

Lundy – key information

Winter Helicopter Service 2020-21

Before your break

We have prepared this guide for visitors travelling to Lundy using the winter helicopter service.

Please ensure members of your party read this information in full before your trip.

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Lundy is the largest island in the Bristol Channel, 12 miles off the Devon coast. The Landmark Trust rescued Lundy in 1969 when we took on the island's lease from The National Trust and we now manage 23 buildings and a camp site. People return time and again to the simple pleasures that Lundy offers; the sea is clear, the landscape spectacular and at night the stars shine with unfamiliar brilliance.

1. Getting to and from Lundy

Flight schedules and prices are available in the current Lundy brochure or Landmark Trust price list. Flying time is approximately six minutes.

Tickets must be bought a minimum of 14 days before departure by telephoning the Lundy office on 01271 863636.

We require the name, gender and age group (adult/child/infant) of each passenger. Children are classed as being between the ages of 2 and 15. We also require the weight in kgs of each passenger in advance.

It is imperative that you call our information line on 01271 863636 after 8.00pm the evening before your departure to check flying times. Adverse weather may sometimes force changes of flying times if particular winds are forecast.

Please note delays in flights and in reclaiming luggage may occur on busy flying days when transporting large numbers of passengers or if the weather is bad. **We strongly advise that you keep any medication in your hand luggage.**

Flights may occasionally have to be cancelled because of strong winds or poor visibility. In this event we will transport you to the Island as soon as we possibly can when the weather allows.

For details on our refund policy please refer to the Lundy booking conditions or Landmark Trust website www.landmarktrust.org.uk

2. Luggage

- Check-in luggage allowance is strictly **10kg per person** – N.B. There is a charge of £5 for excess weight up to 5kg (or any part of) and every additional 5kg thereafter (or any part of).
- **The maximum size permitted is 56cm x 45cm x 25cm.**
- Please note – If combining individuals' luggage, **no single piece of luggage should weigh more than 15kg.**
- You are also allowed one piece of small **hand luggage weighing no more than 5kg.**
- Please ensure luggage is securely packed, compact, not too smart and reasonably waterproof. We will not accept responsibility for damage (unless unequivocally caused by negligence on our part).
- At busy times it can take several hours for your luggage to be delivered to your property, this may not be until late afternoon, so please plan your packing accordingly!
- Please label each piece of luggage with the property name in which you are staying and your name. We provide coloured labels upon check in at the Heliport.

Label Colour	Landmark
Red	Castle Cottage, Castle Keep North, Castle Keep East, Castle Keep South, Hammers
Blue	Bramble Villa East, Bramble Villa West, Millcombe House
Green	Big St Johns, Little St Johns, The Old School, Government House
White	Old House North, Old House South, Square Cottage, The Radio Room
Pink	Old Light Lower, Old Light Upper, Old Light Cottage, Stoneycroft
Orange	The Quarters, Tibbetts Lookout
Yellow	The Barn

3. Getting to Hartland Point Heliport

Please make sure you arrive to check in **no later than 10am**. Please note that the heliport and check in opens at 9.30hrs. Please do not arrive before this time.

The address is Hartland Point Heliport: Blagdon Farm, Hartland, **EX39 6AU**

3.1 Public transport

By public transport the nearest railway station is Barnstaple and there are regular bus connections from there to Bideford. Public transport between Bideford and Hartland Village is limited, with no direct public transport to Hartland Point. Local taxi companies are: 'Number Six' 01237 666 666 or 'Hartland Taxi (A Taxi)' 07766 086 005

- For trains call 03457 48 49 50 or visit www.nationalrail.co.uk
- For bus/coach services call 0871 200 22 33 or visit www.traveline.info

3.2 By Road

From Bideford take the A39 signposted for Bude until you reach Clovelly Cross. Go straight across the roundabout and just after this turn right, signposted Hartland.

Follow the Hartland road along for approximately 2 miles and look for a "Y" junction. Take the fork signposted Hartland Point and Lighthouse. You will come to a cross road, turn right for Hartland Point. Follow this road as far as it goes and you will reach Blagdon Farm - you will approach a wooden kiosk where car parking tickets are issued.

From Bude, take the A39 signposted Bideford and travel along until, just before Clovelly cross, there is a turning left for Hartland. Take this turning and follow the directions as from Bideford in paragraph above.

Hartland Point is approximately 16 miles from Bideford.

3.3 Car parking

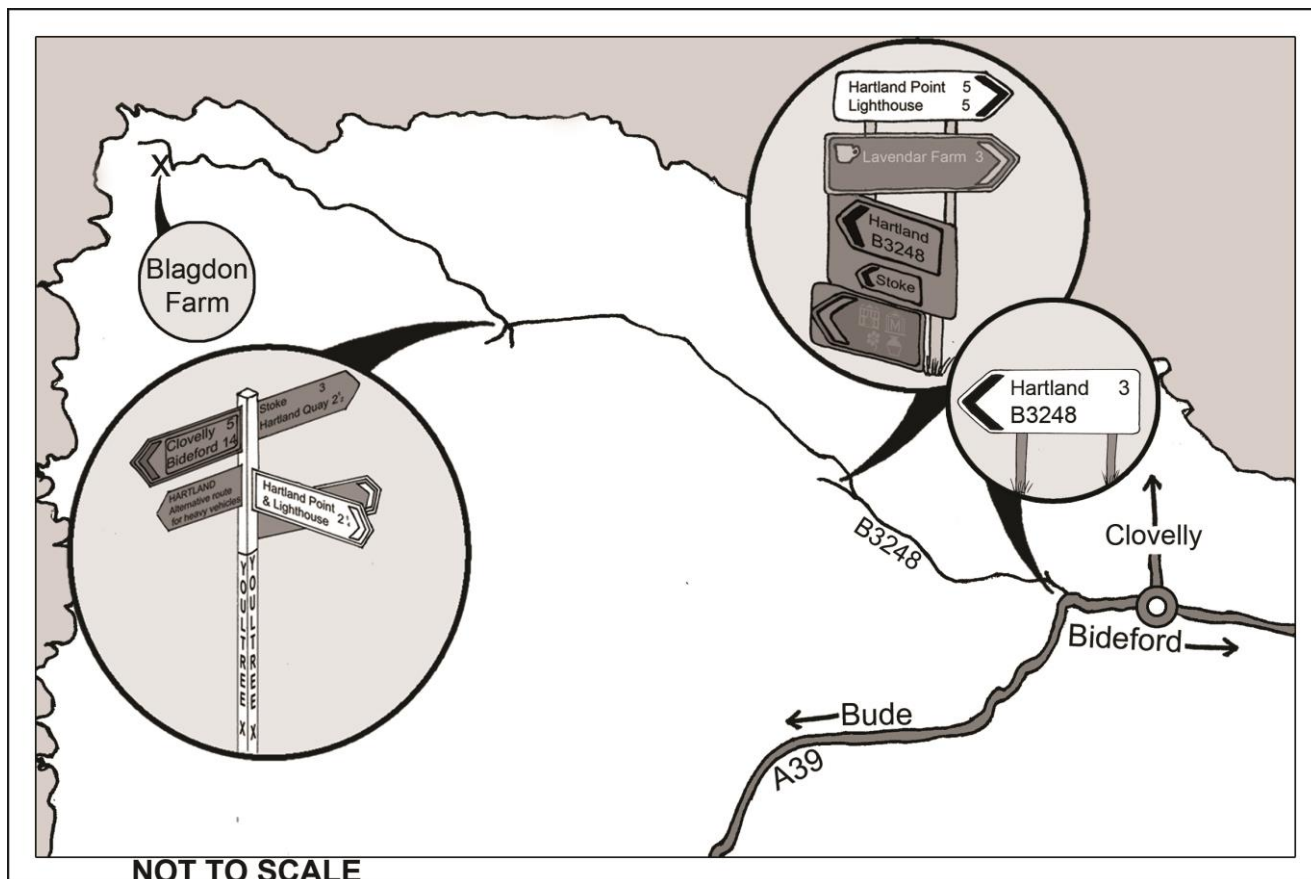
Car parking is available locally at the Hartland Heliport at a fee of:

- £10 for weekend breaks (Friday to Monday)
- £12 for mid-week breaks (Monday to Friday)
- £15 for seven nights breaks.

If staying more than seven nights, additional days parking will cost £2 per day.

Parking is payable (by cash only) **on arrival at Hartland Point. Please have correct money ready.**

3.4 Map



3.5 Where to stay near Hartland Point

Bideford Tourist Information Centre on 01237 477676 can help or there are a number of hotels and guest houses in the area:

Mrs Heard, West Titchberry Farm, Hartland	01237 441287
Tim, Pattard, Hartland	01237 441311
Cathy Walker, Hartland Mill B&B	01237 440181
Hartland Quay Hotel	01237 441218
Karen Clark, Copps Castle, Hartland	01237 441733
Mrs Vanstone, The Old Smithy, Higher Clovelly	01237431202

4. Arriving on Lundy

- On arrival please collect your hand luggage from the ground crew and report to reception beside the Marisco Tavern where you will be advised when your property is likely to be ready.
- Please be patient, departing visitors may have only recently left and the housekeepers need time to prepare the property for you. On busy days this could take up to 6 hours, though it will normally be less.
- Whilst waiting you are free to explore the Island, visit the shop, or wait in the Tavern.

5. Staying on Lundy

- **Marisco Tavern** The Tavern serves a selection of dishes for breakfast, lunch and dinner. Vegetarian meals are always available and other dietary needs can be catered for, please let the kitchen know. Times for meals are displayed on a notice board and the Tavern is open throughout the day for homemade cakes and hot and cold drinks.

Please note that the use of mobile telephones, personal electronic devices and laptop computers are not allowed in the Tavern but may be used in the wheelhouse. (Be aware there is a fine of £1 which goes towards the Lundy fund if your device is heard in the Tavern! Please ensure devices are switched to silent and put away).

- **Shop and Tavern Tabs** Both the Tavern and the shop will be happy to open an account for the duration of your stay. Accounts should be settled **by 11:00am on the day of your departure**. Payment can be made by card (Visa/MasterCard).
- **Lundy Shop** The shop stocks a wide range of food along with toiletries, household goods and souvenirs and fuel for fires, therefore there is no need to bring your own supplies. Fresh produce is replenished on helicopter days. Wines, beers and spirits are available from both the shop and the Tavern.

If you decide to place an advance order for groceries, please email or post your list to shop@lundyisland.co.uk or Lundy Shop, Lundy Island, Bideford, Devon EX39 2LY. Please place your order with us at the **earliest opportunity** to allow us to order in and prepare items as necessary. Include the name of your property, your date of arrival and departure, and your name and contact number/email address. If we don't stock any of the items you require, we will reply, suggesting alternatives. We recommend that you place an advance grocery order for the bulk of your shopping ahead of your visit and top up your shopping during your stay. This avoids queueing on arrival and enables you to collect your groceries at your convenience.

Your order will be delivered to your property along with your luggage on your day of arrival, usually before 4pm. Should you have any special dietary requirements, we recommend you contact the shop by email or on 01237 431833 ext. 291 well in advance of your arrival.

The shop will be open all day on your day of arrival until all customers are in their properties. Opening times vary during your stay; they are displayed in the window and on the Tavern notice board.

- **Telephone** There is a public payphone in the Tavern.
- **Mobile Devices** Mobile coverage on the Island is variable.
- **Internet Access** Please be aware that there is presently no public internet access on Lundy. It is however possible to pick up a 4G signal depending on weather and coverage. Visitors should check coverage with their service providers.
- **Electricity** The Island's diesel generators provide electricity between about 6:30am and midnight, so please bring a torch. Please do not bring any mains powered equipment as our electric supply is limited.
- **Cots** Mothercare folding cots and highchairs are available; please contact the Island well in advance of your arrival to arrange this. Cot linen is not provided.
- **Linen** We provide a duvet, pillowcases and towels for all properties.
- **Dogs** Lundy is a working farm, so no dogs (other than assistance dogs) or other pets are permitted.

- **Drones/model aircraft** Recreational use of drones is not permitted. For research or media use, please contact the warden in the first instance. Prior permission to fly drones or model aircraft is required in writing from the Island Manager or Warden at least one week before your visit. Please be aware that there may be restrictions on areas where you can operate these in order to protect wildlife and to respect other visitor's privacy. Charges may apply for transportation. Please contact the Warden for further advice at least one week before your arrival.

6. Leaving Lundy

- **Please leave your property by 09.30am** to allow time for our housekeepers to prepare it for incoming visitors. Guests should check the Tavern blackboard **the day prior to your departure from Lundy** for confirmation of luggage collection and departure times as these can vary with adverse weather.
- In the event of bad weather cancelling your returning flight, we will accommodate you free of charge on Lundy until conditions improve to allow flights to recommence.

7. Contacting us

For further travel information, to book your tickets, or any general enquiries please contact:

The Lundy Shore Office

Tel: 01271 863636

Email: info@lundyisland.co.uk

Website: www.lundyisland.co.uk

For specific enquiries about your accommodation booking or to make further bookings please contact:

The Landmark Booking Office

Tel: 01628 825925

Email: bookings@landmarktrust.org.uk

Website: www.landmarktrust.org.uk

For any queries about details on the Island, or during your stay, please contact the Island direct:

Lundy Island

Tel: 01237 431831

Email: general@lundyisland.co.uk

For further information on the island and things to do during your stay you can visit the 'Discovering Lundy' section of our website:

www.landmarktrust.org.uk/lundyisland/discovering-lundy

8. Items we provide....

Lundy Equipment List

We suggest that you look through this list before you arrive in case there is anything which is not on the list and which you especially feel you need:

Kitchen Equipment		ELECTRICAL EQUIPMENT
Baking Tray	Potato masher	Fridge
Balloon whisk	Potato peeler	Vacuum Cleaner
Bread bin	Roasting tin	Toaster
Bread board	Rolling pin	
Bread knife	2 Sandwich tins	
Cafetiere	3 Saucepans	GENERAL EQUIPMENT
Carving knife, fork & steel	Sieve	Ashtray
Chopping board	Sink tidy	Boot jack
Colander	Sink top dish drainer	Broom
Cooking tongs	Slotted spoon	Clothes airer
Corkscrew	Solid spoon	Deck chairs – 1 per bed space
Crockery	Teapot	Dish cloths
Cruet set	Tea/coffee strainer	Floor cloths
	Tin/bottle opener	Hot water bottle – 1 per bed space
		Loo paper – 1 per WC
		Oven Cloth
Cutlery	Toast rack	Scrubbing brush
Egg cups	Tray	Small bar of soap
Fish slice	Wooden spoons	
Frying pan		Oven cloth
Glasses	PLASTIC & POLYTHENE	
Garlic press	Brush & pan	Scrubbing brush
Grater	Bucket	Tea towels
Kettle	Lunch box	Washing up brush
Kitchen scissors	Picnic cups & plates	Washing up liquid
4 knives: vegetable, serrate, 6" & 8"	Washing up bowl	Salt & pepper
		WE DO NOT PROVIDE
Ladle	PYREX	Candles
Lemon squeezer	2 Bowls	Torches
Medium jug	2 Casseroles	Electric blankets
Milk saucepan	Covered butter dish	Washing powder
Milk jug	Fruit bowl	Axes or saws
Mixing bowl	Measuring jug	US/Continental Electrical adapters
Pedal bin	2 Pie dishes	
	Soufflé dish	Further loo paper

We provide crockery, cutlery and glasses for as many people as there are beds, plus two further sets in case you invite others for a meal. The largest buildings may have more than this. If you need fuel for fires or stoves, please contact the Island shop.

We provide sheets and pillowcases, and one hand towel and one bath sheet for as many people as there are beds. There will normally be two pillows and a duvet for each bed. If you have asked for a cot there will be a mattress but no bedding.

Please let the Island staff know if you find anything missing or defective, and about any breakages.

Do please make use of the Landmark Trust Comments and Suggestions Form in the property to send us any observations you may have on the equipment, the building or the arrangements. You will also find a Log Book in which you can record your visit and pass on to future visitors anything of interest you have discovered on the Island or in the building.