Lundy – key information

MS Oldenburg 2018

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.

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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 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, Landmark price list 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 £35 per person and £8 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 on our refund policy please refer to the Lundy booking conditions or Landmark Trust website www.landmarktrust.org.uk

Please let the Island know if travelling on your own arranged transport. There is a landing fee of £6 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 £3 per person (minimum charge £10) 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 allowance is strictly **20kg per person,** (excess charges apply) no single piece of luggage should weigh more than 20kg if combining luggage allowances.
- 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.**
- 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).
- 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.

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
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 Port of Departure

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

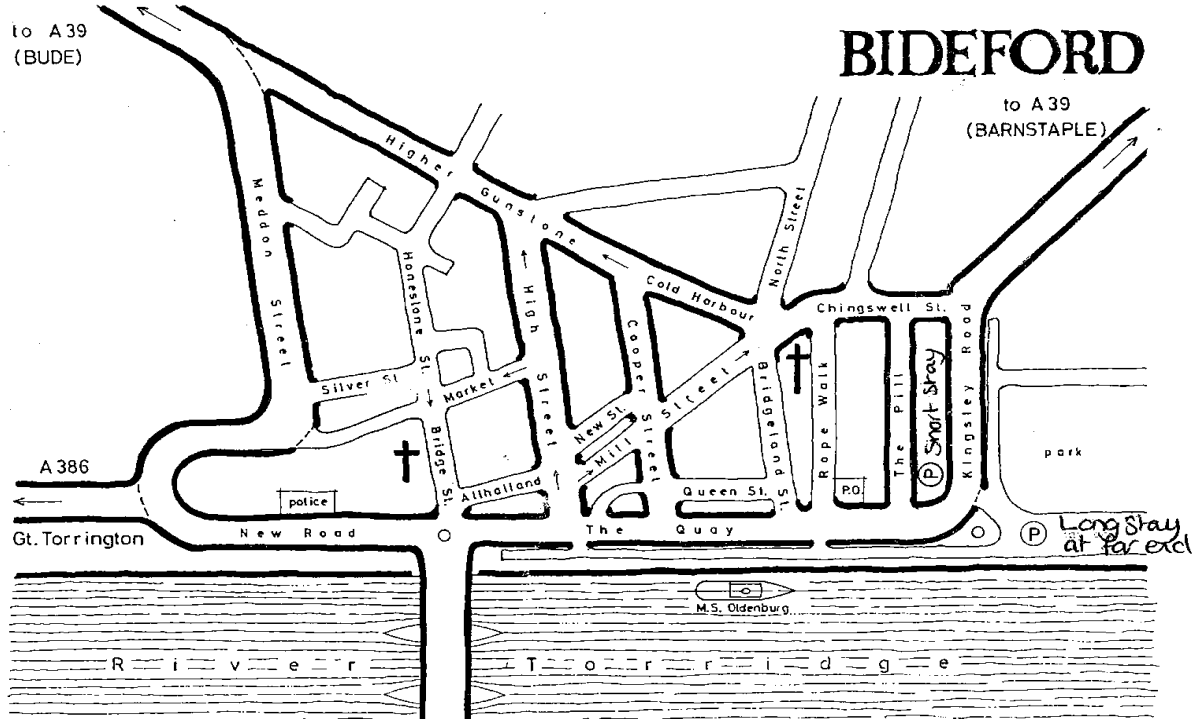
Public transport

By 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
- For bus/coach services call 0871 200 22 33 or visit www.traveline.info

Bideford

MS Oldenburg berths on 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 £3.00 per day or £16.00 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).**

Paying by Credit/Debit Card on the day (7 days maximum) Once parked 'Parkmobile' can be contacted on 020 3003 25 27, to purchase a multi days ticket enter location 4538, this service can only be used if you are staying on Lundy for less than 7 nights.

Passengers staying 7 or 14 nights on the day 'RingGo' has been set up for Lundy passengers, an 8 days ticket is £19.00 or a 15 days ticket is £35.00. Call to book on 01237 402405 and use location code 4512.

Please note that these public parking options are valid in Riverbank Long Stay Car Park only.

For further information and enquiries please call Torridge District Council on 01237 428700 (Mon-Fri)
or visit www.torridge.gov.uk/article/12488/Where-to-park-for-Lundy-Island to check on the latest charges.

- **Taxi** Number Six 01237 666666 www.number6taxi.co.uk

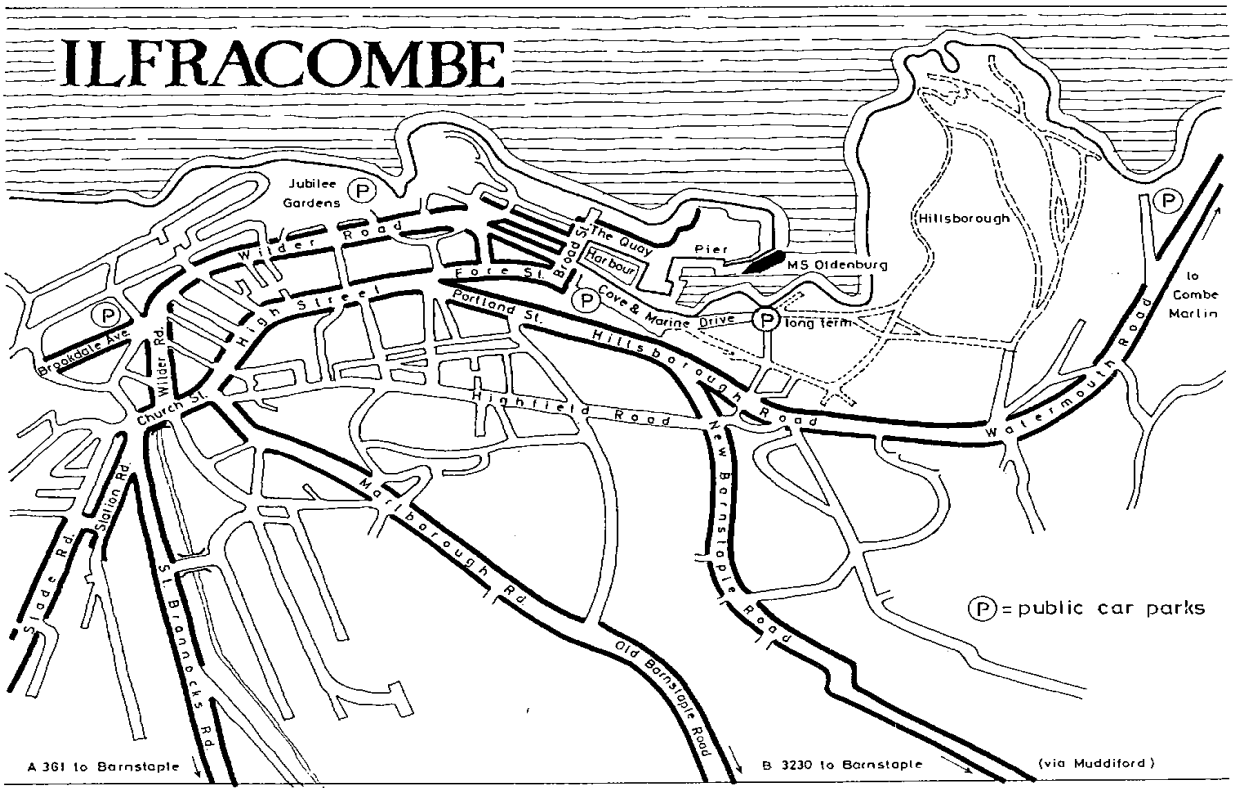
Where to stay in Bideford

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

No. 89 Vegetarian	01237 472975	Old Keepers Cottage	01237 479113
The Royal Hotel	01237 472005	Mr & Mrs Hills, 13 Park Avenue	01237 470007
The Corner House	01237 473722	Orchard Hill Hotel	01237 472872
Ellerton B&B	01237 470393	The Mount	01237 473748

Ilfracombe

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



Car Parking

Arrangements for **PRIVATE PARKING** **must** be made beforehand;
Alison and Adrian, Mullacott Farm, EX34 8NA – please call 01271 866877 direct to book.

Ilfracombe Tourist Information Centre sells permits for **PUBLIC PARKING** and must be done at least **7 days prior** to your visit as the permits are posted to you. Please call 01271 863001.

The Lundy Booking Office sells permits for public parking which can be bought on the morning of the sailing – **however we can only accept cash.** Parking is at owners risk and space is limited so we advise you book in advance through the Ilfracombe Tourist Information Office if possible.

To **pay by credit/debit card on the day** there is a ring and go service available for the public car parks – the telephone number you require is 01271 823825, the car park ID is 3631 for Marine Drive (EX34 9EN) and 3630 for Larkstone Lane (EX34 9QG).

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/parking/council-car-parks for the most up to date charges.

- **Taxi** "A" Taxis 01271 865321, Ilfracombe Taxis 01271 440258 www.ilfracombetaxis.co.uk or Mike's Taxis 01271 268434

Ilfracombe Tourist Information Centre on 01271 863001 can help or there are a number of hotels and guest houses in the area. The accommodation highlighted in bold below offer parking to Lundy visitors if overnight accommodation is booked.

Mullacott Farm	**01271 866877**	Marine Court Guest House	01271 862920
Varley House	**01271 863927**	Laston House	01271 867754
Epchris Hotel	**01271 862751**	Acorn Lodge	01271 862505
Ilfracombe Carlton	01271 862446	Harcourt Hotel	01271 862931
Cairn House	01271 855555		

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 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 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).

- **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 cash, card (Visa/MasterCard) or cheque.

- **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 advanced shop order using the form in section 8 please make sure it reaches the shop an **absolute minimum of two weeks before** your visit by post, fax or email. Your order will be delivered to your property along with your luggage on your day of arrival, normally late afternoon. Should you have any special dietary requirements, require baby products, or large joints of meat we recommend you contact the shop on 01237 431831 ext. 291 well in advance of your arrival to discuss availability.

The shop will be open for sufficient time after the ship's arrival for visitors to buy provisions and opening times are displayed on both the shop and Tavern notice boards.

- **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 3G 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** 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 sheets, pillowcases and towels for all properties.

- **Dogs** Lundy is a working farm, so no dogs (other than assistance dogs) or other pets are permitted.

- **Diving** Because of Lundy's increasing popularity for divers, it is **essential** that anyone anticipating diving during their stay should book diving facilities **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

- **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; http://www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/climbing

- **Drones/model aircraft** 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 10:00am** to allow time for our housekeepers can 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** Depending on tides, MS Oldenburg sails from either Bideford or Ilfracombe as set in the current timetable. Some sailings return you to a different port from which you departed. If this should happen a coach transfer will be provided to return you to your departure point, the cost of which is included in your ticket price.

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

For any warden led events, things to do during your stay, climbing or diving information and dive facilities booking forms please refer to:
http://www.landmarktrust.org.uk/lundyisland/discovering-lundy/activities/

8. Lundy Shop Advanced Order Form

- If ordering, please remember that we are **not** a large supermarket. Much of what we stock is seasonal, so expect to find what you would in a small village shop in the country.
- Stocks are replenished every sailing or helicopter day – so there is no need to bring your own food unless you have a specialised diet. But please remember your luggage weight allowance is restricted.
- You do not have to place an advanced order – some visitors like to order a few essentials beforehand, but many just shop when they arrive.
- Apart from groceries, we stock beers, wines and some spirits, toiletries, household goods and souvenirs.
- We also stock fuel, kindling and firelighters for properties with multi-fuel burning stoves. Pre ordered bags of fuel are delivered to your property.
- Where possible, we try to source locally produced and organic food, but due to the logistics of living on an Island, this is not always possible.
- When completed, please return this form to; The Shop, Lundy Island, Bideford, Devon. EX39 2LY

Tel: 01237 431831 ext. 291
Fax: 01237 431832
Email: shop@lundyisland.co.uk

Name:

Lundy building:

Arrival Date:

Departure Date:

Daytime Contact Tel:

Qty	Item Requested

Please ensure that this form reaches the shop at least two weeks before your arrival date. Thank you.

9. Items we provide....

Lundy Equipment List - not provided for camping bookings

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