



# Holidays

[holiday.enquiries@nationaltrust.org.uk](mailto:holiday.enquiries@nationaltrust.org.uk)

Telephone for Contact Centre 0344 8002070

From Overseas +441225 792274

Mr Keith Steer  
1 Springfield Close, Formby  
Liverpool  
Merseyside  
L37 2LL

Booking Ref 360095  
Invoice Date 08 January 2024  
Address Kestrel Bunkhouse  
Old Home Farmyard  
Stackpole  
Pembroke  
Pembrokeshire  
SA71 5DQ

Dear Mr Steer,

## CONFIRMATION INVOICE

Thank you for booking your holiday with the National Trust. We're sure you will have a wonderful stay.

By booking a holiday with us, you're helping to protect and care for special places so people and nature can thrive, we couldn't do it without you. We're really looking forward to welcoming you and sharing the National Trust experience, heritage, and history.

We hope you'll enjoy the local area on your holiday. There are so many places waiting for you to explore. As our guests, you and your group have free entry to National Trust properties (car parking not included) during your stay. The lead booker just needs to show this booking confirmation (digital or paper copy) at the entrance. Search places to visit and check opening times at [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk).

Unfortunately, from time to time, we find our email confirmations are not compatible with all devices. We have therefore attached a pdf which should be legible on all devices.

Please take some time to read the details of your booking. Please note there is no 'cooling off' cancellation period applicable to holiday purchases, but we do realise that sometimes mistakes can be made so please do let us know of any concerns you have within 48 hours of receipt of this booking confirmation so that we can make any changes to your booking. After this time, your booking is finalised, and the attached terms and conditions accepted. Any changes thereafter will be subject to normal cancellation and amendments charges. We'll only be able to discuss your booking with you as the lead booker.

We strongly recommend that you and your party take out travel insurance to cover any unexpected changes which may affect your holiday. We advise this is taken out as early as possible following confirmation of the holiday booking.

## Booking Details

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National Trust Holidays  
Heelis  
Kemble Drive  
Swindon  
SN2 2NA  
Tel: +44 (0)344 800 2070

Chair: René Olivieri  
Director General: Hilary McGrady  
Registered Office  
Heelis, Kemble Drive, Swindon, Wiltshire SN2 2NA  
Registered Charity Number 205846

Accommodation name	: GW005 Kestrel Bunkhouse	3	1836.00
Arrival date	: Friday 02 May 2025 for 3 nights		
Departure date	: Monday 05 May 2025		
Number of guests booked	:	38	
(Please note, the number of guests noted above is the number of guests permitted to access the accommodation during your stay)			
Number of dogs (where permitted)	:	2	
(Please note, no other pets are permitted even in dog friendly accommodation)			
Extras and Fees	: Administration Charge	1	25.00
	: Dog	2	0.00
Discounts	:		
Special Requests	:		

<b>Total Holiday Cost</b>		1861.00
<b>Deposit/payments received:</b>		815.92
<b>Outstanding Balance</b>		1045.08
<b>Balance due by:</b>		07 March 2025

### Your holiday checklist:

- Do you need a cot, highchair and nursery fire guard\*? Please note we do not supply linen or bedding for cots. The cots are standard pop up travel cots with no mattress.
- Have you ordered your logs. Please note, if we provide the facility to purchase more, this will be mentioned under the heating section in your booking confirmation\*?
- Have you confirmed your bed configurations where there is the option to do so\*?
- Have you checked where the local shops are to get your supplies and restaurants to eat out? Please note we are unable to make recommendations.
- Have you taken out travel insurance?
- Have you checked our [Holiday FAQs](#)?
- More information about the accommodation can be found on the Accessibility Guide on the relevant website page.
- Have you had a look at your nearest property website (see link in information below) to check what's going on during your stay? ([Best days out ideas in the UK | National Trust](#))
- Have you checked if there is a mobile signal in the area you are travelling to? You can find out more at [Signal Checker](#) or from your service provider. Please note our teams will not be able to answer questions on this as the signal isn't just dependant on the service provider but also on the device.

\* You may add these extras to your booking (if available in your accommodation) up to seven days before your arrival.

You'll get another booking confirmation when you pay your balance. Please do take the time to read this as there many have been some updates to your accommodation.

We will send you everything you need to know about getting to your holiday accommodation and the key information a couple of weeks before your holiday.

That's the serious stuff out of the way – now you can start thinking about what you want to pack.

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## Arrival and Departure times

Please arrive at your accommodation **after 4pm**. Please note we cannot facilitate earlier arrivals as change-over days are used for preparing the accommodation for you, carrying out compliance checks and giving time to contractors to carry out any necessary work.

We recommend that you use the directions provided rather than Satnav as, due to the rural location of much of our accommodation, Satnav may not correctly direct you. Please ensure you bring a torch.

If the key safe code doesn't work the first time, please press or pull down the clear button and try again, ensuring the numbers are all lined up.

On the morning of your departure, we politely ask you to leave your accommodation as you found it **by 10am** to allow our colleagues the time to prepare it for the next guests, to facilitate compliance checks and to provide access for any contractors who may have been booked.

## What we ask of you

Staying in a characterful and historic building is a wonderful experience; however, there are a few things to consider.

On arrival, please familiarise yourself with all exit routes and the fire safety information specific to the accommodation. This can be found on the Fire Safety Notice and in the Accommodation User Guide. Guidance is provided regarding the appropriate use of any wood burner or open fire if this is applicable to the accommodation.

Please don't move furniture during your stay as it can cause damage to the furniture itself and the accommodation.

Please note the use of candles, fireworks or Chinese lanterns is not permitted.

Smoking (including the use of vapours or e-cigarettes) is not permitted inside the accommodation.

Barbecues and fire pits are only allowed where we supply them. Please don't bring your own as this will invalidate our insurance.

In some areas we provide electric vehicle charging points and you can find a guide of National Trust charging points [here](#). Please only use proper electric vehicle charging points and don't extend wires from our accommodation as this creates a trip hazard and can also cause supply problems. [Zap-map](#) will be able to help you find the nearest charging points.

The maximum number of guests over two years old is shown on this booking confirmation. Please note one baby or toddler under two is permitted providing we supply the cot and highchair. If we don't, the accommodation has not been deemed suitable for babies or toddlers and/or does not have sufficient space for a cot to be placed safely. Please do not exceed the maximum number of guests.

Please consider any neighbours.

We reserve the right to charge for any damage or additional cleaning costs if the accommodation is left in an unacceptable condition.

On departure, please remember to secure all windows and doors and leave the key in the key safe. Please scramble the numbers on the key safe.

Please note our bothies are self-clean. We respectfully ask our guests to clear up after them and remove all rubbish.

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## Extras

You may add any optional extras to your booking (if available in your chosen cottage), up to 7 days before your arrival.

The maximum number of guests for this accommodation is shown on this invoice. Please do not exceed this number of guests. If you are thinking of inviting more guests then please call us so that we can check if the accommodation is still suitable.

## Cottage Notes

### Errata

A duvet, mattress cover and pillow are available on each bed. You can either take your own bed linen or it is available for hire at £5 per person.

Towel packs can be purchased at £5 per pack. These include one hand towel and one bath towel.

We're pleased to provide free WiFi access at in the communal area of this accommodation. This is supported by BT. Please note intermittent connection problems can sometimes occur and therefore should not be relied upon. Due to the location of our accommodation, line speeds can vary as can coverage within the building and therefore the connection is unlikely to be suitable for gaming or streaming movies.

### Errata

Catering can be arranged for groups of 20 or more. If guests are interested in this option please contact the Stackpole Centre directly on 01646 623110

## Position

Kestrel is a comfortable bunkhouse on the Stackpole estate. Part of a bigger complex with access to shared areas, gardens and to the estate grounds in general. It makes an ideal base for families, walkers and surfers. This cosy converted barn is in a rural position at the Stackpole Centre.

## Ground Floor

Lounge, common room, games room, drying room and kitchen.

2 shower rooms each with 2 showers and 2 wc's.

Room 13 accommodates 3 people with a bunk bed and a slightly higher single bed for accessibility purposes and an ensuite wet room

## First Floor

Room 1 accommodates 1 person in a single bed.

Room 2 accommodates 1 person in a single bed

Room 3 accommodates 6 people in 2 single beds and 2 bunks.

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Room 4 accommodates 4 people in 2 bunks

Room 5 accommodates 3 people in a single bed and bunk

Room 6 accommodates 1 person in a single bed

Room 7 accommodates 3 people in a single bed and bunk

Room 8 accommodates 4 people in 2 bunks

Room 9 accommodates 4 people in 2 bunks

Room 10 accommodates 4 people in a 2 single beds and a bunk

Room 11 accommodates 3 people in a single bed and bunk

Room 12 accommodates 1 person in a single bed.

4 shower rooms each with 1 shower and 1 wc.

### Heating and Fuel Arrangements

The heating is by a centre wide biomass boiler.

### Linen

There is a duvet, mattress cover and one pillow on each bed. Bed linen packs are available for an extra cost of £5 per person. These consist of pillow case, sheet and duvet cover. Towels are not included.

### Garden

The bunkhouse benefits from it's own courtyard with picnic benches and also has use of a communal grass area with seating and a fire pit, which is shared with the other holiday accommodation nearby.

### Parking

There are spaces near to the bunkhouse. The route from the car park to Kestrel is paved and well lit. Space to load and unload nearer to the bunkhouse is available, then cars should be moved to the main reception car park.

### Local Amenities

Wi-fi is available in a communal area but not in the bunkhouse itself.

Shops, supermarket and cash point are available in Pembroke 5 miles away.

Local pubs can be found around 1 1/2 miles away at Bosherton and Stackpole.

If arriving by train the nearest railway station is 5 miles away in Pembroke.

The Boathouse is in Stackpole Quay and serves food and drink. Please see the Stackpole web site for opening times.

Guests of the bunkhouse have access to the surrounding stackpole estate and gardens

Catering for groups over 20 people is available please telephone the Stackpole Centre on 01646 623110 for more details

## Beach

Broad Haven South and Barafundle Bay are sandy beaches and are both a mile away.

## Ordnance Survey Map Reference

The situation of the cottage can be found on OS SR 974876.

What3words - ///toads.ombudsman/thrones

## Holiday Notes

All National Trust Holiday Accommodation are no smoking and customers are asked to observe this.

Guests are asked to read the welcome folder and make themselves familiar with its contents to ensure their safety and comfort whilst at the bunkhouse. Each bunkhouse is slightly different and it is recommended this is done on the day of arrival.

Please feel free to arrange for your groceries to be delivered to the bunkhouse for your holiday however you will need to make sure that you will be at the bunkhouse to take personal delivery of any order. The bunkhouse will be available for you to arrive from 4pm on your arrival day however please bear in mind that you may be delayed by traffic or unforeseen issues so please ensure you have enough time before the delivery is due to arrive.

All National Trust Holiday Accommodation are no smoking and customers are asked to observe this.

2 well trained dogs are welcome at this cottage at no extra charge. We respectfully request that your dogs are kept on the ground floor of the property at all times and not allowed on beds or furniture, nor left unattended in the accommodation. We would also ask that you do not let your dog foul the gardens or any of the cottage grounds. In the event that this does happen, in the interest of Health & Safety we do require you to clean up after your dog and dispose of this matter in the correct manner.

Should the cottage be left in an unacceptable condition because a dog has been part of the visiting party, we may issue a charge for any additional cleaning that is required.

All dogs must be pre-booked by calling us on 0344 8002075 or by email at [Holiday.Enquiries@nationaltrust.org.uk](mailto:Holiday.Enquiries@nationaltrust.org.uk) and will be included on your invoice.

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Thank you for your support.

Rachel Johnston

Head of Holidays

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