

March 2007



# INFORMATION FOR GROUP VISITS

To book or obtain further information please contact:

**Carnfunnock Country Park,**

Drains Bay, Coast Road, Larne

**Tel:** 028 2827 0541 (In season) /

028 2826 0088 (Out of season)

**Fax:** 028 2827 0852

**Email:** [carnfunnock@larne.gov.uk](mailto:carnfunnock@larne.gov.uk)

**Website:** [www.larne.gov.uk/carnfunnock.html](http://www.larne.gov.uk/carnfunnock.html)

## **PLANNING A GROUP / SCHOOL VISIT**

Carnfunnock Country Park is an ideal attraction for a group visit, whatever your age. There is a lot to see and do - whether you have an interest in the great outdoors, want to bring alive the national curriculum or just want a fun day out. We recommend that you allow between 2 - 6 hours for your visit and use this information booklet alongside our main visitor guide (with map) to ensure that your group gets the most out of their trip.

### **ADVANCE BOOKING**

We would kindly ask that all groups, with 10 or more individuals, book in advance by completing a group booking form, in order to ensure facilities are open and suitably staffed. Please confirm one week prior to your visit and communicate the details outlined in this leaflet to your group members.

### **PARK OPENING HOURS:**

**Spring/Summer:** 9.00am-dusk (9.00pm July - August)

**Autumn/Winter:** 9.00am-4.30pm (Closed Christmas & New Years Day)

**Attractions open all year round:** Walled Garden; Adventure Playground; Orienteering; Biodiversity Trail; Wildlife Garden; Walks & Public Toilets.

**Attractions open Easter to October:** Visitor Centre inc. Coffee Shop and Gift Shop; Golf Course; Maze; Caravan Park and Camp Site; Family Fun Zone with Miniature Railway, Bouncy Castle, 18 hole Mini Golf, Remote Control Boats, Laser Clay Pigeon Shooting and Bungee Run; Activity Centre with Putting, Mini Cars and Trampolines. Certain park activities operate seasonal hours and are weather permitting. If the weather is bad, please telephone before your journey to avoid disappointment. Due to limited parking, group bookings cannot be accepted on Sundays/Mondays of Bank Holiday weekends or for the Larne Alive Picnic in the Park event.

### **INFORMATION PROVISION**

We are happy to post an information pack to group organisers. However if a substantial number of leaflets are required then these must be collected directly from our Visitor Centre or from Larne Tourist Information Centre. Educational material can also be downloaded directly from our website. Interpretation panels incorporating Braille are located throughout the Park.

## **PRICES**

Entrance to the Park is free of charge as is use of the Walled Garden, Maze, Adventure Playground, public toilets and walks. However charges apply for vehicle parking within our grounds and for certain attractions / activities. (Please see our price leaflet).

## **PARKING**

Parking spaces are available within the main car park with a limited number of spaces also available at the Activity Centre. We do not encourage coach parking at the Activity Centre, as this area can become congested and drivers may find it difficult to turn their vehicle. There are no discounts available for coaches or minibuses but a free drop off/pick up is permitted for up to 30 minutes. Free parking is available for disabled drivers/groups, on production of a disabled parking pass issued by the Department of Regional Development and subject to available spaces.

For groups made up of less than 12 cars, normal parking tariffs will apply. If your group has more than 12 cars then a discounted parking rate may be given, subject to advance arrangement. To obtain this group rate it is the responsibility of the group leader to collect all tickets along with monies and bring them to the Visitor Centre for authorisation. The stamped tickets must then be returned to each driver and handed into the barrier on exit. Failure to produce a parking ticket will result in a full day charge.

## **SUPERVISION**

A minimum ratio of 1 adult to every 6-10 children (depending on age) is required for supervision and ALL children must be supervised at ALL times particularly in the Gift Shop, Activity Centre and Wildlife Garden.

## **SPECIAL NEEDS**

Please let us know if your group has any special requirements and we will endeavour to tailor our service accordingly. Buildings and certain sections of the Park are fully wheelchair and pushchair accessible and a wheelchair can be made available for use, subject to identification. We regret that due to the slope of the Park, upper sections are not suitable for wheelchairs and may prove difficult for some pushchairs, especially twin pushchairs.

## **METHODS OF PAYMENT**

Pre-payment is required for the Education Centre, hire of BBQs, treasure hunts and orienteering maps. All other activities including parking may be paid on the day by cash, cheque or credit/debit card. Alternatively you can be invoiced after your visit, subject to certain conditions.

### **CHEQUE**

As there are private operations within the Park, groups are advised to bring separate cheques for (a) activities within the Family Fun Zone (b) the coffee shop or (c) any other activity or service. All cheques must be accompanied by a cheque guarantee card and cheques for (c) should be made payable to Larne Borough Council.

### **CREDIT/DEBIT CARD PAYMENTS**

These cannot be accepted for privately operated facilities i.e. Family Fun Zone activities or Coffee Shop. However payment can be made at the Visitor Centre for all other remaining activities/attractions, provided it is over the value of £5.00.

### **INVOICE**

Invoices can be raised but only by advance arrangement for formally constituted organisations. We will require an official order from your organisation or alternatively a formal request on headed paper outlining your billing address. This will only be arranged for orders over the value of £10.00 and we will normally not invoice until after your visit, in order to ensure that actual usage is billed as opposed to anticipated usage.

### **RECEIPTS**

These can be issued in the form of a till receipt or manual written receipt. When paying by phone, please ask our staff if you require a receipt to be posted out or given to you when you actually visit.

### **REFUNDS / CREDITS**

We will normally not issue refunds for advance payments unless there are extenuating circumstances and a written request is received. However we are happy to credit this for future use.

## **EATING FACILITIES**

### **CAFFÉ SPICE COFFEE SHOP (within Visitor Centre - Privately Operated)**

The indoor 40-seater Coffee Shop serves a delicious range of hot food, light refreshments and ice creams with additional seating on the terrace, offering dramatic views of the Antrim Coast. Phone Caffé Spice on 0777 2031659 to discuss group rates, menu options or to book. (See menu)

### **OUTDOOR PICNIC AREAS & BBQS**

Picnic tables are available throughout the Park for anyone wishing to bring packed lunches. Disposable BBQs can be used but only on picnic tables with BBQ grills. These are located in the main car park and Visitor Centre. These areas cannot be pre-booked. When finished, please notify our staff to arrange for their safe disposal. Mobile BBQs can be hired for use throughout the park including the meadow. Hireable permanent BBQs are available in the main car park and Visitor Centre. Remember to bring carrier bags to sit on if the seating areas are wet.

### **COVERED BBQ AREA @ ACTIVITY CENTRE**

This area is available for private hire only and includes picnic tables and chairs as well as night lights and a power point for CD players etc. Fuel, charcoal and cooking utensils are not provided. A maximum of 2 cars are permitted to drive along the adjacent lane to drop off materials and charcoal may be stored but not fresh food. There is no water tap available and you are advised to bring along jugs/basins to have them filled within the Activity Centre. Payment is based on group size, type of use and number of grids required. If there are back to back bookings please leave the BBQ lit for the next group. An additional charge will be incurred if this area is required after 9.00pm. Please follow all health and safety guidelines outlined within our 'BBQ Hire Guide'.

### **ACTIVITY CENTRE**

The Activity Centre retails drinks, ice-cream, confectionary and crisps. As there are limited indoor facilities within the Park, groups are permitted to eat within the Activity Centre, particularly when the weather is bad. However this cannot be privately booked or reserved as it is a public area.

# ATTRACTIONS & ACTIVITIES

## EVENTS

Certain events are free to the public e.g. band concerts, falconry, puppet shows etc. but groups cannot book events which have restricted numbers.

## PUBLIC TOILETS

These are available at both the Activity Centre and Visitor Centre and include disabled facilities and baby changing units.

## ADVENTURE PLAYGROUND (For under 11's only)

It is the responsibility of group leaders to supervise children in the Adventure Playground. If older children are present or any children misbehave or act inappropriately, Council staff reserve the right to ask them to leave the area.

## ACTIVITIES (weather permitting)

**Outdoor game activities such as chess/draughts/giant connect 4** cannot be privately booked or relocated. **Minicar tokens and trampoline tickets** must be purchased in advance at the Activity Centre reception. Age restrictions apply. **Tug of War Ropes (senior and junior)** are available for hire but identification will be required. **Outdoor Table Tennis** is available for half hour sessions. For **Putting** payment is required in advance or staff may record actual usage (plus any lost balls) and this can be paid by the methods indicated. Unfortunately this arrangement cannot be accommodated if there are numerous groups in the Park. A master copy **Treasure Hunt** may be purchased for photocopying. The treasure hunts start at various locations within the Park so know your starting point! Small amounts of photocopying may be undertaken at the Visitor Centre. **Orienteering** maps can be purchased from the Visitor Centre along with answer sheets. These are copyrighted and cannot be photocopied. The **Games Field** cannot be booked (except for mobile BBQs) but if available has football posts and space for games. The **Education Centre** can be hired for games, meetings and training but has a maximum capacity of 50 people. Golf clubs can be hired for the **9 hole golf course** on payment of a hire charge and a refundable deposit. The **Maths Trail** is aimed at Key Stage 2 and 3 and booking is required as only one group can be accommodated at a time. Download additional information from our website and also see our **tree brochure and educational tree worksheets**.

## FAMILY FUN ZONE

These fun activities are privately operated and open at weekends from St. Patrick's Day to October with additional times during July & August. Please contact Ian Lough directly to book/discuss group rates on (028) 2858 3269.

## INSURANCE

When organising your trip please ensure that you have received parental consent for all children visiting. We advise you to undertake a risk assessment and ensure that your organisation is insured for such trips.

## UPON ARRIVAL

When your group initially arrives please make yourselves known to a member of staff in the barrier hut. If you have any outstanding payments or require further assistance please proceed to the Visitor Centre.

## STORAGE OF PERSONAL ITEMS

As storage space is limited we would ask your group to safely hide personal belongings in your vehicle, whenever possible. If this is not feasible packed lunches, coats and bags (but not valuables) may be placed in the Education Centre foyer or Activity Centre, at your own risk, subject to availability.

## INJURIES

If anyone is injured please notify a staff member at the Visitor Centre or Activity Centre, where first aid equipment is available. An accident report form must then be completed giving full details. The law limits what items are permitted in first aid kits i.e. no potions, lotions, creams or pills although some of these items may be purchased in the Visitor Centre.

## LOST CHILDREN / PROPERTY

Lost children must be reported to Activity Centre or Visitor Centre staff. Please provide details such as their name, age, height, hair colour and clothes. Their last known sighting will also be required. We will then make staff available to assist with a search. Should they be located they will be kept in full view at either building until the group leader arrives. **When booking it is essential that we are provided with a contact number for the onsite leader in charge.** If you find or lose any property please complete a form at either the Activity Centre or Visitor Centre.

## **RESTRICTIONS:**

**Dogs.** The Park is zoned into red (no dogs allowed except guide dogs), amber (dogs allowed on leads) and green (dogs permitted off leads) areas. Owners must adhere to these zones and ensure that all dogs are kept under control. It is an offence for an owner not to clean up after their dog..

**Smoking** is not permitted in any buildings or in the Adventure Playground.

**Alcohol** consumption is not permitted in public areas (inc. Covered BBQ and golf course). Anyone with alcohol will be asked to leave and may incur a fine.

**Quads and electric scooters** (except disabled scooters) are not permitted anywhere in the Park. **Bicycles and scooters** must not be ridden in pedestrian areas or block access to buildings.

**Rubbish/Litter:** Please ensure your group members pick up after themselves as dropping litter is fineable. Cans and plastic bottles can be recycled onsite.

**Clothing/Behaviour:** You are advised to bring suitable clothing for the weather conditions. To promote a neutral environment we would ask that no football shirts be worn. Groups may be banned from future visits for breaches of rules or inappropriate behaviour .

## **LEGAL MATTERS**

**Vandalism/damage to Council Property:** Anyone found defacing or causing damage to any buildings, equipment or Park property faces immediate removal, a charge for any damage/breakages/loss and potential prosecution.

**Loss, Damage & Injury:** Your vehicles and their accessories and contents are left at your own risk. Larne Borough Council, its staff and agents shall not be liable for the loss or theft of, or damage to, any property whilst they remain in Carnfunnock Country Park nor for any injury, accident or mishap to any person in the Park, unless the same be caused or contributed to by any negligence or default on the part of Larne Borough Council or its employees.

## **COMPLAINTS /COMMENTS**

If you experience any problems, wish to complain or have a positive comment about our service please fill out our visitor book, notify our staff or complete a customer comment form. We may also be contacted in writing using the details shown on the front of this leaflet. We hope you will enjoy your visit with us.