

Key information

Winter Helicopter Service 2023

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.

Contents

1. Getting to and from Lundy
2. Luggage
3. Getting to Hartland Point
4. Arriving on Lundy
5. Staying on Lundy
6. Leaving Lundy
7. Contacting us
8. Items we provide

Lundy is owned by the National Trust and managed by the Landmark Trust. The two charities have worked together since 1969 to restore and protect all that is cherished and special about Lundy. Every day visit and every overnight stay helps to secure the future of the island and its landscape, buildings and wildlife.



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 website. 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 of our refund policy please refer to the Lundy booking conditions or the 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 £10 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.

| Luggage 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, The Vestry |
| 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 10.00am. Please note that the heliport and check in opens at 9.30am. Please do not arrive before this time.

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

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’ 07766 086 005.

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

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.

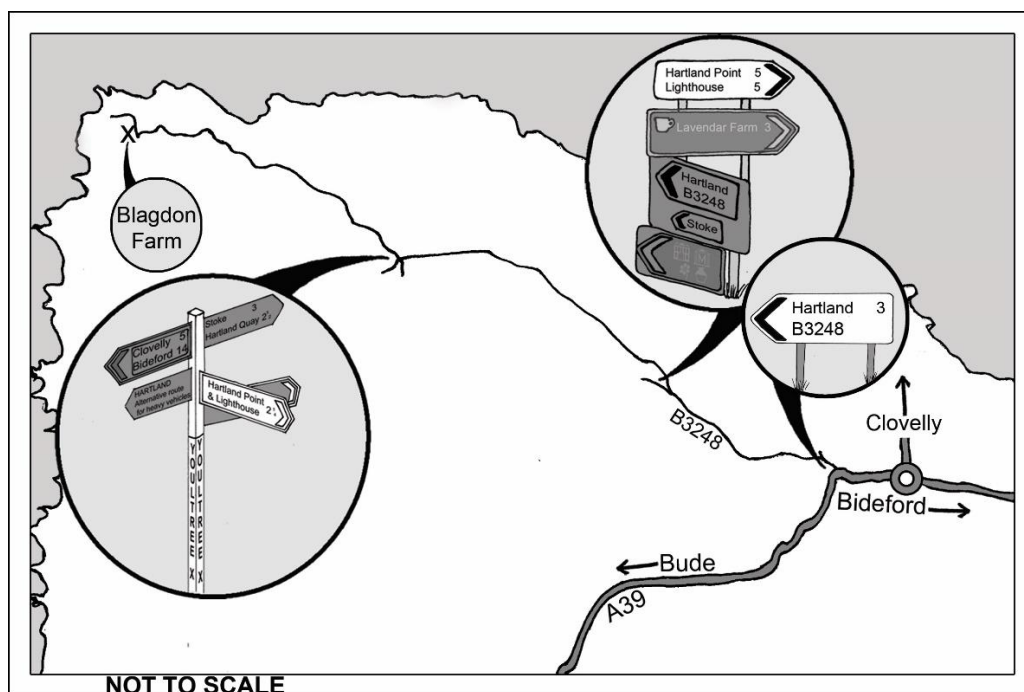
Follow the Hartland road for approximately two miles and look for a “Y” junction. Take the fork signposted Hartland Point and Lighthouse. You will come to a cross road, turn right for Hartland Point. Follow this road as far as it goes and you will reach Blagdon Farm - you will approach a wooden kiosk 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.

Car Parking

- Car parking is available locally at the Hartland Heliport at a fee of:
£12 for weekend breaks (Friday to Monday)
£14 for mid-week breaks (Monday to Friday)
£17 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.



Where to stay near Hartland Point

Bideford Tourist Information Centre on 01237 477676 can help or below are a number of hotels and guest houses.

| | |
|---|--------------|
| Mrs Heard, West Titchberry Farm, Hartland | 01237 441287 |
| Jill George, Gawlish Farm | 01237 441320 |
| Hartland Quay Hotel | 01237 441218 |
| Mrs Vanstone, The Old Smithy, Higher Clovelly | 01237 431202 |

4. Arriving on Lundy

- On arrival, please make your way to the village 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 our housekeepers need time to prepare the property for you. On busy days this could take up to six hours, though it will normally be less.
- Whilst waiting you are free to explore the Island, visit the General Stores, 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 speak to the chef. 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.

- **General Stores and Tavern tabs:** Both the Tavern and the store 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).
- **General Stores:** The store stocks a wide range of food along with toiletries, household goods, 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 store 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 General Stores, Lundy Island, Bideford, Devon EX39 2LY. Please place your order with us **at least 14 days before your arrival date** 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.

Your order will be delivered to your property along with your luggage on your day of arrival, usually before 4.00pm. Should you have any special dietary requirements we recommend you contact the store by email or on 01237 431831, well in advance of your arrival.

The General Stores operates a grocery collection service, please enquire on arrival.

The store will be open all day on your day of arrival until all customers are in their properties. **Opening times will vary during your stay** and 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 because our electrical supply is limited.
- **Cots:** 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 duvets, pillowcases and towels for all properties.
- **Dogs:** Lundy is a working farm, so no dogs (other than assistance dogs) or other pets are permitted.
- **Smoking:** Smoking is not permitted in any of our properties.
- **Diving and Climbing:** Unfortunately the winter helicopter service is unable to transport climbing or diving equipment.

- **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 to protect wildlife and to respect other visitors' privacy. Charges may apply for transportation. Please contact the Warden for further advice at least one week before your arrival.
- Lundy is a rat and mouse free island with strict bio-security measures in place to ensure the island remains rodent free. If you are travelling via private transport, e.g. charter boat or via the *MS Oldenburg*, please remember check your boat and/or bag for any signs of rats or mice before you depart. Additionally, please ensure any food that you bring to the Island is packaged in a sealed plastic container both before and during your trip.

6. Leaving Lundy

- **Please leave your property by 10.00am** 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 re commence.

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 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

8. Items we provide

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. These items are not provided for camping bookings.

| Kitchen equipment | | |
|-------------------------------|--|-----------------------|
| Baking tray | Frying pan | Roasting tin |
| Balloon whisk | Glasses | Rolling pin |
| Bread bin | Garlic press | 2 Sandwich tins |
| Bread board | Grater | 3 Saucepans |
| Bread knife | Kettle | Sieve |
| Cafetière | Kitchen scissors | Sink tidy |
| Carving knife, fork & steel | 4 Knives: vegetable, serrated, 6" & 8" | Sink top dish drainer |
| Chopping board | Ladle | Slotted spoon |
| Colander | Lemon squeezer | Solid spoon |
| Cooking tongs | Medium jug | Teapot |
| Corkscrew | Milk saucepan | Tea/coffee strainer |
| Crockery | Milk jug | Tin/bottle opener |
| Cruet set | Mixing bowl | Toast rack |
| Cutlery | Pedal bin | Tray |
| Egg cups | Potato masher | Wooden spoons |
| Fish slice | Potato peeler | |
| Plastic and polythene | | |
| Brush & pan | Lunch box | Washing-up bowl |
| Bucket | Picnic cups & plates | |
| Pyrex | | |
| 2 Bowls | Fruit bowl | Soufflé dish |
| 2 Casseroles | Measuring jug | |
| Covered butter dish | 2 Pie dishes | |
| Electrical equipment | | |
| Fridge | Vacuum cleaner | Toaster |
| General equipment | | |
| Ashtray | Floor cloths | Small bar of soap |
| Boot jack | Hot water bottle – 1 per bed space | Tea towels |
| Broom | Loo paper – 1 per WC | Washing up brush |
| Clothes airer | Oven cloth | Washing up liquid |
| Deck chairs – 1 per bed space | Salt & pepper | |
| Dish cloths | Scrubbing brush | |

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 General Stores.

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.

We do not provide: Microwaves, candles, torches, electric blankets, washing powder, axes or saws, US/continental electrical adapters, further loo paper.

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

You will also find a Logbook 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.

We look forward to welcoming you to Lundy.



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