



Fire

Public Buildings:

Prevention

- Only smoke in the designated areas and use the ashtrays provided.
- Place your rubbish in waste bins provided throughout the site.

What to do in the event of a fire

- We have fully trained staff to assist you in the event of a fire alarm activation. If the alarm sounds, leave the building through the nearest available exit and follow the instructions given by our staff.
- If you discover a fire, activate the nearest 'break glass' or tell a member of staff where the fire is before leaving the building.



- Do not attempt to tackle the fire yourself.
- Never stop to collect your **personal** belongings.
- Never re-enter a building **unless told** to do so by a member of the site management team.

Fire



Accommodation:

Prevention

- Avoid the use of multi socket adaptors which can overload the power supply.
- Switch off all appliances when you are not using them, especially at night.
- Do not cover any appliance provided for heating in your accommodation.
- Do not hold open self closing doors.
- Ensure cigarettes are properly extinguished and do not smoke in bed.
- Do not interfere with the smoke detector. If it appears not to be working correctly, please let us know.
- Take care when positioning mobile cots in your accommodation. Please keep them away from hot surfaces/heaters and do not position them where they might block an escape route.
- If you are staying in a Caravan, please ensure the gas fire is turned off when you are using the fold-out bed.
- Please avoid the use of portable radiant-bar or convector heaters, especially in sleeping areas.

What to do in the event of a fire

- If you discover a fire, alert other people in your accommodation and evacuate immediately.
- Raise the alarm by contacting Reception/Guest Services, the site's out of hours emergency telephone number or 999.
- Alert adjoining accommodation if it is safe to do so.
- Never put yourself or anyone else in danger if using any of the fire fighting equipment provided. If in doubt, get out.



- You are not encouraged to fight the fire yourself.
- Do not waste time collecting personal items and do not put yourself or anyone else in danger.
- Do not re-enter your accommodation for any reason.



Swimming Pools

Lifeguards

- All pools are provided with fully qualified lifeguards who are there for your safety – please follow their instructions at all times.

Children under 8 and non-swimmers under 14

- A responsible adult must accompany any child under the age of 8 yrs old and any child who is a non-swimmer under the age of 14 yrs old. The adult must remain in the water with the child at all times.



- An adult may not accompany more than 2 children at any one time.

In and around the swimming pool

- Children using swim aids such as armbands must be constantly supervised by a responsible adult.



- Any person suffering with a heart condition, back injury, under the influence of drugs or alcohol, or pregnant are not permitted to use the flumes or slides at any time.
- Height restrictions will apply for flumes or slides. Check before use.
- Non or weak swimmers must not go out of their depth.

Before entering the swimming pool

- Children should be encouraged to use the toilet before entering the swimming pool.
- Please shower before using the swimming pool.

General Safety



Open Water

- There are likely to be ponds, lakes, rivers and other open water features both on and around the site. In many cases these features have been enhanced to provide you with a pleasant and attractive environment. Please ensure Children are properly supervised in these areas at all times. The location of most water features can be found on your site map so please take a moment to familiarise yourself with them.

Child Safety

- Please familiarise yourself and your Children with the site layout along with location of your accommodation.
- If you become separated from your Child, please report to Reception/Guest Services immediately.
- Children's play areas are unsupervised by site staff so Children must be properly supervised in these areas at all times by a responsible adult.
- Indoor soft play areas are cleaned and inspected regularly for the safety of Children. If your Child is sick or experiences diarrhoea in one of these areas, please let us know so that we can clean the area properly and keep it safe.
- All under 8's must be accompanied by a responsible adult at all times when on site.

Accidents

- We have fully qualified first-aiders who can provide assistance in the event of an accident.
- Please let us know about any accidents you have whilst on holiday with us.

Illness

- If you or a member of your family is suffering from symptoms such as diarrhoea and/or vomiting, please stay in your accommodation and contact us at Reception/Guest services. We will do everything to make you as comfortable as possible.



Road Safety

General Road Safety

- The roads on Site are subject to the same rules as the public highway.
- Keep to the speed limit - normally a 10mph speed limit applies on the site however there may be exceptions. For the safety of everyone please adhere to the speed limit shown.
- Similarly anyone driving or travelling in motor vehicles must wear a seat belt.
- Car parking - Take care when parking your vehicle. Always use designated areas.
- Please be aware that there may be large vehicles, including delivery vehicles moving around the site. Whilst we have taken every precaution to minimise the risk of an accident during these times, extra care should be taken around delivery areas.



- You are on Public Roads - all roads within the Site are subject to the provisions of the Road Traffic Act. It is an offence to drive or be in charge of a motor vehicle while under the influence of drink or drugs.
This applies to all public places here, including car parks.
- Never park on caravan bases and beware of gas, electrical and other service connections to caravans.
- All vehicles are parked entirely at owner's risk.

Accommodation



Bedding and Cots

- Please take care when positioning bedding or cots in your accommodation.



- Do not position cots in anyway that may obstruct an escape route and ensure all electrical and hot surfaces and any catches to openings are out of the reach of children.
- Never place any type of beds or bedding (including foldout beds) in front of a lit fire at any time.

Cooking

- If there are cooking appliances in your accommodation they are probably different to those you have at home. Please take care when using them and ensure food is thoroughly cooked before it is served.

Showers

- Please take care when other water sources are being used as the water temperature of the shower can fluctuate.



Accommodation

Gas Safety (Caravans only)

- For your safety, ventilation has been provided in the roof and in the floor of your accommodation to provide make-up air for the safe operation of gas appliances. This ventilation is also there to allow gasses to escape in the unlikely event of a gas leak or the failure of an appliance to work properly. Please ensure that ventilators are not obstructed or covered in any way.
- Please do not use any additional gas appliances in your Caravan. There may not be enough make-up air in the accommodation to allow additional appliances to work safely and they might create an additional fire risk.

What to do if there's a gas leak

- Evacuate the accommodation opening windows and doors as you go.
- Turn off the gas supply which will be located outside the accommodation.
- Report it to Reception, Security or Guest Services immediately - don't hope that someone else will.



- Don't smoke or use naked flames.
- Don't switch on anything electrical.

Gas Water Heaters

- Your accommodation will be equipped with a gas fired heater for providing hot water for taps, showers and heating. If you experience a loss of hot water, please contact Reception/Guest Services or the sites out of hours emergency number to get the problem rectified.

