

Welcome to



Holiday predictability pack

We want your holiday to be the best experience it can be, so we've created this pack to ensure you have the information you need at every stage of your break. We want to avoid any unexpected surprises so that you can relax before you even arrive on park.

In this pack you'll find photos and information on:

- How to get to the park
- What to expect on arrival
- Getting around the park
- The accommodation
- The park's facilities
- How to's on check-in and check-out
- Things to be aware of on park
- Help and support



Before arrival

On this page you'll find information on how to get to Riverside Holiday Park along with what you'll expect to see.

Address: Riverside Holiday Park, South Road, Wooler, Northumberland NE71 6NJ

Park entrance on A697



Directions:

Riverside is located in the town of Wooler on the edge of the Wooler Water river.

From the south:

Follow the A1 north to Morpeth and take the A697 to Wooler. As you enter the town, Riverside is on your left.

From the North:

Follow the A1 south from Berwick-Upon-Tweed, and take the first turning right signposted Wooler (the B6525 Berwick Road). At the end of this road turn left through Wooler town, following the road to the A697 (Morpeth). The park is situated on the right as you exit the town.

46 miles from Newcastle
17 miles from Berwick Upon Tweed

Park entrance:

When you arrive at the park entrance you will see this welcome sign.



Arrival & check in

On this page you'll find information on where to go when you arrive, who you'll see and what to expect.

Park Reception & car park



Reception exterior and car park:

When you drive into the park, Reception is on your right and parking is on your left. Park in this car park before you check in.



Reception interior:

When you enter Reception, there's a desk in front of you. You'll find a friendly team member there to help you. You'll see the Verdant Parks logo on their polo shirt.

How to check-in in person:

- Check in time is from 3pm.
- On arrival explain that you're checking-in.
- You'll be given a welcome map and a key to your accommodation.
- The team member will explain how to get to your accommodation.
- If you arrive when Reception is closed there is a number to call on the Reception door.

How to check-in, contactless:

- Let the park know you'd prefer a contactless check-in when you book.
- Check-in time is from 3pm.
- On arrival head to the accommodation.
- The accommodation will be open with the key and welcome map inside.
- The park team will call or knock in the evening to check everything is okay, whichever you prefer.

Contact information:

Reception: 01668 281 447 (option 3)

Evening night warden: 07798 673 275

Getting around the park

On this page you'll find a park map and information about getting to your accommodation and the facilities.



Map Key

- | | |
|---|--|
| A Reception | Fire Assembly Point |
| B Shower Block/Laundrette/Public Telephone/Toilets | Bin & Recycling Points |
| C Ownership Enquiries and Showground | Parking |
| D Play Area | connekt Electric Vehicle Charging |
| E The Canny Owl | Fire Equipment |
| F Riverside walk leading to The Canny Owl | Defibrillator |



Just a short walk* from the park, you'll find The Canny Owl where you can enjoy freshly prepared meals and refreshments. You'll also find:

- Arcade
- Games room
- Soft play
- Play area
- Swimming pool
- Plunge pool
- Sauna

*Please note that there is a main road to cross to access The Canny Owl.

Park map:

On the park map above you'll see the park entrance, Reception, your accommodation and the park facilities (The Canny Owl) clearly labelled.

Finding your accommodation:

The route from Reception to the accommodation is clearly marked in yellow. Follow this route by car or by foot. There is parking next to the accommodation. The area where the caravan is situated is called 'Cheviot View' and the accommodation number is: CV236.



Park signage:

You'll find signage on your route as above to help you find your way.

Accommodation

On this page you'll find images and information about your accommodation including safety features and environment.

Neurodiverse Friendly Daisy Caravan with Decking (Sleeps 5)

Situated in a quiet, calm area of the park. Soft natural colour schemes throughout, adjustable lighting, radiant heating system with no sharp edges and consistent, gentle heat, window and door alarms. The caravan includes bedding, towels and a welcome pack.

Caravan exterior



Enclosed decked area for safe play. Enclosed platform step to front door with lockable gate. Private parking space.

Kitchenette



Child safe cupboard door locks, easy clean floor coverings, no sharp edge furniture. Plastic plates, bowls, cups and cutlery included.

Living & dining area



Durable, easy-clean furniture with textured sensory cushions and bean bag seat.

Master bedroom



Bed made up on arrival.

Twin bedroom



Beds made up on arrival.

Shower room



Towels and toilet roll provided. Hot water temp set to a safe level.

Accommodation

On this page you'll find images and information about the sensory den, neuro-inclusive safe bedroom and a floor plan of the caravan.



Caravan floor plan



Visual aid internal door signs.

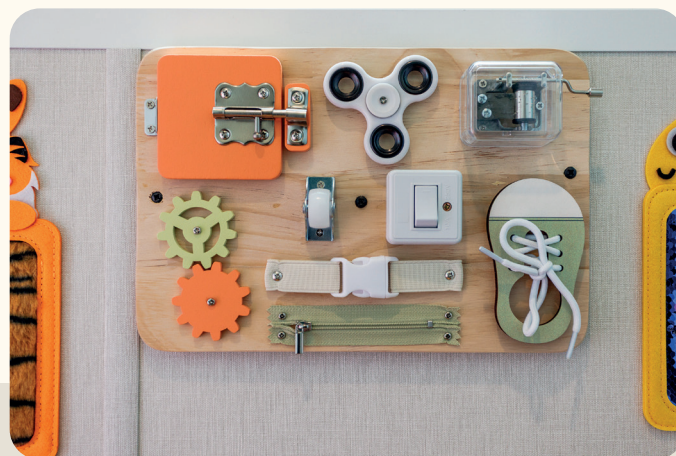


Sensory den



Neuro-inclusive safe bedroom

Padded safe bed with waterproof mattress, noise reduction wall boards, galactic light, blackout blind and baby gate. Made up on arrival.



Sensory den with interactive sensory equipment, bean bag, blackout blind and noise reduction wall boards.

Sensory den equipment:

- Interactive light cloud pad
- Colour changing light tube
- Padded fidget pad
- Colour changing fibre optics
- Mirror pad
- Liquid floor tiles
- Puzzle mat tiles
- Inflatable peanut ball
- Sensory books
- Selection of fidget toys

Accommodation

On this page you'll find images and information about the sensory den equipment and features.

Sensory Equipment

A safe space with interactive sensory equipment and noise reduction wall boards.



Inflatable peanut ball



Colour changing fibre optics



Padded fidget panel



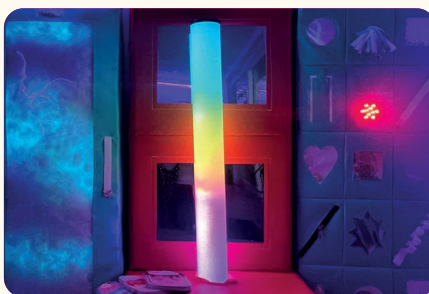
Puzzle mat tiles



Liquid floor tiles



Sensory books



Colour changing light tube

Facilities

On this page you'll find images and information about the bar and restaurant along with links to the menu.

The Canny Owl Bar & Restaurant

The Canny Owl is situated across the road from the park, accessed via a riverside foot path. You'll find a large bar and restaurant with an outside seating and play area.

Entrance



Internal entrance



Main dining area



Bar



Bar & restaurant:

- Order food and drinks at the bar.
- The whole venue is dog friendly.
- Open Mon - Sat 9am - 11pm.
- Open Sun 10am - 10pm.
- Breakfast is served from 10am.
- Live music and entertainment in the evening.

Good to know:

- The bar & restaurant can get busy at times.
- The venue can be loud during kids entertainment.
- Background music played.
- Lighting is soft.

[View the menu here](#)

Facilities

On this page you'll find images and information about the children's play and games areas at The Canny Owl

Play area, soft play and games room

The Canny Owl features an outside children's play area, an inside soft play area, a games room and a shop.



Outside play area

The play area is suitable for children aged 8 years and under.



Inside soft play

The soft play area is suitable for children aged 8 years and under. No charge or booking required.



Games room

The games machines are all coin operated.



Shop

The shop sells toys, games and activities.

Good to know:

- The play areas can get busy and loud at certain times.
- The games area is a very bright, colourful and noisy.
- Children must be supervised by an adult at all times.

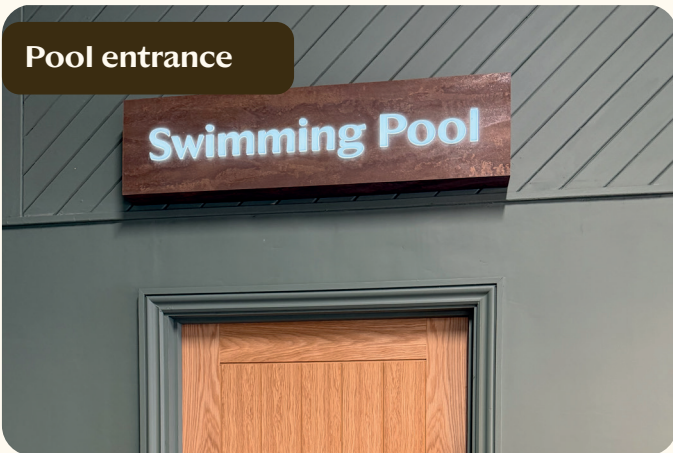
Facilities

On this page you'll find images and information about the swimming pool, changing rooms, lockers and how to book.

Swimming pool

The swimming pool is situated across the road from the park, accessed via a riverside foot path. The pool is accessed through The Canny Owl.

Pool entrance



The entrance to the swimming pool can be found near the pool table in The Canny Owl.

Swimming pool



The swimming pool has a shallow end near the whirlpool.

Pool changing area



There are 3 cubicles for changing. There is also a toilet in the same area.

Whirlpool



The whirlpool is for aged 8 and over.

Lockers



The lockers are key operated, they require a £1 coin to lock them.

Good to know:

- Pre-book your session at Reception.
- Private sessions can be arranged, subject to availability.
- You'll need a pound coin for the lockers.
- No showers in the changing area.
- There's always a lifeguard on duty.
- Bring your own towels.
- There's a shop area where you can buy swimming accessories.

Local supermarket

On this page you'll find an images and information about the nearest supermarket to the park.



Budgens supermarket:

The Budgens supermarket is situated next to The Canny Owl, turn right into Brewery Road, then a left in South Road, you'll see the Budgens as the image above. The store is stocked with all the essentials.



Parking:

There are parking spaces available next to the supermarket. The spaces are pay and display with 3 hours of free parking, no return within 4 hours.

Departure & check out

On this page you'll find information on where to go when you leave and what to do with your accommodation key.

Park Reception & car park



Reception exterior and car park:

When you are leaving the park, return to Reception where you can deposit your key with no need to speak to anyone.



Key deposit box:

You will find a key deposit box on the exterior wall of the Reception building to the right on the entrance door.

How to check out:

- Check out time is 10am or before.
- Deposit your key in the key box.
- That's it!
- A late check out can be arranged, subject to availability.

Sensory information

On this page you'll find a timetable with information about the busy periods, noise levels, lighting on the park and in the facilities and what you might encounter on park.

	Busy times	Quiet times	Lighting levels	Noise levels	What you may encounter (physical, audible, smell)
Bar & restaurant	Weekdays 12-2pm and 5pm-close Weekends All day	Weekdays 2-5pm	Soft lighting from downlighters, wall lights and lamps	High at busy times	People, team members, dogs, background music, wheelchairs, buggies, raised voices, coffee machine, glasses, cutlery, food smells.
Swimming pool	Weekends	Weekdays	Bright, ceiling lights and natural light from windows	Dependant on amount of guests	People, team members, pool toys, raised voices, screams, laughing, splashing, chlorine smell.
The Canny Owl play area	Weekdays 12-2pm and 5pm-close Weekends All day	Weekdays 2-5pm	Outside natural light	High at busy times	People, buggies, birds, cars, sirens, raised voices.
The Canny Owl soft play	Weekdays 12-2pm and 5pm-close Weekends All day	Weekdays 2-5pm	Muted lighting	High at busy times	People, games machine beeps, music and sounds.
The Canny Owl games room	Weekdays 12-2pm and 5pm-close Weekends All day	Weekdays 2-5pm	Bright with colourful lights	High at busy times	People, background music, games machine beeps, sounds and flashing lights. Intense colour.
Reception	9-11am and 2-6pm	11-2pm	Bright ceiling lights and natural light from windows	High at busy times	People, team members, video images, ring tones.
Park grounds	Weekends	Weekdays	Outside natural light in the daytime. Low street lighting at night.	Varies	People, buggies, wheelchairs, bikes, scooters, birds, cars, diggers, tractors, raised voices, phone ringtones, laughing, ducks, geese, grass cutting, hedge trimming sounds.

The above list is a general guide to help you plan your time on park.

Park information

On this page you'll find the contact details for the park and details on wifi connectivity. You'll also find team training and our accreditation award for your peace of mind.

Our friendly team members are happy to assist with any queries you may have. Please do not hesitate to contact us. You can find all contact information below:

Reception: 01668 281 447 (option 3)

Evening night warden: 07798 673 275

Swimming Pool: 07810 278826

If you require connection to Wi-Fi in your accommodation during your stay the details are below:

VFast Wi-Fi is available for a small charge.

Network: RIVVFASTGUEST

1 day £5, 3 days £7, 5 days £8, 7 days £10, 14 days £15, 30 days £30. Charges cover 10 devices.

Free Wi-Fi is available at The Canny Owl

Team training

Our General Manager Emma Noon, Administration Manager Fiona Lee and our Accommodation Manager Barry Rafferty are Neurodiversity Awareness Course CPD Certified. They have basic awareness of the varied nature of neurodivergent minds, and how to best to support guests to help them make the most of their holiday.



Riverside Park, Wooler

Accreditation

Riverside Wooler is a Gold Standard My Safe Place certified park. This park offers neurodivergent friendly accommodation and the senior team have participated in awareness training making reasonable adjustments for neurodivergent guests.