

## Coach/Bus policy

There is a £20 charge for coach parking or standard car park charges for mini buses that can fit in a car park space. The only exception applies to educational groups with a valid educational group membership. If any groups have any queries which you don't feel you have adequate information to answer, or you would like an update on how busy we are and if we could fit a coach/minibus in, then please feel free to ring us on our mobile and one of our staff members on duty can advise you. The number for our welcome building is 07917517767.

Coaches are asked to book in advance by either calling the booking number: 07917517767 or by emailing [ullswater@nationaltrust.org.uk](mailto:ullswater@nationaltrust.org.uk)

We do not take bookings for any coaches during the school holiday periods and there will be a 'No coaches today' sign located at the entrance of the car park. The coach policy has been amended for this year so that the 'no coaches today' sign will be out throughout all School holidays and taken in again between the school holidays. If we are having an extremely full and busy day in between the school holidays and we don't have a coach booking, we might put the sign out to avoid congestion and unnecessary disappointment.

If a coach arrives on a quieter day, excluding the school holidays that has not booked, a member of staff can explain the coach parking costs and give some information on how to book in future. If there is adequate space for the coach to park on that day then they can buy a ticket from the Welcome Building. However, due to how busy we are we always recommend that coaches try to arrive as early as possible as we can't guarantee that there will be space.

If a coach arrives intending to drop off a group and pick them up at a later hour then a member of staff must warn the coach driver that a space will not be kept for the coach so there is no guarantee that a pick up can be possible from within the property. If the car park is full, again dropping off within the property may not be possible due to the obstruction that this causes to other visitors. Give details of booking to the coach and suggest that next time they can book in and pay the £20 to park the coach. Mini buses pay standard car park charges if they fill a standard car park space.

If a coach/minibus is picking a group up from within the car park and they are 5/10 mins waiting for the group there is no charge but the leader of the walking party must contact the coach/minibus when they have finished the walk so it is a swift pickup. However, if a minibus is picking up, using the toilets and the tearoom then they will have to pay for parking as they are using a space in the car park. We do not encourage groups to use Aira Force as a toilet stop, it puts pressure on toilet facilities. If the car park is full and a coach/minibus turns up, the alternative option is to go to the Steamers car park in Glenridding and take the Steamer across to Aira Force.

We do not recommend that coaches drop off passengers on the road outside of our property as it can get extremely busy and this can cause obstruction and pose a greater risk to the visitors. We only offer coach parking in the main Aira Force car park. Unfortunately, we do not offer coach parking in Glencoyne, Park Brow or High Cascades car park. If a minibus fits into a regular space without impeding on other visitors normal parking tariff applies. However, if they require a larger space then coach parking will apply.

## Coach Booking form:

We do not take coach bookings during school holidays as we cannot save a space at such busy times of the year.

<b>Name of company/group leader:</b>	
<b>Contact telephone number:</b>	
<b>Date of visit:</b>	
<b>Time of visit:</b>	
<b>How long is the coach intending to stay for:</b>	
<b>How many people in the coach party?</b> (Please advise that large groups will have to split up in to smaller groups of 10-15 when walking up the waterfall as the footpaths are narrow and we are a busy property)	
<b>Will the coach party be using the tearoom?</b> (Please note that the Tearoom cannot take bookings and have limited seating. All food and drink can be served to take away)	