience store | Baby changing |
| The Boathouse Tavern | Telephone |
| Outdoor play area | Post box |
| Multi-sports courts | Fire point |
| Indoor swimming pool with slide & padding pool | Recycling/general waste point |

ANY QUESTIONS?

Please ask at or call reception - they'll be happy to help

01485 570 270



SCAN ME TO
DOWNLOAD
MAP



NISA CONVENIENCE STORE
Open from 8am - 6pm

THE BOATHOUSE TAVERN
Snacks & drinks served from 9am

5 Speed limit around the park is 5mph

We are plot E10 - we are circled on the map. We are close to the leisure complex of the park.



4. PLAN YOUR STAY

ONSITE FACILITIES

THE BOATHOUSE TAVERN



For a bite to eat, have a wander over to The Boathouse Bar Tavern and enjoy a delicious sit-down meal that will keep you going throughout action-packed days!

You'll find great evening entertainment on weekends, with a relaxed programme during the week and an enhanced programme during school holidays.

There are Guest Entertainment Passes available in the caravan which you can also use to get discounts in The Boathouse Tavern ☺

HEATED INDOOR POOL WITH SLIDE



From invigorating morning dips to splashtastic afternoon play sessions on the slide, your daytime entertainment is sorted with our heated indoor pool!

If that's not enough invigoration, head to Heacham Beach on the park's doorstep for a quick dip or relax on the sands.

ALL WEATHER SPORTS COURT



Practice your ball skills, train the kids to shoot hoops and take on your loved ones on our all-weather multi-sports court.

LAUNDRETTE



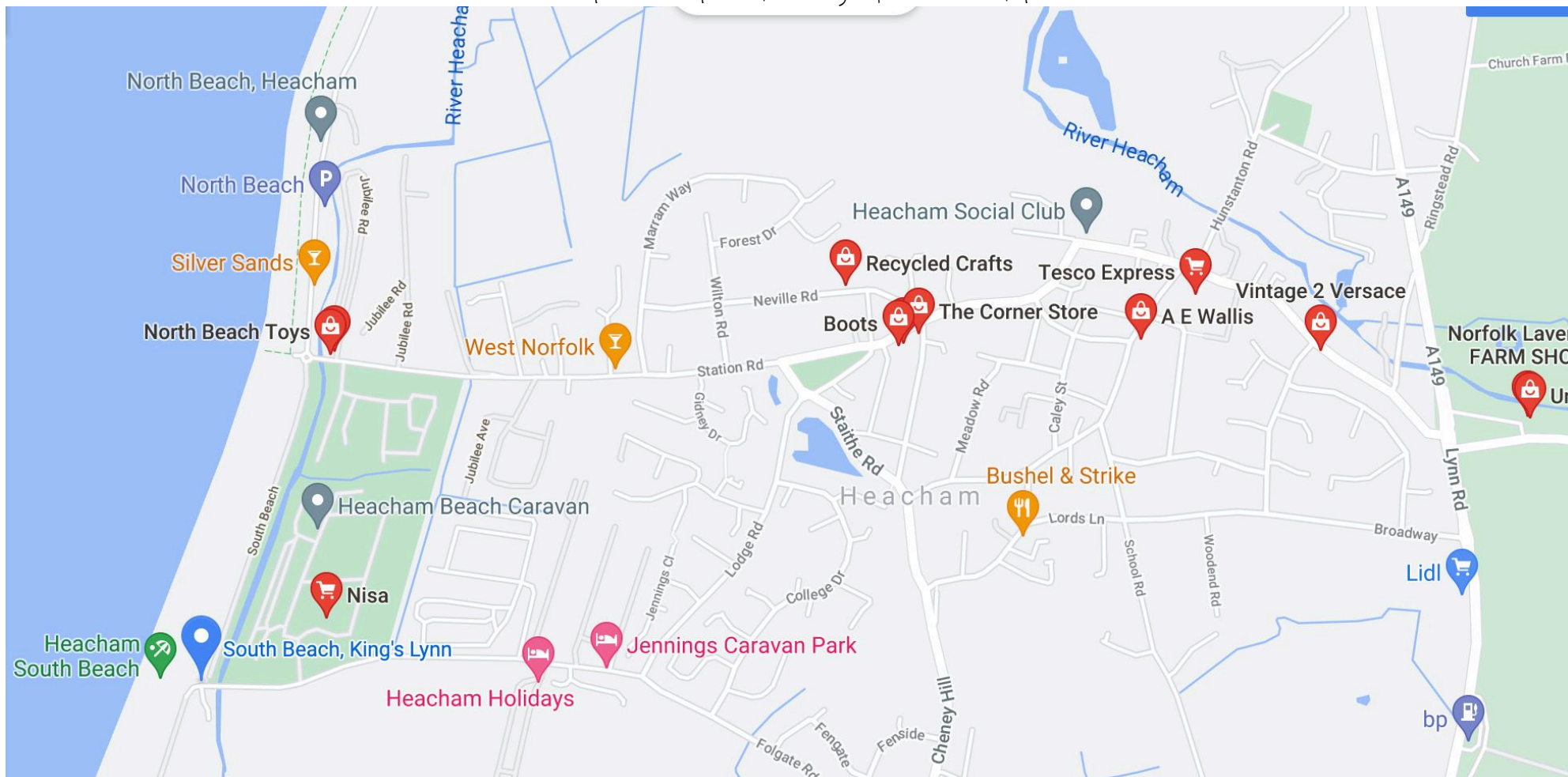
If you need to do any laundry whilst away, there is a laundrette on the park equipped with washing machines and tumble dryers. The cost is £4.50 to wash and £2.50 to dry. You will need change to do this.



4. PLAN YOUR STAY

SHOPS

There is a convenience store on the park, but it is quite expensive. But there are alternative shops a short walk away! AND you can get your weekly grocery shop delivered to your door by one of the big supermarkets if you want.



5. PLACES TO GO! 🌍

Heacham is a great place to stay as it is not only within walking distance of lots of things to do, but also near to many interesting places that you can visit.

ON FOOT 🦶

HEACHAM BEACH 🏖️

The beach is right on your doorstep and several minutes' walk from your holiday home. The beach is one of the only beaches on the eastern coast that faces WEST! Which means there are some beautiful sunsets to behold 🌅.

The beach goes for miles in both directions, but if you turn right and walk up the beach a short distance, you will reach North Beach – there are some lovely gift shops and traditional seaside eateries here. You will also reach a promenade which goes to Hunstanton. This is a long walk though so make sure you are prepared if you are planning to do this.

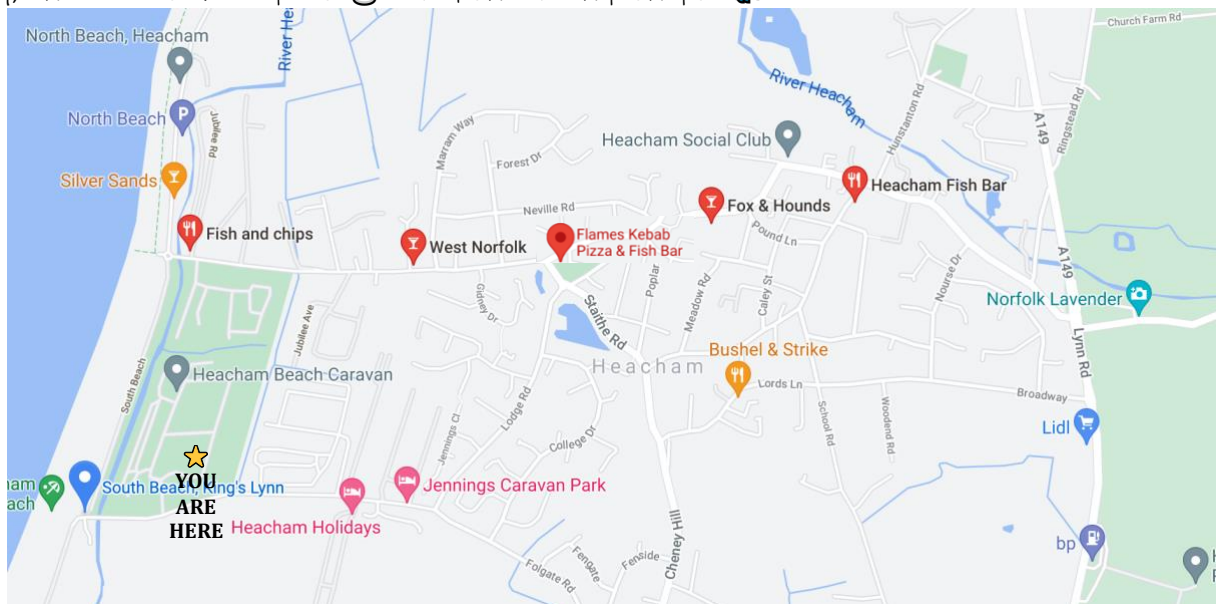
HEACHAM CIRCULAR WALK 🏃

This is a 4.5 mile walk around the coastline and some of the village. This is sign posted by the wooden posts as you walk out of the park.

EATING 🍴

Heacham and it's surrounding areas are not short on places to eat.....

Nearby, there are several pubs 🍺 and fish and chip shops 🐟.



We highly recommend a local takeaway that has a big selection of cuisines and is a nice walk, less than a mile away it takes around 20 minutes from the holiday home. But they are also available on Just Eat AND take orders on their website if you want to sit back and have it delivered to the holiday park 😊



5. PLACES TO GO! 🌍

IN A CAR/TAXI 🚗 🚕

Heacham is right next door to Hunstanton! Hunstanton is a Victorian holiday town, famous for its striped cliffs and beachfront amusements.

Esplanade Gardens - Hunstanton



The Hunstanton Heritage Gardens is a public open space located over the only stretch of the eastern coast which faces west. It offers spectacular sunset views across the Wash. It covers an area of approximately 6.8 hectares and is the only significant open space within the town of Hunstanton. Being predominately linear in shape, it is sandwiched between the promenade on the west and the main road through Hunstanton (Cliff Parade) on the east.

FREE ADMISSION

Cliff Parade
Hunstanton
PE36 6DX



Norfolk Lavender



Norfolk is famous for farming lavender! Visit around 100 acres of lavender fields and an oil distillery, plus on-site gift shops and restaurant. You can also visit the animal gardens!

FREE ADMISSION
(Animal Gardens: £5.50 pp/
£4.50 Concessions)

Norfolk Lavender
Caley Mill, Lynn Rd
Heacham, PE31 7JE
01485 570384



Sandringham Estate



This is the queen's place of official residence! 🍰 And the 600 acre Royal Park is open to visitors most of the year. You can simply take in the beautiful country park, visit the gift shop, or you can buy tickets to see inside the house and gardens. There is also an afternoon tea you can prebook if you fancy some of the queen's cake! 🍰

FREE ADMISSION to
country park
See website or call for
ticket prices for House
& Gardens and
afternoon tea.

Sandringham
PE35 6EN
01485 545400
<https://sandringhames.tate.co.uk/>



If you find anywhere not in this folder that you enjoyed – leave the details in our Yellow Book so we can add it!





6. NECESSITIES

Petrol

1.7 miles
BP
Lynn Road
Heacham
PE31 7JE

2.9 miles
Tesco
Southend Road
Hunstanton
PE36 5AR

Hospital

12 miles
The Queen Elizabeth Hospital
Gayton Road
Kings Lynn
PE30 4ET
01553 613613

Pharmacy

0.3 miles
Boots Pharmacy
Neal House
44/46 Station Road
PE31 7EY
01485 570297

3.4 miles
Boots Pharmacy
19 High Street
Hunstanton
PE36 5AB
01485 532228

 ENJOY YOUR STAY!! 