

# REACH

## Retreat

### FAQ

# **Making your booking**

## **Is a care package included in the price of the lodge?**

No, the price is for the lodge only. You are welcome to bring your carer with you as part of your party; the lodge sleeps 7 people.

## **How do I claim the special price as a staff member or on behalf of someone supported by Persona?**

When you make a booking enquiry we will ask you what your relationship to Persona is. Once we have confirmed this, we will apply the special price to your total booking fee when we process your booking.

## **What are the special prices for staff and for people supported by Persona?**

Staff can click here to log into the intranet for details of the special price <https://www.personasupport.org/intranet/staff-information/staff-benefits/>

If you are enquiring on behalf of someone we support, please email [info@personasupport.org](mailto:info@personasupport.org) or call 0161 253 6000 and we can let you know what the special prices are.

# **Making your booking**

## **Why do I have to pay a breakage deposit?**

We ask for this to make sure the lodge is welcoming and functional for everyone who stays. We aim to return your deposit within 7 days of your stay, as long as we know where to refund this. You will be emailed with details of this after your stay.

## **When do I have to pay for my booking?**

Your deposit must be paid within 7 days of your provisional booking, to confirm your holiday with us.

The balance of your holiday and the breakage deposit are due 6 weeks before your stay.

We cannot guaranteed to hold your booking if you do not pay the deposit or the balance within these times.

## **Why haven't I had confirmation of my booking yet?**

When you enquire about booking the lodge, we will confirm your relationship to Persona if you are applying for a special price and check that the lodge is available. Then you will get a provisional booking confirmation and you will have 7 days to pay the deposit.

We cannot confirm your booking until the deposit has cleared in our bank account.

If you do not pay your deposit within 7 days we cannot guarantee to hold your provisional booking.

Please note that our booking system is only manned on weekdays and we will get back to you as soon as we can. Thank you for your patience.

## **Getting there & local facilities**

### **How will I find the lodge?**

REACH Retreat is at South Lakeland Leisure Village, near Carnforth, LA6 1BH.

There is a site map at the bottom of this webpage showing where REACH Retreat is: <https://tinyurl.com/REACHRetreatP>

The nearest train station is at Carnforth. It has links to Lancaster, from where you can get national, scheduled coaches.

A few days before your holiday we will email you with directions from the M6 motorway and what to do when you arrive.

### **How will I get the key?**

We will email you details of this a few days before your holiday starts.

### **How do I get my leisure pass?**

You can ask for this from reception when you get to the park for your holiday.

### **What can I use my leisure pass for?**

Your pass gives you access to the gym, steam room and swimming pool (towels not provided) with changing area. Any exercise classes and spa treatments are extra and you can book and pay for these during your stay.

### **Is there a restaurant/bar/shop on site?**

The Water's Edge restaurant and bar is a short walk away, in sight of the lodge - please check opening days/times as this may vary with the season. It is advisable to book a table for evening meals.

There is no shop on site but there are supermarkets in Carnforth, 2 miles away, where there is also a petrol station.

## Getting there & local facilities

### Are the gym and pool accessible?

There is an accessible changing room that opens onto the pool area. The changing room has a shower with handrails and a seat fixed to the wall, as well as lockers and a toilet.

Ask at reception for a chair hoist for the pool. You can use it in the changing room and it wheels out to the pool and lowers people into the water. It looks like the one pictured and is similar to this model:



<https://dolphinlifts.co.uk/product/i-swim-portable-pool-lifts/>

***If you have any questions or wish to check that the pool, gym, changing or showering facilities are suitable for you, please call the South Lakes Leisure team before booking on 01524 727845.***

### Can I charge my electric car?

The nearest charging point is at the farm, three minutes from the lodge.

# REACH Retreat facilities & guests

## What laundry facilities are there?

There is a washer dryer, laundry basket and clothes airer in the utility room in REACH Retreat.

## What other facilities does the lodge have?

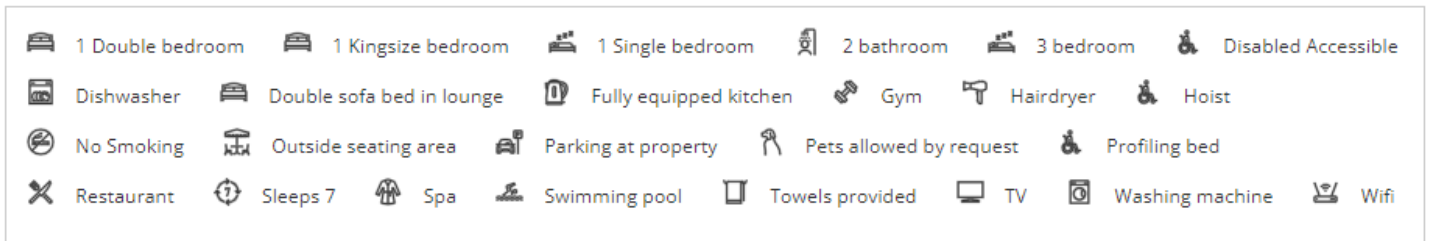
The kitchen has a microwave, gas hob and electric oven and a large fridge/freezer.

The single bedroom is en suite.

Both wet rooms have waterfall shower heads and separate, removable shower heads.

The wraparound, secure decking has an outdoor dining table and chairs plus a comfy four seater patio set with low table.

You can see more of the facilities on our webpage here <https://tinyurl.com/REACHRetreatP> which look like this:



## Are linen and towels provided?

Yes, but you will need to take towels with you if you go to the pool, as they are not provided there.

## Is there wifi?

Yes there is, the details are in the welcome pack inside REACH Retreat.

## **What accessible features does the lodge have?**

There's a ramp up to the decking and front door that's suitable for wheelchairs. Our double patio doors have a low threshold and open onto the decking area.

We've left plenty of space in the lodge to allow for room for manoeuvre and we have two wet rooms (one en suite), a profiling bed and mobile hoist (please note, we do not provide slings for use with the hoist).

The doorways at the lodge are 2 foot 9 inches (83.8cm) wide and have low thresholds. You can check all the dimensions in the floor plan on our website.

## **Is the hoist a mobile or a tracking hoist?**

It's a mobile hoist. Details of the model are here:

<https://www.millercare.co.uk/oxford-midi-hoist-180kg/>

## **Does the profiling bed have sides?**

Yes, the profiling bed has sides that can be raised and it has padded bumpers. Find more details here

<https://www.millercare.co.uk/classic-low-profiling-bed/>

## **Is there a chair in the shower?**

The waterproof, folding wheelchair (which has a lap belt) can also be used as a shower chair in the wet room.

## **Can I use a Stand Aid in the lodge?**

Our sofas and patio furniture do not have a high clearance from the floor so your Stand Aid may not slide under the edges. You can take a look at the photos on our main page to get an idea of the space available.

**If you have any particular accessible questions we haven't covered here, please check with us before booking.**

### **Is there a secure garden?**

There is no garden but the decking area that wraps around the lodge has a lockable gate. The lodge is set in the holiday park which has a small lake and lots of land for you to walk around.

### **Are children welcome at the lodge?**

Yes, everyone is welcome to stay at the lodge and the leisure village is family friendly too. Please note we do not have a cot or high chair, so you will need to bring your own if needed.

### **Is the lodge and holiday park pet friendly?**

We welcome well behaved pets to stay at REACH Retreat, by arrangement. Please give us details of your pets when you enquire.

Any pet staying at the lodge must

- be fully house trained
- not cause damage to the lodge or any furnishings
- not be left unsupervised
- not be allowed in the bedrooms or on the beds

Some small towels are also provided in the utility area to enable you to dry/clean your pet's feet if required, as is a blanket to cover the sofa if needed.

The park is fully pet friendly including the bar/restaurant. Dogs must be kept on a lead at all times and you must pick up after your dog and use the bins provided around the park.



