

Welcome to The Scottish Borders



Dear Guest,

Welcome to Riverside Caravan Park.

Here is a quick guide to get you started on your holiday with us!



Safety

Here at Riverside we are focussed on ensuring the health and safety of our guests and employees, please be aware of the social distancing measures we have put in place in our reception and within your accommodation.

This Includes:

Keeping a safe distance between yourself and other guests and staff members at all times.

Washing hands every time you enter or leave your holiday home or the park.

Sanitizing your hands regularly using the sanitizing points within your accommodation and park facilities.

Here for the bubbles?

Our hot tubs are emptied, cleaned and refilled between every holiday to ensure the highest hygiene standards. Please allow until 6pm on your check in day for your hot tub to get up to full temperature. Every day while staying with us your hot tub will be checked and maintained usually between 9:30am and 10:30am. Please make sure to read the hot tub safety notice before entering the hot tub.

Feeling Hungry?

The Tavern Bar & Restaurant is only 15 minutes away located at our sister park and is available for delicious takeaways. Sit back, relax and leave the cooking to us! The menu and opening times be found on our sister park webs

and leave the cooking to
us! The menu and opening times can
be found on our sister park website
www.lilliardsedgepark.co.uk
or in your digital welcome pack.

Orders **01835 830271**, Collection postcode TD8 6TZ



Your Furry Friends



We know your four legged companions need a holiday too, we hope they enjoy adventuring around our park. Please make sure to keep them on a lead and use the waste bin provided on the park.

Fancy making us your permanent holiday destination?

We have a fantastic selection of hand picked new and pre-owned holiday homes to choose from for you to enjoy holidays throughout all 4 seasons! Come back time and time again to your own little piece of paradise!

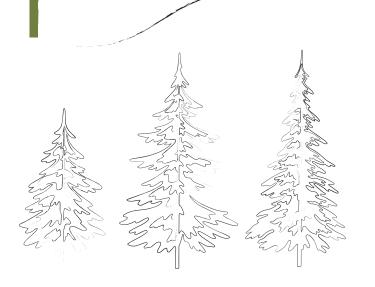
Enquiries 01450 373785

Departure

When checking out, simply deposit your key through the letterbox located on the reception entrance door.

When you leave with unforgettable memories please leave us a review on the link you will receive on departure. Your feedback is what makes us strive!

Enjoy your holiday! The Riverside Team







Safer Stays.

Welcome to Riverside Caravan Park.

Our parks are committed to the Safer Stay initiative in partnership with Hoseason, giving you piece of mind that your accommodation has been cleaned and sanitised to the highest standard.

Safer Stays - What you can expect?

- · Upon arrival please limit the number of people from your party visiting reception to one.
- · Please use the hand sanitising station upon arrival and follow the one way system, floor markings or queue systems in place.
- · Perspex screens have been fitted in our shop/reception for both your and our safety.
- · Throughout the holiday park, please continue to observe the social distancing rule.
- · Main surfaces will be sanitised using anti-viral disinfectant including kitchen worktops, dining tables, bedside tables and coffee tables.
- · Heavy use items will be sanitised between each check in (remote controls and door handles)
- · Non-essential items will be removed including, scatter cushions, throws, counter top utensils, ornaments and marketing materials.
- · Extra cleaning time has been assigned to give thorough sanitisation
- · In addition to deep cleaning, your accommodation will be 'fogged' with an anti-viral chemical after cleaning.
- · Your welcome folder is now digital.
- · We are continually following government guidelines, in the event you feel ill please report it to reception as soon as possible on 01450 373785.
- · All our hot tubs are fully emptied, cleaned and sanitised prior to your arrival. Please allow until 6pm for them to fully heat up. Your hot tub will also be checked and maintained daily.

When checking out, simply deposit your key through the letterbox located on the main reception door.

We hope you enjoy your stay with us 🕥



Best Wishes.

From all the family at Riverside Caravan Park



同 f @riversidehawick

Accommodation
Operating Instructions,

Welcome to your accommodation.

Here is a quick guide to get you started on your holiday with us!

Cookers And Hohs

The majority of cookers throughout our accommodations are the same model, however if you encounter any issues please do not hesitate to contact reception on 01450 373785. To operate cooker appliance, please follow the instructions set out below:

Gas Cooker:

- 1. Ensure the isolator switch is on. This is located on the wall above the worktop.
- 2. The oven will usually be automatically set to fan assisted oven option.
- 3. Note: The oven is gas operated. Turn the temperature knob to the ignition symbol, push the knob in to allow gas flow and ignition. Keep knob held in until the gas pilot has lit inside the oven.

Gas Hob

To ignite the gas burners, follow the instructions set out below:

- 1. Turn the selected burner knob to the ignition symbol and press in to allow gas flow and ignition.
- 2. Once has has ignited, keep the knob pressed for 3-5 seconds more to engage the gas safety system.
- 3. Turn knob to desired flame power.
- 4. To turn the gas burner off, turn the knob to the upward position.

Note: If the gas does not stay lit after you press and release the knob - repeat the same procedure by keeping the knob pressed for 15 seconds.

Do not press the knob for longer than 15 seconds if there was no ignition. Wait for 60 seconds and repeat the process..



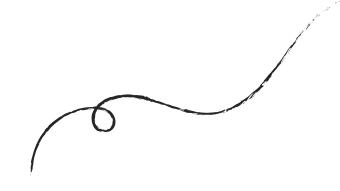
Dishreasher

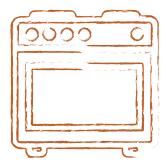
Selected accommodation come equipped with a dishwasher. To operate, simply ensure the isolation switch (located on the wall behind the counter) is switched on.

The dishwasher is now ready for use, select the desired cycle via the operation panel located on the top edge of the dishwasher. Insert dishwashing tab within the pouch located on the inside of the door.

Central Heating

Your accommodation is central heated. This can be controlled by using the thermostat located on the wall within the lounge. Hot water and central heating are both set up so there is no need to touch the boiler throughout your stay. We ask that you kindly leave the heating turned down on departure.







Hot Tub Operations,



Welcome to your outdoor hot tub.

Here is a quick guide to get you started on using your hot tub.

Hot Tub Operations

- 1. Undo clips on the side of the hot tub releasing the lid.
- 2. Fold back the first half of the hot tub lid. It should now be folded in half with the black lifter bar running through the centre
- 3. With one person at either side, hold the cover firmly and pull the full lid to the rear of the hot tub. The lid will rest on the lifter while in use.
- 4. Press the light button to turn on lights.
- 5. Press the jets button to activate jets. There are two jets speeds press the button until you reach the desired speed.
- 6. To turn off certain jets, turn them a quarter turn anti-clockwise. To turn them back on, turn them clockwise.
- 7. The black control found on the side of the hot tub control the air flowing from the jets within the hot tub. Turn to operate.
- 8. Once you have finished relaxing in the bubbles, ensure all jets/lights are turned off and replace the lid.

Once per day a member of our team will stop by to check the chemical levels of the tub - usually between 9:30am and 10:30am.

We endeavour to have all hot tubs heated and ready for use no later than 6:00pm. Please note - temperatures are set at the legal levels and are unable to be adjusted.

Safety

Before you enter the hot tub, please take a minute to read the hot tub rules sign located on the hot tub surroundings.

We have also provided a video in this welcome pack demonstrating how to operate the hot tub.

Tam till 11pm

Hot tub to only be used during these hours.



A Bit About Us.

Welcome to Riverside Caravan Park.

At the heart of the park is a very passionate family and team, with over 40 years of experience. We are dedicated to creating lasting memories for each and every one of our guests, who return time and time again to their favourite passtime. We know how important it is to make your holiday the most memorable and enjoyable so if you need any assistance or further information please don't hesitate to ask us!

In this pack you will find information about your lodge and the park.

Your lodge accommodation holds all the essentials you'll need to make you feel right at home. Including bed linen, towels, cooking utensils and a small supply of teabags for that all-important post-arrival cup of tea.

Inside your complimentary welcome pack you will find basic cleaning products to use during your stay and a small supply of refreshments to kickstart your getaway.

Fancy a spot of fishing? We have got free on site fishing available on the banks of the renowned River Teviot with the chance to catch Salmon, Grayling and trout. Fishing rights are also available for nearby lochs Williestruther, Burns and Acerknowes. Simply contact reception for more information.

The Scottish Borders offer a wide variety of entertainment and days out for the entire family. Pop along to reception to collect some leaflets and information on local adventures and attractions. With something to suit every age, and personality, the whole family will find an activity they love!

Give golfing a go at our sister park near Jedburgh, our beautiful nine hole golf course is very popular among seasoned professionals as well as beginners. Just pop along to Lilliardsedge, where you can hire clubs, trolleys and even a golf buggy. Call ahead on 01835 830271.

We have free Wi-Fi across our park, as well as the renowned River Teviot right on your doorstep, all waiting to be explored on your relaxing getaway.

Fancy purchasing your very own holiday home? We have an excellent hand selected range of stunning lodges and caravans for sale, situated next to one of Scotlands most popular Rivers. Open twelve months, you can enjoy your very own holiday lodge throughout all four seasons. For any more information or to have a look around please contact reception. We would love to show you and your family around!

If there is anything you need during your stay, just ask!

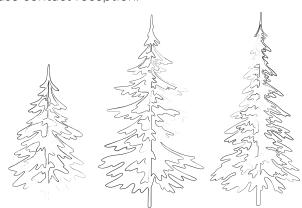
We hope you enjoy your stay with us 🙂

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From all the family at Riverside Caravan Park

Best Wishes.







General Info.

Free Wifi!

Username: Riverside Wi-Fi Password: riverside

FIRE PROCEDURE

In the kitchen area of your lodge you will find a fire extinguisher in case of emergency. If you discover a fire, please follow these three steps.

- 1 | Raise the alarm immediately and call 999 Notify the emergency services that LPG gas is/could be present.
- 2 | Evacuate the area, direct all persons to the fire emergency point. The fire assembly point is at the park entrance.
 3 | Alert a member of staff to meet the
- 3 | Alert a member of staff to meet the emergency services at the entrance to the park

NO SMOKING

All of our accommodation is no smoking. This includes cigarettes, e-cigarettes and cigars. Smoking is allowed on your decking area where an ashtray is provided. We reserve the right to charge you a £100 cleaning charge if there is any evidence of smoking inside the lodge. Please note that the smoking alarms in your lodge will detect smoke and vapour.

CI FANING

We kindly ask that you leave your lodge in a reasonably clean and tidy manner upon departure. If the lodge is left a mess and requires excessive cleaning you will be subject to a cleaning charge of at least £50.

RECEPTION OPENING TIMES

For enquiries during opening hours please see the opening hours on the reception door. If you need assistance out of office hours, please contact the emergency out of hours number.

COMPLIMENTARY ITEMS

In your accommodation you will find a complimentary welcome pack supplying small essentials to help kickstart your holiday.

REFUSE

We have a skip for refuse on our park. They can be found beside the amenity building, next to the touring area.

HEATING

Every lodge has central heating throughout. You can control the heating using the thermostat which is usually on the wall in the living area or outside the bedroom. You also have constant supply of hot water.

CAR PARKING

There is plenty of room to park outside your lodge. Please do not park on the grass. Our overflow car park is located near the touring area opposite your accommodation.

FREE FISHING

Enjoy unlimited fishing on the renowned River Teviot anywhere within the grounds of the park.

BATHROBES & SLIPPERS

Available to hire during your stay at £10 per set. Please ask at reception or give us a call.

TOWELS

Each guest will receive one set of bath towels to use during their stay. Our lodges have their own washing machine.

We have an on-site laundrette, please ask at reception for prices and for more information.

NATURE

We are proud to have our facilities in such a natural wildlife environment for you to enjoy. Please do not disturb the wildlife or their surroundings. You will notice our pet duck Dougal, roaming freely around the park. We have a collection pot at reception where all proceeds go towards the 'Feed Dougal Fund'.

PET FRIENDLY

We are a pet friendly park, and allow pets in all of our lodges and accommodation. Pets are welcome for £49 each with a maximum of two per lodge.

We ask that all guests who bring their four legged friends to be considerate of others on the park and keep pets on a lead at all times.

Our park is surrounded by woodland walks leading to monuments and nearby towns. Our favourite is the path following River Teviot which starts right outside our park and can be found on our park map.

The responsible person must clean up after the dog, there are bins placed around the park and poo bags are available to purchase from reception.

WIFI

Riverside Wi-Fi

Enjoy unlimited free wifi across our whole park during your stay. Please note that some areas of our park may have limited access.

- Connect your device to Riverside Wi-Fi
- Once connected, a pop up will appear to agree to our 'Terms and Conditions'
- Click 'Access WiFi'
- Enjoy free WiFi!

EMERGENCY NUMBERS

Fire/Police/Ambulance | 999 / 101
Borders General Hospital | 01896 826000
Teviot Medical Practice | 01450 370999
Hawick Veterinary Practice | 01450 372038
NHS 24 Hours | 08454 242242
Lothian & Borders Police | 01450 364459
Riverside Office | 01450 373785
Head Office | 01835 830(271/263)
Emergency Only | 07718770660

Check out 9am



Hot Tub Rules.

Tam til 11pm

Hot tub to only be used during these hours.



DO use and lock the cover when the hot tub is not in use.

ALWAYS shower and use the toilet prior to entering the hot tub as perfume, hair gel, fake tan, moisturiser etc can contaminate the water.

ALWAYS keep your head above water at all times whilst using the hot tub.





UNDER 4's ARE STRICTLY NOT ALLOWED TO USE THE HOT TUB

DON'T use the hot tub when pregnant before consulting your doctor first.

DON'T use the hot tub for longer than 15 minutes at a time.

DON'T lift or drag the vinyl cover by using the cover lock strap. Always lift the cover by using the handles provided.

DON'T use any glassware in the vicinity of the hot tub. Plastic drinks containers are provided if not please ask a member of staff.

DON'T allow pets in or near the hot tub.

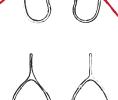
DON'T use any soap products, detergent or shampoo in the hot tub.

DON'T drink the hot tub water.

DON'T allow anyone to sleep in the hot tub as the water is very deep.

DON'T use any electrical items in and around the hot tub.

REMOVE all jewellery and watches before entering the hot tub. We cannot be held responsible for any damaged or broken items.











Holiday Home Ownership





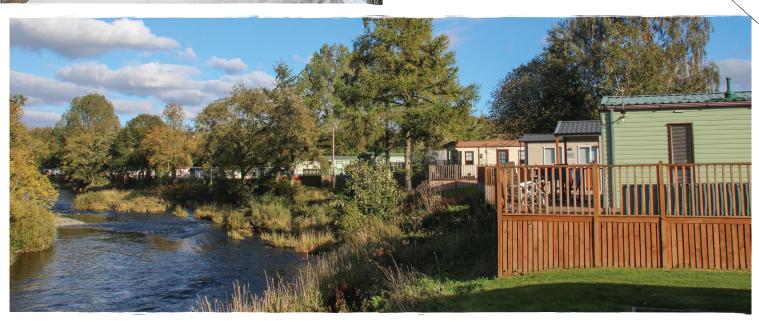
Live the Dream.

For those who are looking for holiday home ownership, we have a wide range of options for you. We have a hand picked selection of holiday homes that offer ultimate comfort, contemporary design and outstanding quality, available to view today.

At the heart of the park is a very passionate family and team, with over 40 years of experience. We are dedicated to creating lasting memories for each and every one of our guests, who return time and time again to their favourite passtime.

Ideally located on the banks of the River Teviot, in the beautiful Scottish Borders.

Pitch Fees | From £1,850



PRE-OWNED CARAVANS

Whether you're looking for a family sized caravan or something a little more intimate, we have a handful of pre-loved ones to choose from.

Typically from £12,950, including siting and connections.

LUXURY LODGES

We stock a range of luxurious brand new lodges, all furnished to a very high standard with modern kitchens and integrated appliances, a true home from home. Lodge prices typically starting from £38,950, low rate finance available (subject to status)

PART EXCHANGE

We will happily discuss taking your preloved caravan, lodge, touring caravan or motorhome in part exchange and will welcome you and your family or friends to our park to demonstrate all of our facilities and features.



Holiday Home Ownership





FINAL TOUCHES

We want you to settle in as quickly as possible so upon purchasing any brand new lodge you will receive free decking, siting and connections and pitch fees for a whole year from date of purchase. *conditions apply

PET FRIENDLY

A family break isn't complete unless the 'whole' family comes along!

Don't leave them at home, bring them with you! We invite all pets, big or small and we're sure there will be wagging tails all around when they see our stunning range of pet friendly holiday homes.

GOLF

You will recieve a complimentary full years golfing membership at Lilliardsedge Holiday Park & Golf Course

FREE FISHING

Enjoy unlimited fishing on the renowned River Teviot anywhere within our park grounds.

MAINS

Chef's Homemade Curry

The choice of chicken or *prawn. Served with rice or chips. *£2 surcharge

Why not upgrade to 1/2 & 1/2 or naan bread for only £1 each

Haddock & Chips

Home battered haddock served with chips and the choice of mushy or garden peas.

Breaded Scampi

Served with chips/boiled potatoes and the choice of mushy or garden peas.

BBQ Cheeseburger

Beef burger topped with Monterey Jack cheese and BBQ sauce. Served with on a brioche bun with fresh lettuce and tomato accompanied with chips.

Steak Pie

Steak pie with short crust pastry. Served with market vegetables and the choice of chips or boiled potatoes.

12-inch Stone baked Pizza

Choose from tomato or BBQ base. Topped with mozzarella cheddar mix and a choice of 3 toppings.

Additional Toppings £1.50

Chicken

Ham

Pepperoni

Peppers

Mushrooms

Jalapeño

Red Onion

Sweetcorn

Pineapple

Chilli Oil

Garlic



Chef's Own Macaroni Cheese Served with garlic ciabatta or chips.

Homemade Szechuan

The choice of chicken or *prawn. Served with rice or chips. *£2 surcharge

Why not upgrade to half & half for only £1

Chef's Own Vegetable Lasagne

Served with garlic ciabatta or chips.

ORDER **01835 830271**



ALL £5.50

Sausage and Chips

Served with beans or peas.

Chicken Nuggets and Chips Served with beans or peas.

Macaroni Cheese

Served with garlic bread.

DESSERTS

Chocolate Fudge Cake Caramel Topped Apple Pie Cheesecake Sticky Toffee Pudding

Choice of cream, ice cream or custard

All dishes are cooked fresh to order. Please allow time for this. Please let the team know if you have any intolerances or allergies. Alterations can be made to make some dishes Gluten Free (GF)

EAT, DRINK RELAX & UNWINI

All meals £11

TAKEAWAY ALCOHOL AND SOFT DRINKS ALSO AVAILABLE!



Things to Do.

Please check opening times before visiting.

Horse Riding (a), Ian Stark Equestrian Centre Greenhill Farm | Selkirk | TD7 4NP

Located in the heart of the Scottish Borders, the centre is the premier venue for all things equestrian in the south of Scotland.

The centre offers riding lessons and expansive hacking and trekking - taking over the reins from Dryden Riding Centre, which Jenny started 40 years ago with just six highland ponies. The Ian Stark Equestrian Centre now has around 40 horses and ponies and is busy for lessons and hacking 7 days a week. The centre is BHS approved and all instructors are first aid trained and have full disclosures. There is also the opportunity to have lessons with Ian Stark on your own or his horses.

01750 20202

Tree Climbing (a) Go Ape Peebles

The Hub, Glentress Peel, Peebles, EH45 8NB

Butterflies in your tummy are a given at Go Ape Peebles. With a high ropes high point of 48m (!), the challenge will be trying not to look down!

The high ropes course is made up of all the classic Go Ape features, like wobbly rope ladders, toe-curling Tarzan swings and loads more. It'll take around two to three hours to complete, that is after a full safety briefing. What makes this course an adrenaline junkie's dream are the zip wires: one of the highest drops from a dizzying 48m high, while the penultimate wire descends a massive 300m over a reservoir in the valley. If you dare open your eyes the view is quite spectacular!

01603 895500

Mary Queen of Scots Visitors Centre

Queen Street, Jedburgh, TD8 6EN

The Mary Queen Of Scots Visitor Centre helps visitors explore the history of an iconic Scottish figure and learn her story in full in a charming building dedicated to her memory. A wonderful collection of objects associated with Mary has been gathered and put on show, reflecting the cult that has grown up around her and helping add depth and dimension to the numerous stories you'll hear! This is arguably the most comprehensive collection in existence regarding this particular historical figure so is well worth even a passing visit if you're in the region.

01835 863331

🗑 ff @riversidehawick

Teviotdale Leisure Centre

Mansfield Road, Hawick, TD9 8AG

Teviotdale Leisure Centre with its Lagoon style swimming pool with toddler and main pool sections is a great place to take the kids and there is a soft play centre and cafe to ensure a full family day out. The soft play is open during the centre opening hours and can be used by children aged 6 years or under for just £2.50.

01450 374440

7Stanes (a), Glentress

Glentress Peel Visitors Centre, Glentress, Peebles, EH45 8NB

7stanes Glentress offers mountain biking trails with a wide range of gentle to exhilarating rides and with a Visitors Centre, Wild Watch Room, Cafe and Bike Hire on site.

Situated in the Tweed Valley in the Scottish Borders, Glentress has a massive reputation for providing some of the best mountain biking in the UK.

7stanes offers biking trails for everyone, no matter what their level of skill or ability and they aim to provide a great day out for all the family

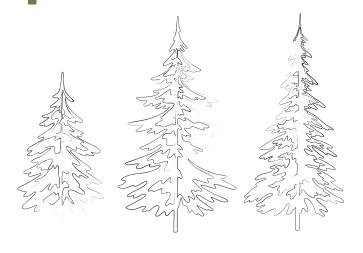
0300 0676900

Born in The Borders Distillery & Visitors Centre

Lanton Mill, Jedburgh, Roxburghshire, TD8 6ST

Set on the banks of the River Teviot, it bring brings together the best of everything that is grown, made, spun, produced, cooked and created in the area. With two shops, a stunning cafe and restaurant, riverside walks, picnic spots and brewery tours, there's no better way to discover the incredible wealth of products and goods that our amazing region has to offer.

01835 830495





Things to Do.

Please check opening times before visiting.

Kelso Abbey

Kelso, Roxburghshire, TD5 7JF

Kelso Abbey was built in 1128 and in the years following, it was one of the finest examples of Romanesque architecture.

Finally finished, it was dedicated to the Blessed Virgin and St John in 1243. It was soon one of the largest and richest in Scotland, having a superb library in medieval times. In the 12th and 13th centuries, the Abbot of Kelso was granted the right to wear a mitre, which gave him precedence higher than any other Scottish abbot. The abbey's wealth came from its vast lands, its churches, schools, farms and its granges in the Cheviot Hills.

Once the grandest of Border Abbeys, Kelso was subject to cannon fire by Henry VIII's armies during the Rogh Wooing of the 1540s. However, even in its fragmentary state, Kelso Abbey is a superb piece of architecture.

01573 460365

St Abb's National Nature Reserve

St Abbs, Eyemouth, Borders, TD14 5QF

Cared for by the National Trust for Scotland. Explore this coastal haven for birdwatchers, nature lovers and walkers. See thousands of seabirds and be awed by the dramatic cliffs overlooking crystal-clear waters

Enjoy the fresh sea air and epic views of this remote and wild cliff-top beauty spot, and discover the feathered residents at this 'seabird city' from spectacular vantage points. Head inland to the Mire Loch in search of swans, ducks, damselflies and butterflies. Learn more about the wildlife, geology and history of St Abb's Head at the Nature Centre.

You can easily spend hours in the summer months watching and listening to the thousands of seabirds who nest in the high cliffs. Away from the cliff's edge a carpet of wildflowers spreads out among the grassland – look out for sea pinks, rock rose, wild thyme and purple milk vetch. The nature reserve boasts a wealth of other wildlife, as do the surrounding waters.

01890 771443

Scottish Borders Donkey Sanctuary

The Holmes, St. Boswells, Melrose, TD6 OEL

Set in approximately 80 acres of permanent pasture, the Sanctuary was set up to provide a permanent caring home for donkeys who can no longer be looked after by their owners.

Established in 2003 by Rosemary Dale, the Sanctuary provides a permanent home to donkeys and mules. Situated one mile north of St Boswells on the A68, we are open for guided tours at 2pm every Saturday and Sunday between Easter and New Year. You can help feed the donkeys and meet some of our other residents - llamas, goats, pigs and assorted wild fowl. We have a small shop where you can purchase gifts or sponsor a donkey.

01835 823468

Clay Pigeon Shooting @ Westlands Country Park

The Broats Moss, Annan, DG12 6RS

An award winning country retreat offers the full package for your ideal woodland escape. Set on the outskirts of the beautiful Border region, Dumfries & Galloway.

Open seven days a week, our top class Clay Pigeon Shooting ground is a favourite among seasoned professionals and newcomers.

Fancy trying something new? Without a licence, booking a shooting lesson with one of our fully qualified instructors is required.

We have pretty much every layout going including the biggest shooting tower in Scotland, standing at an extraordinary 140ft high.

01461 800370

