

Information sheet for Guests

Address	Calvert Trust Exmoor, Wistlandpound, Kentisbury, Barnstaple, North Devon, EX31 4SJ.
Mail	May be addressed to guests, C/O The Calvert Trust Exmoor, as above.
Telephone	Mobile phones may not have a strong signal at Calvert Trust Exmoor. There is a payphone for visitor's incoming and outgoing calls, telephone number: 01598 763400 . It is also possible to contact a member of staff out-of-hours in an emergency on: 01598 763069 .
Maps	The centre is at Grid Ref SS644 423. OS Landranger No 180.
Bus & Rail Stations	Barnstaple has the nearest bus and rail station. Taxis can be arranged by reception. Please make transport arrangements with reception as early as possible during the booking process.
Arrivals & Departures	Guests are asked not to arrive at the centre before 4pm and rooms and apartments are to be vacated by 10am on the day of departure. We respectfully ask that guests leave rooms & apartments clean and tidy when they depart.
Bedding	Duvet covers, sheets and pillow slips are provided. Towels are not provided by the centre.
Laundry	There is a laundry room on site. The machines are token operated and tokens may be purchased from reception during the day, or from the bar in the evening.
Care	Care support is not provided at the centre.
Parents & Carers	We make every effort to ensure the safety of our visitors during the activities & throughout their stay with us. However, we rely on parents and carers to be responsible for those under their care both during and after activities.
Aids & Medication	The centre has been specially designed for people with special needs. We have a variety of care and lifting aids available for use. Please enquire beforehand with regards your requirements. Many visitors prefer to bring their own specialist equipment. Guests should be able to administer their own medication and bring sufficient dosage for their stay.
Valuables	Whilst every care will be taken to ensure the safety of your personal possessions and valuables, the centre can accept no liability in respect of loss or damage to such items. With this in mind we respectfully ask you to be careful with valuables you bring with you. We recommend that visitors take out their own holiday cover insurance.
Disability	As many of our activities can be very demanding we must be informed of all medical conditions. A medical form (included in the booking paperwork & downloadable from our website) must be completed by all members of a group or family. If we are not given this information 2 weeks before your visit, it may be impossible to timetable activities for your visit.

Special Needs If you have any special needs, either dietary or other, please let us know. We are able to cater for medical, vegetarian and vegan diets if notified in advance.

Facilities The centre has a games area, sensory room, swimming pool, Jacuzzi and steam room and a social area with bar and music. Apartments have their own TVs, & there is also a TV room available.

Shop We do have a small shop selling postcards, gifts, souvenirs, essential toiletries and confectionery. This shop does not sell groceries. The nearest shops to the centre are in the villages of Parracombe (3 miles away), or Combe Martin (5 miles away). Tesco's have a store in Ilfracombe (10 miles). Tesco's & Sainsbury's have stores in Barnstaple (13 miles).

Activities A programme of the activities offered during your stay will be on show on the notice board by the equipment store. If you stay for 7 nights, an Exploration & Discovery Day will normally be incorporated into your programme to allow you & your group the opportunity to explore the local area, for example on a walk, bike ride or to visit a local attraction (this may incur an additional cost).

Swimming The swimming pool is for our guests to use as a leisure activity and may not be always be available. The pool is **not** directly supervised by our staff and guests are therefore responsible for their own safety. We require a minimum of three capable people in the pool at any one time, who are all able to raise the alarm in an emergency. Children must be accompanied by an adult. The Calvert Trust Exmoor cannot be held responsible for accidents in the pool.

Bar The centre has a licensed bar which is open in the evenings. Children under the age of 14 are not allowed in the bar area and alcohol may not be consumed by anyone under the age of 18. We respectfully ask that our visitors do not consume their own alcohol, purchased off site, in the Barn during bar opening hours.

Daily Routine 8.30am- 9am Breakfast (fully catered guests)
10am Morning Activities
1pm – 2pm Lunch
2pm Afternoon Activities
6pm Dinner (fully catered guests)
7:30 pm Evening Entertainment

Tea, Coffee and cold squashes are available at all times, free of charge to fully catered guests, in the restaurant.

Local Info, Please ask at reception for information about the local area. There is a file in each apartment containing local information e.g. supermarkets, hospitals, doctors and dental practices. Tourist information leaflets are available in reception.

Internet There is a wireless internet connection in Reception.