

Welcome to Carr's Hill

We hope that you have an enjoyable and safe stay. For urgent assistance please either call at the house, call Gillian on 07870 846998 or call Grant on 07976 729808. In the event of an emergency, the full address is **Carr's Hill, Denny, FK6 6RH**.

5mph - is the speed limit on site and for the full length of the access track.

Dogs - MUST BE KEPT ON LEADS AT ALL TIMES and must not be left unaccompanied. Please do not let your dog foul on the grass around the caravans. There is a working farm further up the farm track and we would ask that you do not walk dogs up the track in that direction. Dogs can be walked down the farm track towards the public road. Dales Wood is located opposite the farm roadend and you can walk around or through the wood. To get into the wood just step over the small stone wall directly opposite the farm roadend. Sensible footwear is recommended. You may also walk around 'The Mound' which rises up behind the lower pitches. 'The Mound' is a Scheduled Ancient Fort and the views from the top are lovely. Please take care though as the terrain is rough in places and there are numerous wildlife holes and sets. Unfortunately in summer it gets heavily overgrown with bracken and we are not allowed to remove this. Plein Country Park is close by and offers various peaceful walking routes. Please ask us to point you in the right direction.

Horses - live in the fields behind the site and the electric fence is switched on. Please do not enter the fields or feed the horses. Please do not allow dogs to enter the fields.

Pitch Fees - are payable in cash or by bank transfer on the first day of your stay. We would ask that you call at the house once you have settled in. Please vacate your pitch by 12 noon on the day of departure.

Feedback Form - we are keen to make improvements, where possible, and your feedback will help us do so. Please leave your completed feedback form in the red postbox at the gate.

Refuse and Recycling - please recycle where possible. Refuse should be deposited in the appropriate bins at the entrance gate as follows: orange lid bin for dry recycling - paper, card, plastic, metal, etc; black tub for glass; and grey lid bin for everything else. **Please try to compress cartons, bottles etc before putting in the recycling bin.**

Drinking Water - there are drinking water taps on all pitches.

Electricity - is included in the nightly pitch fee however we would ask that you are mindful of usage. We aim to keep our pitch fees affordable but electricity is our highest outlay. Please do not leave electric heaters on when you are away from your caravan or motorhome. **The use of awning heaters and air conditioning units is not permitted, nor is the charging of electric vehicles,** unless by prior approval.

Grey Water Disposal - we prefer that you empty grey water discreetly around the base of the hedges, trees and shrubs around the site. There is a grey water disposal point adjacent to the main CL drinking water point.

Facilities - we have 2 facilities buildings. The building on the upper part of the site is for use by pitches 1-5 only. Our new lower building is open for use by all pitches. Please be considerate when using the facilities and leave them clean and tidy, as you would expect to find them.

Chemical Disposal - disposal points are located adjacent to each of our facilities buildings.

Drones/Kites/Flags - the horses really do not like airborne activity in close proximity, please do not fly any of these whilst on site.

Fire - In the event of a fire, immediately dial 999. The site postcode is **FK6 6RH**. There is a fire extinguisher located on the external wall of the facilities building.

Accidents - please take care at all times, however if you do have a fall or other accident whilst on the site, please let us know immediately so that we can complete our Accident Book.

Wireless Satellite Broadband - is available at a charge of £1/day for each day of your stay. The network is 'carrshill' and the username is obtainable upon payment at the house. If you need immediate access and there is no-one at the house please call the mobile numbers given earlier. We may ask you to complete a form to acknowledge that the network is monitored and logged for security and safety purposes. Unfortunately we cannot get cabled broadband and the capacity via the satellite service we have is limited.

Groceries - can be purchased in the nearby village of Plean. For a larger selection: Stirling has Morrisons, Tesco, Sainsbury's and Aldi; Larbert has Asda; Denny has Co-op and Sainsbury's; and Falkirk has Morrisons, Tesco, and Aldi.

Fuel - the closest filling stations are the motorway services at the M9 Jct 9 or in Denny (BP - 2.5 miles - FK6 5DW)

Information Room - we have a small Information Room at the main entrance to provide you with details of local attractions, walking/cycling routes, restaurants, etc. Attractions include Stirling Castle, the Wallace Monument, Bannockburn Heritage Centre, Trossachs National Park, Callendar House, the Falkirk Wheel, Blair Drummond Safari Park and Briarlands Farm Park - contact details for these attractions can be found in our Information Room. If you visit somewhere that may be of interest to other site users, please bring back a few leaflets for us to display and you stumble upon somewhere providing good food, why not ask if you can take a menu?

Dishwashing sinks, washing machine and dishwasher (April - Oct only) - these are available for use in the Dishwashing Room at the lower pitches. We charge £5 (washing machine) and £4 (dishwasher) per wash. Please put your money into the honesty box and leave the building as you would expect to find it.

Useful Contacts -	Hospital:	Forth Valley Royal Hospital Stirling Road, Larbert FK5 4WR	01324 566000
	Doctor:	Carronbank Medical Practice Carronbank Crescent, Denny FK6 6GD	01324 822382
	NHS 24:	Out of hours GP Service	111 (Free)
	Vet:	Apex Veterinary Centre Winchester Avenue, Denny FK6 6QE	01324 829989

And Finally..... you have the opportunity to review CL's on The Caravan and Motorhome Club website. We hope that you will post a positive review, but if you feel that you have less favourable comments to make, please discuss your concerns with us in person before leaving web based feedback. We aim to make your stay at Carr's Hill as enjoyable as possible.