

# make your escape

Our guide to getting  
the most out of your  
getaway at Piran  
Meadows Resort

darwin  
escapes



So we can help *reduce our carbon footprint and increase our sustainability*, please read me and enjoy me, but return me to reception.



a great big  
**hello**

from Piran Meadows!

We're so pleased that you're here. In this guide, we've put together some hints and tips for you to make your stay with us as enjoyable as possible. Read on to find all the useful information you'll need to make the most of your holiday home and the fantastic facilities available.

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refresh, let your mind wander,  
explore golden beaches,  
jump in! catch a wave, let go,  
breathe deep, grab some  
Cornish sea air  
**love your escape.**

## Here's the plan!



### key

- |                    |                    |                     |
|--------------------|--------------------|---------------------|
| fire points        | lusty gaze (32-68) | gwithian (103-112)  |
| fire muster point  | harlyn (69-86)     | fistral (113-152)   |
| waste or recycling | watergate (87-93)  | porthmeor (153-164) |
| crantock (1-31)    | sennen (94-102)    | godrevy (165-181)   |

# holiday guide & all the *info*



## fire safety

For your safety, every holiday home is fitted with a smoke alarm, firefighting equipment, as well as a carbon monoxide detector. To find your fire assembly points, and individual fire boxes, please refer to your resort map.

## gas safety

If you suspect a gas leak, immediately turn off the gas and evacuate all people and animals from the holiday home. Please then urgently contact reception. If outside of operating hours, please contact our Out Of Hours team.

## smoking/vaping

Smoking or vaping is **not permitted** in any of our holiday homes or publicly used buildings. We appreciate your cooperation.

## blind cord safety

Blind cords and chains are used to adjust and operate blinds, and can potentially pose risk to young children. To avoid strangulation entanglement keep all blind pulls and loops out of reach.

## leaving your holiday home

We know - nobody wants their holiday to end! However, when the time does come to leave us at Piran Meadows, we respectfully ask that you leave your holiday home as you found it, so that other visitors can enjoy the same cosy comforts that you have.

**We politely ask our lovely visitors to leave their accommodation by 10am on their day of departure,** as this allows us to get everything spick and span for our next guests. Thank you for your understanding in this matter (it really helps us out!).

When you leave your holiday home, please return your keys to reception. There's a key drop-box available outside the main reception if you're leaving outside of hours. We'll look forward to having you back again soon!

## hot tub

If you have a hot tub in your accommodation, please see page 6 for detailed information.

## pets

We love welcoming your four-legged friends to our resorts! However, when outside the holiday home, please ensure that your dogs are kept on leads at all times. Please help us to keep communal areas as clean and tidy as possible and use the dog bins provided in the bin areas to dispose of dog waste. To ensure your fur buddy does not get lonely please do not leave them alone in the holiday home at any point. If you need any further information or assistance, please contact reception.



## helpful contacts:

### medical

<b>NHS Direct</b>	<b>111</b>
<b>Newquay Hospital</b> TR7 1RQ	<b>01637 834 800</b>
<b>Petroc GP</b> , St Columb TR9 6RR	<b>01637 880 359</b>
<b>Green Room Dentistry</b> TR7 2HW	<b>01637 879 889</b>
<b>Boots Pharmacy</b> TR9 6TE	<b>01726 862 756</b>
<b>Penmellyn Vets</b> , St Columb TR9 6BX	<b>01637 880 307</b>
<b>Vets4Pets</b> Bodmin PL31 2GA	<b>01208 261 690</b>

### supermarkets

<b>Morrisons</b>	134 Treloggan Rd, Newquay TR7 2JQ
<b>Lidl</b>	Treloggan Rd, Newquay TR7 2BB
<b>Asda</b>	Oakleigh Terrace, Newquay TR7 1RN
<b>Aldi</b>	Cliff Rd, Newquay TR7 1SW

### travel & taxis

<b>A2b Newquay Travel</b>	<b>01637 87777</b>
<b>Pat's Cab</b>	<b>01637 830637</b>
<b>National Rail Enquiries</b>	<b>03457 484950</b>
<b>First Kernow Bus</b>	<b>01872 305950</b>

# we're planet kind!

### rubbish disposal

We love our planet, and we know you do too. That's why our resort operates a recycling system, to make sure we can keep our resorts clean and green.

You'll find a general waste bin in your accommodation, and your nearest bin bay for recycling can be located on your resort map. If there are no bins in your nearest bay, please bear with us - they're probably being emptied, so please use another one. Glass bins can be used for all types of glass bottles and jars (please remove lids before you pop them in). Cardboard, paper, plastic, tin cans and aluminium trays can be disposed of in the mixed recycling (please be careful to not put black bin bags or any other plastic bags in the mixed recycling).

Any other waste that you might have can be disposed of in the general waste bin. **Thank you for working with us to keep our world happy and healthy!**

**You must fully extinguish disposable BBQs and allow to cool before discarding. BBQs must not be placed in the refuse bins but stored within the bin bay area.**



### general household waste

non-recyclable packaging, food waste, etc.



### dry mixed recycling

cardboard, plastics, paper, tin cans etc.



### mixed glass

bottles, jars etc.



**HEY THERE!**

**Please make sure all recycling is clean and dry to avoid contamination.**

hot tub safety

# etiquette

## our guide to hot tub safety

In our Premier accommodation we are delighted to provide our guests with hot tubs for that ultimate holiday feeling. We ask that all guests follow the instructions and guidance in place for your safety.

Please ensure to read these carefully before using the hot tub and if you have any questions please contact a member of our friendly team!

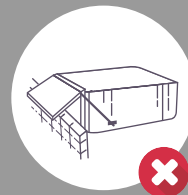
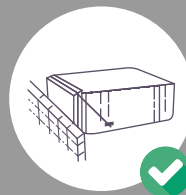
Please note, Darwin Escapes will not be responsible for any injury or issues resulting from misuse or not following these instructions.

do not sit or stand on the hot tub lid!

### hot tub lid

1

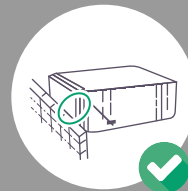
Fold the front half of the lid back first then carefully lift lid from the side, to close please do the reverse.



2

Some tubs require the lids to be secured, please use any balustrade straps or chains provided to secure the lifting arm. Remember to release these prior to closing.

Raised lids (even when secured) are vulnerable to damage in strong winds which may lead to injury. Guests are advised to use with caution and close and clip down where conditions dictate.



Please do not leave the hot tub unattended at any time while the cover is off. Replace the cover as soon as you get out and fasten the clips - Water is a safety risk to children and any blown debris (leaves etc) can block filters.

**If you have any questions or require assistance then please speak to a member of the team or reception.**

## hot tub safety



- Do not use the hot tub if you are pregnant or have a medical condition (High blood pressure, heart condition, diabetes etc) or serious illness which may affect your reaction to heat. Check with your doctor first.
- Children under the age of 8 cannot use the hot tub. Young children struggle to regulate their core temperature and become dehydrated more quickly.
- Children aged 8-16 must be supervised and accompanied by an adult.
- Do not use the hot tub if you feel unwell or are sensitive to chlorine or bromine.
- Keep your usage to 15 minutes at a time and take a break between sessions.
- Do not use after a large meal within the previous hour or after the consumption of alcohol.
- The following are strictly prohibited in or around the hot tub: Glass containers, electrical appliances, smoking, consumption of food and drink, use after 9am on the day of check out.
- Keep your head above water – chlorine or bromine can irritate eyes and sensitive skin.
- We do not recommend using the hot tub if you are on your own.

## using the hot tub



- Please act sensibly and be courteous to other guests around you. Do not use the hot tub after 11pm.
- Remove any jewellery as the chemicals can damage metals and precious stones.
- Do not attempt to change any settings or the temperature (with the exception of use/selection of jets). – if you need assistance please ask a member of the team.
- Do not use after 9am on the day of your check-out as we will need to drain, replace and treat the water for the next guests.
- Keep to the hot tub capacity i.e. the number of seats.

## water quality



- For your safety, we will carry out short tests on your hot tub each day of your stay – to complete these, the team will need to briefly gain access to your hot tub.
- Please shower prior to use and do not add oils, bubble bath or any other products. Residual or added products affect water conditions and impact the effectiveness of the disinfectant agent.
- Chlorine or bromine dispenses in to the hot tub from either a floating 'mushroom' or built in dispenser. Please do not interfere with or open these dispensers and, in the case of the mushroom, please do not move it from where you find it.
- Thank you for your cooperation with these testing and treatment measures, in place for your safety and comfort.

# simply delicious



To book call 01726 860 415 (Option 4). The restaurant's current opening times will be provided at check-in.

## mmmmmm

It's just not a holiday if you have to cook all the time. Why not make the most of your getaway, and let yourself be truly looked after? Visit The Bistro, Piran Meadows' very own restaurant. Serving a wide range of family favourites. We also have vegetarian and vegan dishes for our plant-based friends.

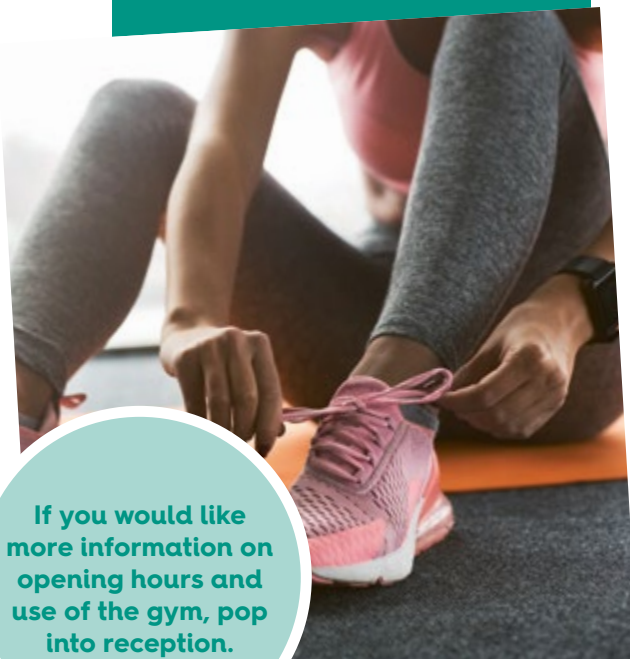
See what delicious dishes are available by scanning the QR code.



## let's get physical

Many of our guests wish to take full advantage of all facilities, pampering both mind and body!

Piran Meadows has a gym for the use of our guests, which has a range of fitness machines and weights. Guests aged 16 or over are welcome to use the gym - simply ask at reception for more information.



If you would like more information on opening hours and use of the gym, pop into reception.

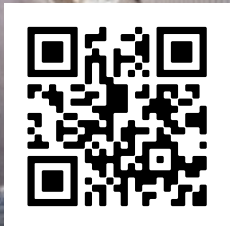


# *stay in the moment!*

own a holiday home with Darwin Escapes

**The perfect base for fun-seekers and life-lovers!**  
Explore the jaw-dropping British countryside.  
Roam free or kick back and relax at one of our UK resorts.

We have a wide range of beautiful holiday homes and stunning, spacious lodges available to purchase. Please don't hesitate to speak to one of our friendly Sales Advisors, who can advise you about our seasonal incentives, flexible finance, and much more.



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[darwinescapes.co.uk](https://darwinescapes.co.uk)

T: 0800 717 707 or Text Freedom to 88802

are you ready to

# go active

Our fantastic and fun-filled programme has a wonderful range of activities for the whole family to enjoy! From thrilling aquatic pursuits for those bursting with energy, to family-friendly activities that are a little more relaxed!



To see the full list of activities and the latest timetable simply scan the QR code.

For more information or to book your selected activities, simply visit the Go Active desk or call us on: 01726 860 415



## *relax, retreat & rest*

Once you've kick-started your holiday, you might like a chance to kick back!

Allow yourself a moment to unwind, with our wide range of leisure facilities. Take a dip in the balmy waters of our tropically-heated swimming pool, or enjoy the blissful warmth of our sauna and steam room.



For more all-age and all-weather fun, Piran Meadows Resort has plenty of pool tables for those competitive spirits, as well as our own bowling alley and a soft play area. With our huge range of activities on offer, at Darwin Escapes, you can play *your way*.



*time to*  
**explore**

*for the  
adventure  
seekers*

Piran Meadows Resort, nestled in beautiful and breathtaking Cornwall, is the ideal base from which you can explore all that the surrounding area has to offer.

From hidden gems to hugely popular tourist attractions, every day of the year can be a different adventure, thanks to Cornwall's rich history, golden beaches, rolling countryside and fun family days out.




*the breathtaking Cornish*

# coast



## The Lost Gardens of Heligan

One of the most popular botanical gardens in the UK, these gardens are home to a number of different architectural and landscape designs, from a lush Italian garden to the wild jungle area. There are also striking figures to find - the Mud Maid and the Giant's Head - made in their entirety from rocks and plants.

 PL26 6EN  
35 minutes away

## Trerice Manor

A lovely, romantic Elizabethan Manor House. Protected under the National Trust, Trerice Manor boasts beautiful interiors and perfectly-kept gardens. Ideal for families and friends alike, take a relaxing stroll through history to discover the legacy of this manor.

 TR8 4PG  
10 minutes away

## Eden Project

One of the most famous destinations in the UK, with two large biodomes filled with rainforests and plant life from around the world, the Eden Project is truly a must-see for any visitors to the region. This homage to sustainable plant living is an unforgettable experience! There's endless activities for all the family to get stuck into, as well as an exciting calendar of special events.

 PL24 2SG  
30 minutes away

## Lusty Glaze Beach

Set against a gorgeous backdrop of high cliffs and blue skies, this golden sandy beach offers its visitors a whole host of facilities, including a restaurant, beach shop, surf hire and changing facilities (including showers). Lusty Glaze offers activities including climbing, abseiling, surfing and other thrilling water sports, all of which are available to book at the adventure centre.

 TR7 3AE  
15 minutes away


## Blue Reef Aquarium

Blue Reef Aquarium offers a glimpse at the depths of local marine life from the Cornish coast. Blue Reef Aquarium also showcases hundreds of spectacular tropical species in their dazzling ocean display, including the walkthrough underwater tunnel for guests to truly immerse themselves in this ocean world.

 TR7 1DU  
20 minutes away

## Perranporth Beach

Perranporth Beach is a can't-miss, inviting guests to its sandy shores to walk between Perranporth Beach and Penhale Sands at low tide. A quaint and picturesque beach town, Perranporth's own high street backs right onto the sand! With rock pools, and caves available on the beach, head over to Chapel Rock which has a small bathing pool. For those perfect summer Sundays, be sure to visit Perranporth Beach's local pub for a refreshing drink, situated right on the sand itself.

 TR6 0JN  
25 minutes away

## Fight your instinct, not the water

Around 190 people lose their lives at the UK and Irish coasts each year, and over half never even planned to enter the water. If you find yourself unexpectedly in the water, float to increase your chances of survival.

If you see someone else in trouble in the water, call 999 or 112 and ask for the Coastguard.

For more information, visit [rnl.org/safety/respect-the-water](http://rnl.org/safety/respect-the-water)



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# get away

## let's explore the UK!





We've got 24 breathtaking resorts and retreats on your doorstep, including three stunning golf courses across the UK. We think you'll find just what you're looking for!

Whether you're searching for that perfect week-long summer holiday with sea air and sandy toes, a cosy woodland weekend getaway in the heart of winter, or you're ready to settle into your very own holiday home to come back to time and time again, you'll find it with us.

1. Aberconwy Resort & Spa
2. Bath Mill Lodge Retreat
3. Beach Cove Coastal Retreat
4. Canterbury Reach Lodge Retreat
5. Cheddar Woods Resort & Spa
6. Dundonald Links
7. Hawkchurch Resort & Spa
8. Keswick Reach Lodge Retreat
9. Kilnwick Percy Resort & Golf Club
10. Mullion Cove Coastal Retreat
11. New Pines Holiday Home Park
12. Norfolk Woods Resort & Spa
13. Piran Meadows Resort
14. Rivendale Lodge Retreat





-  *Holiday only*
-  *Holiday & Ownership*
-  *Ownership only*
-  *Golf*

- 15. Sandymouth Holiday Resort
- 16. Seaview Holiday Home Park
- 17. Stratford-upon-Avon Lodge Retreat
- 18. Talacre Beach Resort
- 19. Thanet Well Lodge Retreat
- 20. The Springs Resort & Golf Club
- 21. Tilford Woods Lodge Retreat
- 22. Wareham Forest Lodge Retreat
- 23. Woodside Coastal Retreat
- 24. Woodside Bay Lodge Retreat

## coming soon

- 25. Blenheim Palace Lodge Retreat
- 26. Plas Isaf Lodge Retreat



we love

# golf

## enjoy our *luxury* golf breaks

Keen golfer? Experience your favourite sport in outstanding natural beauty, with Golf by Darwin Escapes. We offer a choice of three stunning courses across the UK.

You may choose to visit The Springs Golf Club, based in the beautiful Oxfordshire countryside, Kilnwick Percy Golf Club nestled in the magnificent Yorkshire Wolds or Dundonald Links, set in the unparalleled natural beauty of Scotland. Each breathtaking resort offers a challenging and satisfying course, with the very best of facilities, and a warm welcome to all.

Whether you are looking for a golfing break, golfing tuition or annual membership, simply visit [www.darwinescapes.co.uk/golf](http://www.darwinescapes.co.uk/golf) to find out more.



**Dundonald Links**



**Kilnwick Percy Resort & Golf Club**



**The Springs Resort & Golf Club**

**golf** by  
darwin escapes

# how about becoming part of **the team?**

Here at Darwin Escapes, we're always looking for another great member to add to one of our resort teams across the country.

From Grounds Workers to Maintenance, from Go Active Instructors to Lifeguards, from Chefs, to Receptionists, to Accountants to IT Wizards - whatever your skill, we would love to hear from you!

We're wherever you want to be, with **24 resorts based in beautiful areas across the United Kingdom**. Check out our website if you are interested in finding out about the vacancies we currently have available.

**We'd love you to join our team!**

darwin  
escapes



[darwinescapes.co.uk/careers](https://darwinescapes.co.uk/careers)

# a closer look at the **country code**

Many of our resorts are set in the heart of local countryside, including woodland and farming land, which can have farm animals kept in pastures.

Please follow the country code, and help us keep our nation's countryside running smoothly.

**1** Please be mindful and respect the needs of local people and visitors alike - for example, **don't block gateways, driveways or other paths with your vehicle.**

**2** When riding a bike or driving a vehicle, **please slow down or even stop for horses, walkers and farm animals** and give them plenty of room. By law, cyclists must give way to walkers and horse-riders on bridleways, so please keep this in mind when you're out cycling!

**3** Please cooperate with people at work in the countryside. For example, keep out of the way when farm animals are being gathered or moved and follow directions from the farmer.

**4** A farmer will normally close gates to keep farm animals in but may sometimes leave them open so the animals can reach food and water. The most important thing to remember is to leave gates as you find them or follow instructions on signs. When in a group, make sure the last person knows how to leave the gates.

Ticks love to live in the countryside too, please check your four legged friends and yourself after your ramble for any unwanted hitch-hikers.

**5 Please follow paths** unless wider access is available, such as on open country or registered common land (known as 'open access land'). It might sound obvious, but please ensure that you leave machinery and farm animals alone – don't interfere with animals even if you think they're in distress. Try to alert the farmer instead.

**6 When strolling through our beautiful countryside, please use stiles or gaps in field boundaries if you can** – climbing over walls, hedges and fences can damage them and increase the risk of farm animals escaping.

**7** We all have a responsibility to protect the countryside now and for future generations, so make sure you don't harm animals, birds, plants or trees and try to **leave no trace of your visit**. If you're out exploring with a dog, please make sure it is not a danger or nuisance to farm animals, horses, wildlife or other people.

**8** Protecting the natural environment means taking special care not to damage, destroy or remove features such as flowers, rocks, plants and trees. They provide homes and food for wildlife, and add to everybody's enjoyment of the countryside.

**9** Litter and leftover food doesn't just spoil the beauty of the countryside, it can be dangerous to wildlife and farm animals – so **please always take your litter home with you**. Dropping litter and dumping rubbish are criminal offences.

**10 Fires can be as devastating to wildlife and habitats** as they are to people and property – so be careful with naked flames and cigarettes at any time of the year and never leave anything of that nature behind when you leave.

**11** We know that you **love** your dog – but local wildlife might not! When you take your dog into the outdoors, always ensure it does not disturb wildlife, farm animals, horses or other people. Please keep your furry friend under effective control: **keep your dog on a lead, or keep it in sight at all times**, be aware of what it's doing and be confident it will return to you promptly on command. Please ensure it does not stray off the path or into an area where you do not have a right of access.



Enjoy the countryside and **love your escape**



# our resort code



**These resort rules are in place for the good management of the resort and the benefit of all who use it. These rules apply for the duration of your stay. The expression 'you//your' means the holiday guest and the expression 'we//us//our//resort' refers to the resort owner and/or manager.**

**1** Your accommodation may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your holiday booking.

**2** It is your responsibility to ensure that all occupants of your accommodation adhere to the resort rules. You are responsible for all the occupants' behaviour whether you are in the resort or not. No under 18s are permitted to stay on their own without a responsible adult being present during their stay.

**3** You and your occupants agree to respond to any reasonable request that from time to time may be deemed necessary by the resort management as a result of circumstances such as, but not limited to; Health and Safety, and Acts of God.

**4** For the protection of all we are entitled to remove anyone from the resort who acts in a manner likely to upset, continuously annoy, or provoke any holiday guest or staff member, and/or who uses racist language, acts in a verbally abusive manner, physically assaults or threatens to physically assault any person, carries a firearm or other weapon, commits any acts of vandalism or arson, or who is guilty of a criminal offence.

**5** Please do not discharge into the drains any cooking fats, grease, paints, engine oils and do not dispose in the toilet any nappies, feminine hygiene products, cotton buds, facial wipes or cleaning cloths. All of these foreign objects will block the drain systems and cause inconvenience to other holidaymakers.

**6** Please ensure you and your occupants know where to assemble in the event of a fire. Do not store any flammable liquids in or under your accommodation.

**7** We do not permit traders, contractors or salesmen access to the resort except with our prior consent.

**8** Alcoholic drinks may be consumed only in the immediate vicinity of your Accommodation and within the licensed venue of the resort.

**9** No dogs, pets, or animals of any kind may occupy a non-pet unit without the prior permission of the resort manager.

**a.** Where allowed, all pets must be kept under proper control at all times. Pets are allowed in the dedicated pet area of the bar.

**b.** Dogs must be kept on a lead at all times (whilst out of the accommodation).

**c.** All fouling should be disposed of immediately in an appropriate manner.

**d.** The following breeds of dog are not permitted anywhere on the resort at any time - Pit-Bull Terrier, Japanese Tosa, Dogo Argentino, Fila Brasileiro as well as any other breed at the resort manager's discretion.

**10** Smoking/vaping is prohibited in the accommodation and other enclosed areas of the resort.

**11** Holidaymakers are requested to use the designated footpaths and roadways where possible, but where pedestrian access between accommodations is unavoidable such use must always be exercised with due care

and attention to the expectations of other holidaymakers at all times.

**12** The quiet enjoyment of all other holidaymakers must be respected at all times.

**a.** Please respect the privacy of other holidaymakers and keep noise to a minimum between the hours of 9.00pm and 12.00am with absolute quiet between 12.00am and 7.00am.

**b.** Barbecues must finish by 11.00pm. Please check with reception if your accommodation is permitted the use of barbecues.

**13** No motor vehicles are to exceed the speed limit of 10 miles per hour and all drivers must observe all one way systems and directional signage at all times. All vehicles must be parked only in the designated parking areas provided and must have a current MOT Certificate (where appropriate) and current insurance cover. No vehicle is to be left unattended and permanently parked on the resort. No learner drivers. No motor bikes, quad bikes or go-peds are allowed on the resort without the express written permission of the resort manager. This applies to both petrol and electrically driven vehicles. Be aware that all roads are subject to normal highway regulations.

**a.** All drivers operating vehicles on the resort shall agree to produce their relevant vehicle driving licence and vehicle insurance documents on the request of the resort manager.

**b.** Driving any vehicle on resort whilst under the influence of drink or drugs is not permitted.

**c.** The Road Traffic Act applies on all roads and car parks on this resort.

**d.** The company strongly advise the

use of protective clothing for all users of cycles and scooters on the resort, such as helmets and high-vis jackets. Parents are to ensure that children using pedal cycles and scooters on the resort are supervised by a responsible adult at all times.

**14** Boats and trailers are only allowed on the resort if parked in the designated areas; the destination of which is solely at the management's discretion. Boats and trailers are not permitted to be parked beside any accommodation at any time.

**15** Repair and maintenance of any motor vehicle, boat or similar is not permitted anywhere on the resort. No vehicle shall be used as an alternative or additional sleeping accommodation.

**16** No structure (including but not limited to) gazebos, lazy spas etc should be placed on the decking area or between the accommodations without the knowledge and approval of the resort manager.

**17** No ball games are permitted on the resort.

**18** Litter must be disposed of in the litter bins provided. Do not leave litter or rubbish next to any full bin. If it is full please use another and inform the reception desk or a staff member that the bin is full.

**19** No business can be operated from the accommodation.

**20** White goods must not be disposed of on the resort.

**21** The displaying of flags is not permitted for any reason.

**22** Washing lines are not allowed on the resort.

**23** **You must not:**  
**a.** Commit any criminal offence at the resort or use the Accommodation in connection with any criminal activity.  
**b.** Commit any acts of vandalism or nuisance.  
**c.** Use fireworks.  
**d.** Keep or carry any firearm or any other weapon at the resort.  
**e.** Use any unlawful drugs.  
**f.** Permit anyone who is to your knowledge on the Sex Offenders Register compiled under the Sex Offenders Act 1997 to use or visit the accommodation.

**24** No vehicles over 5 metres in length and more than 2.2 metres in height, including any; high-sided vehicles, lorries, recovery vehicles, transporters, mini-buses, coaches, articulated tractor units and anything of similar specification are allowed to be parked outside the accommodation.

**25** No motor homes, touring caravans or boats of any kind are to be parked outside the accommodation at any time. The above vehicles will not be allowed to stay overnight on resort property unless it is part of an organised event of contracted works organised by the resort management team.

**26** No remotely piloted aircraft systems or unmanned aerial vehicles, such as drones or model planes, are permitted on the resort.

**27** Please follow good hygiene practices throughout your stay. Wash your hands regularly and look out for our hand sanitiser stations situated around the resort.

## winter conditions

During the winter months the resort, accommodation decking and steps can become icy, we do ask that you please take care when:

- Walking around the resort
- Walking down your accommodation steps, using the handrails provided
- Walking around your accommodation's decking, using the handrails provided
- Ensure you have footwear on that will give you grip.



our pool & gym



# code

The maximum bather load in the pool is 50 people. Our lifeguards may operate a one in one out system or bather band system of 30 minutes bathing time per person. These rules are here for your comfort and safety and to ensure the smooth operation of the swimming pool and the gym.

- 1 Locker facilities are provided for bags and clothing. £1 coins are required to operate. Only towels and appropriate footwear are allowed on the poolside. No outdoor footwear is permitted poolside.
- 2 Bathers are not permitted to dress or undress on poolside. Please use the changing rooms provided, facilities are available for family, disabled and baby changing.
- 3 Children under 8 years of age must be accompanied in the water by a responsible adult swimmer over the age of 16 years at all times. One adult may accompany up to two children under the age of 8.
- 4 Bathers aged 8, 9, 10 and 11 years must be accompanied by an adult (over the age of 16 years) in the complex spectating area at all times regardless of swimming ability.
- 5 Recognised swimwear only may be worn in the pool.
- 6 Consumption of food in the pool area is strictly prohibited. Only plastic water bottles permitted on poolside.
- 7 No smoking is permitted anywhere within the pool complex.
- 8 No glass containers are permitted within and around the pool/ changing area.
- 9 For your own safety and the safety of others no running, diving, jumping, bombing, ducking, acrobatics, shoulder rides or horseplay.
- 10 Children of any age who are non and weak swimmers are required to wear armbands for their own safety and must be accompanied in the water by a responsible adult aged 16 years or over at all times. Water woggles are permitted if used as a swimming aid when accompanied by an adult.
- 11 No large inflatable balls, inflatable tyres, inflatable rings (unless used solely for flotation), large inflatable toys, glass facemasks, snorkels or flippers allowed. (There may be exceptions to this during supervised programmed activities).
- 12 Please use the showers before entering the swimming pool.
- 13 For health and hygiene reasons we ask that all individuals shower before and after using the sauna and steam room. No one under the age of 16 years is allowed to use these facilities and use of a towel is required when entering the sauna.
- 14 No shaving or exfoliating within the sauna, steam room or changing rooms.
- 15 A maximum bather load is in operation. If at any time this exceeds, entry will be limited.
- 16 Misuse of any equipment however damaged, will result in the use of the leisure complex facility being withdrawn.
- 17 In the event of an emergency or evacuation, please comply promptly with instructions.
- 18 Those who do not comply with Lifeguards/GoActive instructors requests and safety procedures will be requested to leave the pool complex.
- 19 No animals, other than guide dogs, are permitted within the pool complex.
- 20 Please do not leave possessions unattended, as no responsibility will be accepted for their loss or damage. Please use the lockers provided.
- 21 Babies and toddlers still in nappies must wear the appropriate swim nappies before entering the water. These are available for sale at the reception desk.
- 22 Management reserves the right to refuse admission.
- 23 No photography or filming is permitted in the pool complex. (Without prior permission from the Leisure Team).
- 24 Radios or audible equipment are not permitted.



**25** Each person wishing to use the gym facilities must sign a fitness waiver before using any of the fitness equipment.

**26** Our instructors are not medically qualified. If in any doubt as to your state of health or fitness, please seek medical advice before exercising.

**27** Always use a weight resistance that is comfortable.

**28** Always wear appropriate footwear and clothing.

**29** Please report any faults or damage to the equipment to the leisure staff or main reception.

**30** You must be 16 years or over to use the fitness equipment.

**31** Please note that passes are non transferable and will be checked. You will be required to show your pass when asked to do so by a member of staff. If you are found without a pass or someone else's pass then your use of the gym could be withdrawn.

**32** A refundable deposit is required for the gym pass.

**33** The gym will be monitored by CCTV and anyone found misusing or vandalising equipment will be asked to leave the facility and membership will be withdrawn.

**34** There is an emergency call point situated on the gym wall. Should an emergency arise, press the button to activate an alarm for staff to attend immediately.

**35** No alcohol and no glass or bottles are permitted within this facility. Water is provided for your comfort.



# *your safety plan*

## *stay calm*

On discovery of a fire or other serious incident please follow the steps below to help yourselves and others whose lives may be in danger.

- If you discover a fire or suspect a gas leak - ensure you and the rest of your party leave the property immediately.
- Do not stop to collect any valuables or personal effects.
- Call the fire brigade on 999 and alert a member of resort staff or call the out of hours team.
- Follow the fire brigade's instructions at all times.
- Retire to the nearest fire assembly point on the retreat while the fire brigade attend the incident.
- Do not under any circumstances try to re-enter the home at any time until the fire brigade say that it is safe to do so.
- If you foresee requiring evacuation assistance (e.g. deaf/hard of hearing, mobility needs) please notify reception so we can prepare a PEEP (Personalised Emergency Evacuation Plan)

## *other incidents*

- In the event of other incidents (e.g. injury requiring first aid, security concern) contact the staff/reception who will respond accordingly.
- Should you smell gas leave the holiday home immediately and report from a place of safety.

IN THE EVENT  
OF AN EMERGENCY  
PLEASE CALL

**999**

FOR EITHER POLICE,  
AMBULANCE, FIRE OR  
HM COASTGUARD

OUT OF HOURS

**01726  
860 415**

(press 1  
when prompted)



FOR HOLIDAY  
HOME OWNERSHIP  
CALL US ON  
**0800  
717 707**

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keep in touch!

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see you back  
here soon!

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