

Health & Safety Please take a few moments to read this information

On park

General

- Please adhere to our health and safety rules on park at all times, as per the Government COVID-19 guidelines. Face masks **MUST** be worn in all internal communal areas on the park and remember to keep socially distanced from people not in your group.
- Please respect your neighbours and keep noise down, especially after sunset. We have a zero tolerance policy towards unacceptable behaviour including aggression, threats and abuse towards our team members or other guests. Any guest committing a serious breach of the terms and conditions of their booking or causing a repeated nuisance or offence may be asked to leave the park.
- No bonfires, fireworks or Chinese lanterns are allowed anywhere on the park.
- Please put your rubbish in the wheelie bins provided.
- Kite flying, remote control planes/helicopters or drones are not permitted on the park.
- The management reserves the right to refuse permission for filming or photographs of children in sensitive areas of the park, such as the pool

complex, play area and entertainment venues.

- The park follows child protection guidelines and has a child protection policy in place that includes employee selection, training and procedures.

Security

Please report anything unusual to Reception. Our wardens are here to ensure that you have a safe and secure holiday. They can be contacted via **Reception** (or on **01208 850 382** outside of office hours). The park operates a zero tolerance policy towards all aspects of anti-social behaviour. The team will deal swiftly with all types of unreasonable behaviour.

Roads

- All roads on the park are subject to the Road Traffic Act, which means they are public roads. The park speed limit is 10mph. This must be adhered to at all times and includes bicycles.
- There is a mix of pedestrians, vehicles, machinery, bikes etc. on the park. Drivers should be aware of this and, in particular, near the children's play area and around buildings.
- The principles of the Highway Code should be followed. All vehicles must be driven by holders of a full current driving license and with adequate third-

party insurance.

- Please park your vehicle in the designated place provided. All cars are parked entirely at the owner's risk. Please do not park on the grass anywhere around the park. There is an overflow car park opposite main Reception.
- Don't drink and drive - remember that it is an offence to do so and this applies to all areas of the park.
- Those with motorbikes must ensure that they wear a helmet at all times. Anyone driving or riding in motor vehicles must wear seat belts.
- Please keep to the pathways.

First aid

Basic first aid is available from Reception. If you have an accident on the park, then please report it to Reception. We have a defibrillator on park, see Reception for more information. Chemist/hospital information is also available from Reception.

Smoking

Smoking is not permitted in any of our facilities or accommodation. Please dispose of cigarette materials in the correctly marked bins.

In your holiday home

Windows

Please remember when you go out to shut all windows and doors. As windows are used as a means of escape, there are no safety catches.

Steps

Take care when going up and down accommodation steps/ramps as they may be narrow or steep. Always use the handrail. Steps/ramps may be slippery when wet or icy. Do take additional care.

Electrical equipment

All electrical appliances in your accommodation have been safety checked. Guests use their own electrical equipment at their own risk. Please do not overload electrical sockets and switch off equipment when not in use.

Microwaves

These operate as domestic microwaves. Please do not place metal objects or aluminium foil inside the microwave.

Fridges

Please do not set the thermostat too high, a setting of 3 or 4 should be sufficient. A fridge which is too full can result in food, jars or bottles blocking the vents which prevent the air from circulating correctly and stops the fridge from getting cool so please leave adequate space.

BBQ safety

We allow BBQs however we ask you to take precautions when using them. Never put

hot ashes in bins, never leave open flames or coals unattended and beware of being close to buildings or furniture. Please also refrain from using BBQs on decking. Any damage caused will incur charges.

Pull cords

Blind pull cords are tied back on arrival for your own safety. Please ensure when blinds are not in use, they are tied back.

Hot tubs

If your accommodation has a hot tub, please follow the rules and guidelines regarding its use. Misuse may result in it being drained and cleaned with loss of use.

Hot tubs may not be ready on the day of arrival. They are emptied, cleaned and refilled after use and may take some time to reheat.

Smoke detector

If this beeps then please inform Reception so we can then change the battery.

Using electric night storage heating

Electric night storage heaters are not instantly controllable and if switched off at the wall can take up to 10 hours to recharge. To enable a full recharge, keep the input control on a high setting.

For a high release of heat in the morning have the output control set to high. For a lower but constant release of heat throughout the day have it on a lower setting.

Emergency Information

Fire procedure

1. Evacuate property and alert neighbours if possible.
2. Turn off gas & electricity supplies if safe to do so.
3. Raise the alarm by contacting a member of the team on 01208 850 382, or by phoning 999.
4. Do not re-enter property to collect personal belongings.
5. Evacuate to the fire assembly point.

Don't take risks

Open water

We have several areas of open water including the fishing lakes and duck pond. We ask you to take care around these areas and never leave children unattended.

Gas leak procedure

All company gas appliances have been safety tested. If you suspect a leak, then do not smoke or use naked flames. Do not operate electric switches. Inform Reception immediately. Report any gas leak. Don't assume that someone else will.

1. Don't smoke or use naked flames. Don't operate electric switches.
2. Turn off gas supply at the meter or bottle.
3. Open doors and windows

to disperse the gas as you evacuate premises.

4. Contact Reception or security immediately.

Carbon monoxide

Carbon Monoxide (CO) is potentially fatal and even low levels of the poison can cause lasting damage to your health. You can't see it, taste it or smell it but CO can kill quickly without warning. Be aware of the following symptoms: headaches, dizziness, nausea, vomiting, drowsiness and fatigue. Never tamper with fire equipment, as one day it may be needed in an emergency.

Emergency Nos

Reception

01208 850 382

Out of hours contact
01208 850 382

Doctor 01208 256 200

Treliske Hospital
01872 250 000

Bodmin Community Hospital
01208 251 300

Local police 101

Dentist 01208 73208

Assistance

If you require any assistance in an emergency/evacuation please advise Reception.

In the swimming pool

- All children 11 years and under and all non-swimmers **MUST** be accompanied in the pool by a responsible swimmer aged 16 years or over. The responsible swimmer must be in the water with the child/children and not on the poolside. The ratios are:
 - 1 Child (0-3yrs) – 1 Adult
 - 2 Children (4-7yrs) – 1 Adult
 - 3 Children (8-11yrs) – 1 Adult

- The swimming pool is supervised by lifeguards, however, children remain the responsibility of their parents at all times. Please ensure your own safety in the pool and that of other bathers.
- Guests must sign in at Reception to acknowledge they have read the pool rules and show their membership card before entering the pool area.
- The pools operate a 'No diving, running, ducking, pushing in or bombing' policy.
- Always go feet first on the slide.
- In the interest of hygiene, please encourage

- children to use the toilet before swimming and all bathers please shower before entering the pools.
- Eating directly before swimming may make you ill, resulting in sickness and stomach cramps, which in a pool environment can be dangerous. Therefore, please eat after you swim.
- Swimming under the influence of alcohol is dangerous. Anyone who appears to be intoxicated will be asked to leave and refused entry.
- All babies must wear Aqua nappies – these are available to purchase at Reception.