

August 2016



# INFORMATION FOR GROUP VISITS

To book or obtain further information please contact:

**Carnfunnock Country Park,**  
Coast Road, Larne BT40 2QG

**Tel: 028 2826 2471**

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

**Website: [www.carnfunnock.co.uk](http://www.carnfunnock.co.uk)**

**Facebook Fan Page: CarnfunnockCountryPark**

**Or download the Carnfunnock App using QR codes below:**



## 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 - 5 hours for your visit and use this information booklet alongside our visitor 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 Day)

**Attractions open all year round:** Walled Garden; Adventure Playground; Orienteering/Geocaching; Biodiversity & Fitness Trail; Wildlife Garden; Driving Range & Golf Academy\*; Snack Stop\*; Walks; Public Toilets.

**Seasonal Attractions open March/April to October:** Visitor Centre inc. Cafe\* and Gift Shop; Maze; Caravan Park and Camp Site; 9 Hole Golf Course\*; Facetastic Face Painting and Glitter Tattoos\*; Family Fun Zone\* with Miniature Railway, Bouncy Castle, 18 hole Mini Golf, Remote Control Boats/Trucks, Bungee Trampolines, WOW Balls & Bungee Run; Activity Centre with Outdoor Games and Putting\*. Certain park activities operate seasonal hours and are weather permitting. (See those marked \*) If weather is bad, please telephone before your journey to avoid disappointment. Due to limited parking, group bookings are restricted on Sundays / Mondays of Bank Holiday weekends.

### INFORMATION PROVISION

We are happy to post an information pack to group organisers. However if a substantial number of maps are required then these must be collected directly from our Visitor Centre or from Larne Visitor 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 can 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 parks, with a limited number of spaces also available at the Activity Centre. Coach parking is not permitted 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. If visiting regularly, groups can also purchase a mini bus or coach parking season pass. Free parking is available for blue badge holders and subject to available spaces. A pre-paid car parking fee of £4.00 is payable on peak dates such as bank holidays and Halloween.

For groups made up of less than 12 cars, normal parking charges will apply. If your group has more than 12 paying cars then a discounted parking rate may be given, subject to advance arrangement (excluding bank holiday periods) 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 barrier staff on exit. Failure to produce a parking ticket will result in a full day charge.

## **SUPERVISION (As per our Child Protection Policy)**

A minimum ratio of 1 adult to every 3-10 children (depending on age) is required for supervision. **ALL** children must be supervised at **ALL** times particularly in the Gift Shop, Cafe / Snack Stop, Family Fun Zone, Activity Centre area, Maze 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. A wheelchair and Shopmobility scooter can be made available for use, subject to identification and conditions. 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, credit/debit card or pre-arranged invoice.

### **CHEQUE**

As there are private operators within the Park, groups are advised to bring separate cheques for (a) Family Fun Zone (b) Cafe / Snack Stop (c) Family Golf Centre - driving range & golf course (d) Facetastic or (e) any Council activity/service. For (e) cheques must be accompanied by a cheque guarantee card and made payable to Mid and East Antrim Borough Council.

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

These cannot be accepted for certain privately operated facilities i.e. Family Fun Zone, Snack Stop or Facetastic. Cash back and credit/debit card payments can be made within the Visitor Centre or Cafe, subject to conditions or a commission charge. Credit/debit card facilities are also available within the Driving Range building.

### **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 will normally not be invoiced 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 telephone, please ask our staff if you require a receipt to be posted out or supplied when you undertake your visit.

### **REFUNDS / CREDITS**

We will normally not issue refunds for advance payments unless there are extenuating circumstances, submitted to Park Management in writing. In relation to BBQ's, please note our specific cancellation policy detailed within the BBQ Hire Booking Conditions leaflet.

## EATING FACILITIES

### CAFE (within Visitor Centre - Privately Operated)

The indoor 40-seater Cafe 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. Only food bought on the premises may be consumed here. Please contact Parklands Café to book or discuss group rates or menu options. Tel: 07933 884350.

### SNACK STOP (within Activity Centre - Privately Operated)

The Snack Stop retails light snacks, drinks, ice-cream and confectionary. Only food bought on the premises may be consumed here and it cannot be privately booked or reserved. Contact details, as above.

### OUTDOOR PICNIC AREAS & BBQS

Picnic tables are available throughout the Park for anyone wishing to bring packed lunches. If seating is wet, remember to bring plastic bags to sit on. Disposable BBQs can be used but only on picnic tables with BBQ grills. These cannot be pre-booked and are mainly located in the car parks, Games Field, Picnic Green and Visitor Centre. When finished, please notify staff to arrange for their safe disposal. Hireable permanent BBQs are available in the lower car park and Visitor Centre with mobile BBQ's also available to hire. Gas BBQ's must not be used without Park Management permission. Full details are outlined within the BBQ Hire Booking Conditions leaflet.

### COVERED BBQ AREAS - ACTIVITY CENTRE & GAMES FIELD

These areas are available for private hire only and include picnic tables 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 laneways 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 by onsite Activity Centre staff. 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 these areas are required after 9.00pm. Full details are available within the BBQ Hire Booking Conditions leaflet. Please follow all health and safety guidelines outlined within our 'BBQ Hire Guide'.

## 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 accessible facilities and baby changing units.

### ADVENTURE PLAYGROUND (For under 12's only)

Group leaders are responsible for supervising their children in the Adventure Playground and for complying with age restrictions. 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** etc, cannot be privately booked or relocated. **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 in advance. The treasure hunts start at various locations within the Park so know your starting point! **Orienteering** maps can be purchased from the Visitor Centre or downloaded online. 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 from the Driving Range 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 to two groups can be accommodated at a time (subject to size). Other **online educational material**, relating to trees and our maze, can be downloaded at [www.carnfunnock.co.uk](http://www.carnfunnock.co.uk). Full details of our events can also be found online or on the **Carnfunnock App**, available from Play Store and iTunes.

## **PRIVATELY OPERATED ACTIVITIES (Contact directly)**

Family Fun Zone (Tel: 077455 70037), Cafe/Snack Stop (Tel: 07933 884350 or 028 2827 7703), Family Golf Centre with driving range & 9 hole golf course (Tel: 028 2827 4637) and Facetastic (Tel: 07801 893449) should be contacted directly regarding group bookings.

## **PRIVATE ENTERTAINMENT**

No other face painters or inflatable providers are permitted onsite. Catering services are also restricted. For private entertainment, permission is required from Park Management along with appropriate public liability insurance and risk assessments.

## **UPON ARRIVAL**

When your group initially arrives please make yourselves known to a member of staff at the barrier or Visitor Centre. 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, at your own risk and 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 / incident report form must then be completed giving full details. The law limits what items are permitted in first aid kits i.e. no medicines, 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 Park 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 a public area, in full view, 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 Visitor Centre or Activity Centre.

## 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.

## 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 to not clean up after their dog. (Please see our dog policy.)

**Smoking** is not permitted in any buildings or outside children's activity areas.

**Alcohol** consumption is not permitted.

**Quads and electric scooters** (except disabled scooters) are not permitted.

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

**Clothing/Behaviour:** Please wear suitable clothing for the weather conditions. To promote a neutral environment we request that no football shirts are worn. Groups may be banned from future visits for breaches of park rules or inappropriate behaviour and are expected to follow Leave No Trace principles.

## 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. Mid and East Antrim 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 the 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.