

# Key information

## MS Oldenburg 2024



### Before your break

We have prepared this guide for visitors travelling to Lundy using the *MS Oldenburg*.

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 your departure port
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

Most visitors to Lundy travel on the Island supply ship *MS Oldenburg*. Sailing times and prices are available in the current Lundy brochure or on the website.

**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 4 and 15.

**It is imperative that you call our information line on 01271 863636 after 8.00pm** the evening before your departure to check sailing times. Weather may sometimes force changes to sailing times (and very occasionally ports) if particular winds are forecast *MS Oldenburg* may have to sail prior to scheduled times.

If adverse weather forces sailing cancellation, providing you already have tickets to sail on *MS Oldenburg* we will arrange for a helicopter (subject to availability and flying conditions) to transport you to, or from, the Island at a subsidised cost of £50 per person and £17 for infants under 2 years old.

Helicopter journey time is normally only six minutes, but at busy times because of limited capacity it may take several hours to transport everybody to/from the Island and facilities at the heliport may be limited – further details are available from the Bideford or Ilfracombe offices.

For details of our refund policy please refer to the Lundy booking conditions or the Landmark Trust website [www.landmarktrust.org.uk](http://www.landmarktrust.org.uk).

Please let the Island know if travelling on your own arranged transport. There is a landing fee of £10 per person (National Trust card carrying members are free). Should you wish us to transport your luggage to the top of the Island, this must be arranged prior to your arrival and there is a charge of £5 per person (minimum charge £30) for this service.

Please be aware we do not operate a cancellation insurance scheme and strongly recommend that you ensure you have your own appropriate cover.

## 2. Luggage

- Check-in luggage should be no larger than a standard sized suitcase (75cm x 50cm x 30cm) or a large ruck sack. Weight limit is strictly **20kg per person**, no single piece of luggage should weigh more than 20kg if combining luggage allowances. Please note that excess charges will apply for any overweight luggage. Please be aware that we are unable to deliver any case weighing more than 25kg to your property. They will be held in our luggage shed awaiting your collection.
- The maximum size permitted is 75cm x 50cm x 30cm.
- Please ensure your luggage is fit for purpose, securely packed, compact, not too smart and reasonably waterproof. Please do not pack valuable, fragile, perishable or glass items in your hold luggage. We will not accept responsibility for damage. (unless unequivocally caused by negligence on our part). We do our best to handle all types of baggage carefully and sensibly. Occasional scratches, dents, scuffs, cuts and stains may occur as normal wear and tear, for which The Lundy Co are not responsible. We will take no responsibility for; Superficial damage to handles, wheels, or the outside of baggage. Damage due to overpacking. Loss or damage to feet, pockets, pull straps, security straps and external locks. Water damage due to rain or snow. Damage to luggage which is not fit for purpose, i.e. Polythene, thin plastic or other fragile bags.
- With the exception of hand luggage, all other luggage is carried in the ship's hold and then transferred to the top of the Island before being delivered to your property. At busy times this can take several hours and sometimes your luggage may not be delivered until late afternoon, so please plan your packing accordingly! **Please note: We strongly advise that you keep any medication in your hand luggage.**
- Climbing equipment must be checked in and carried in the ship's hold. It will be unloaded upon arrival at Lundy.
- If you are considering bringing anything unusual (gas bottles, outboard motors, kayaks etc.) please contact the Lundy Shore Office well in advance of your journey for advice.
- 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 Shore Office.

Luggage label colour	Landmark
Red	Castle Cottage, Castle Keep North, Castle Keep East, Castle Keep South, Hanmers
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
Brown	Camping

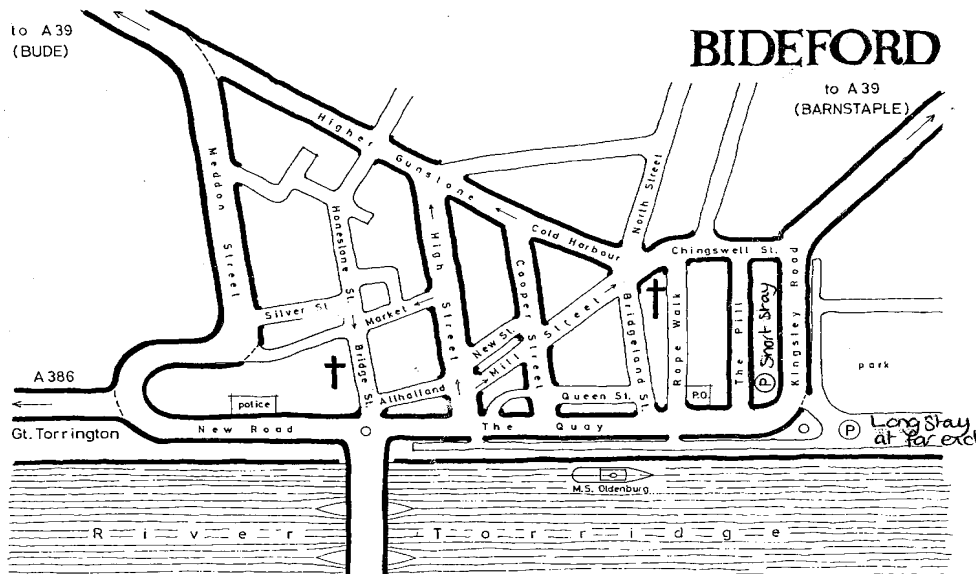
## 3. Getting to your departure port

Please make sure you arrive at the correct port to check in **one hour before departure**.

### Public transport

The nearest railway station is Barnstaple and there are regular bus connections from there to Bideford and Ilfracombe.

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



## Bideford

MS *Oldenburg* berths at Bideford Quay in the centre of town, 250 yards north of the Old Bideford Bridge. The postcode for the Lundy Shore Office in Bideford is EX39 2EY.

### Car Parking

- Public Parking: Riverbank Car Park (EX39 2QS). You must park in the long stay section located at the far end of Riverbank Car Park on Kingsley Road. Please ensure you are parked beyond machine '3'.
- Paying by cash (7 days maximum): You may use pay and display machines 3 or 4 to purchase long stay tickets at £5 per day or £22.50 for 7 days, this service can only be used if you are staying on Lundy for less than 7 nights (You will need the correct change for the machines).
- To pay by credit/debit card on the **day of departure only**. Paying by card "RingGo" call to book on 01237 402405 and use location code 54508. This service can only be used if you are staying on Lundy for less than 7 nights. If you are staying for 8 or 15 nights, please use location code 54523. (8 days £27.50 or 15 days £52)
- Please note that these public parking options are valid in Riverbank Car Park Long Stay section only.
- For further information and enquiries please call Torridge District Council on 01237 428700 (Mon-Fri)
- You can book and pay to park in Morrisons car park for any length of staying using <https://www.yourparkingspace.co.uk/>
- Arrangements for private parking must be made in advance: Blights Garage Handy Cross, Clovelly Road, Bideford, EX39 3ET collected/drop off between 07.00 - 20.00 £5 a day (30 minute walk or taxi ride to the Bideford shore office).

### Taxi

- Taxi Number Six 01237 666666 [www.number6taxi.co.uk](http://www.number6taxi.co.uk)
- Alpha Cars 01237 475949
- All Areas Taxis 01237 470211

### Where to stay in Bideford

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

Premier Inn: 0333 003 8101/033 234 6458 (Bideford)

The Royal Hotel: 01237 472005

The Corner House: 01237 473722/07483 876722

[cornerhouse@gmail.com](mailto:cornerhouse@gmail.com)

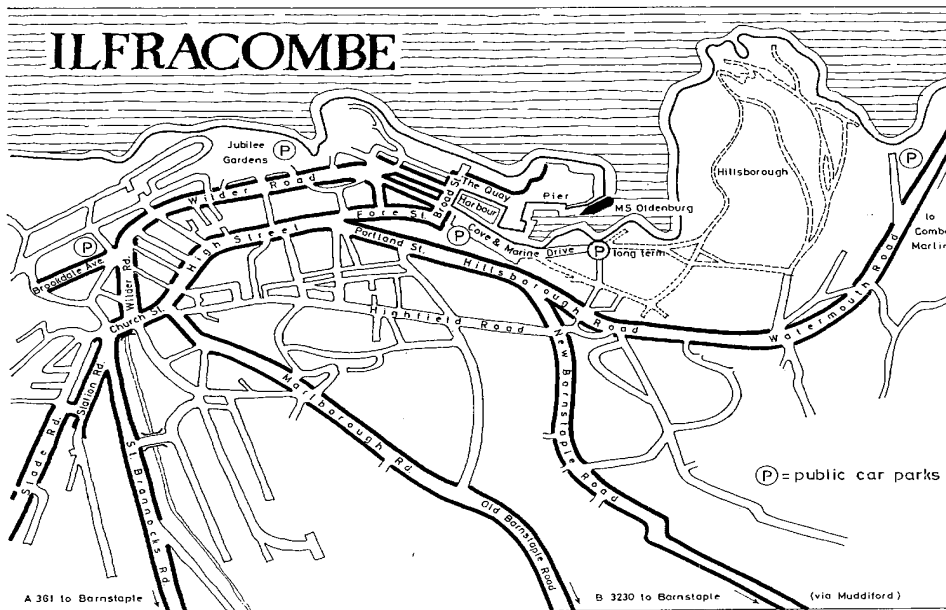
Ellerton B&B: 01237 470393

[www.ellertonbandb.com](http://www.ellertonbandb.com)

Seagate Hotel, Appledore: 01237 472589

10% reduction off best available rate when Lundy

Booking confirmation produced at the time of booking



## Ilfracombe

MS *Oldenburg* is moored at the pier in Ilfracombe. The postcode of the Lundy Booking Office in Ilfracombe is EX34 9EQ.

### Car Parking

- Arrangements for private parking must be made in advance:  
Alison and Adrian, Mullacott Farm, EX34 8NA. Please call 01271 866877 direct to book.
- To pay by credit/debit card on the **day of departure only**: 'RingGo' is available for the public car parks. The telephone number is 01271 823825, the car park ID is 3630 for Larkstone Lane (EX34 9QG) and 3636 for Hillsborough. (EX34 9QJ).
- The 4 and 7 day season tickets can be purchased online using [Parking permits | North Devon Council](#)
- The customer will need to register for a Permit Smarti account. If you are staying for a week, we would suggest purchasing two 4 day permits.
- **The Pier Car Park is Short Stay only. Please do not park here if you are staying on Lundy.**
- Please refer to [www.northdevon.gov.uk](http://www.northdevon.gov.uk) for the most up to date charges.

### Taxi

- We would suggest you book a taxi 24hrs in advance. Ilfracombe Taxis 01271 440258, Fast Lane Taxis 01271 866776, Filers Taxis 01271 862575, Sure Taxis 01271 865385, Ace Taxis 01271 866688, Mike's Taxis 01271 268434, A2B Taxi 01271 867788 or Conquest Cars 01271 865645

### Where to stay in Ilfracombe

There are several hotels and guest houses in the area. The accommodation in bold below offer parking to Lundy visitors if overnight accommodation is booked. Book direct for best rates.

**Mullacott Farm: 01271 866877**

Cairn House: 01271 855555

**Varley House: 01271 863927**

Ilfracombe Carlton: 01271 862446

**Epchris Hotel: 01271 862751 (min 3 night stay for parking)**

**Laston House: 01271 867754 (Donation to RNLI)**

## 4. Arriving on Lundy

- On arrival, please make your way to the top of the Island 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 sailing 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](mailto: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:** There is a public Wi-Fi service available for visitors to use in St Helens church. The service relies totally on donations, so to maintain the Wi-Fi, please leave a donation using the tap to donate machine or leave a donation in the collection box by the door. It is 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 on board the ship or in any of our properties.

- **Diving:** Because of Lundy's increasing popularity for divers, it is essential that anyone requiring air and/or use of the changing rooms during their stay should book an absolute minimum of four weeks before their arrival. For diving information and booking forms please visit: [www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/diving/dive-facilities](http://www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/diving/dive-facilities).
- **Climbing:** Lundy is a popular climbing destination, but certain restrictions are in place during the seabird breeding season. Prior to arrival climbers should check for the latest updates at: [www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/climbing](http://www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/climbing).
- **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 by email [warden@lundyisland.co.uk](mailto:warden@lundyisland.co.uk)
- 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.
- **Coach Links:** MS *Oldenburg* sails from either Bideford or Ilfracombe depending on tides. As set out in the travel timetable, some sailings depart from one port and return to the other. For those occasions, a coach transfer to the original port is available for an additional fee. The cost of this service is £11 per person (under 2s free) and, if customers would like to use the service, places on the coach can be booked at the same time as booking MS *Oldenburg* tickets.

## 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](mailto:info@lundyisland.co.uk)

Website: [www.lundyisland.co.uk](http://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](mailto:bookings@landmarktrust.org.uk)

Website: [www.landmarktrust.org.uk](http://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](mailto: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.**



Doc 2024 v.1