

a great big hello

from Norfolk Woods!

darwin
escapes

Browse through our **useful information guide** to find everything you need to know about our resort, the local area and important information.

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helpful contacts:

medical

NHS Direct

Queen Elizabeth Hospital PE30 4ET

Manor Farm Medical Centre PE37 7QN

Boots Pharmacy PE37 7LA

Gayton Road Dental PE30 4EA

Swaffham Vet Centre PE37 7LT

111

01553 613 613

01760 721 786

01760 721 208

01553 767 790

01760 722 054

supermarkets

Waitrose

Castle Acre Road, Swaffham PE37 7HT

Tesco

Hardwick Road, King's Lynn PE30 4NA

Sainsbury's

Hardwick Industrial Estate PE30 4LR

travel & taxis

National Rail Enquiries

0845 748 950

King's Lynn Taxis

01553 763 636

Marham Taxis

07768 568 782

Key:

- | | |
|---|---|
|  fire assembly point |  gym |
|  fire points |  spa |
|  AED (defibrillator) |  swimming pool |
|  waste or recycling |  outdoor splash zone |
|  parking |  multi-court |
|  EV charging |  archery range |
|  restaurant |  adventure play area |
|  shop |  footpath |



Fire & gas safety

Please refer to the in-unit Emergency Information and Site Map as to what action to take in the event of fire or gas related incident.

PEEPs

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)

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 or entanglement keep all blind pulls and loops out of reach.

BBQ safety

Disposable BBQs can be used with metal 'Hook & cook' shelves only. These can be found at your accommodation or are available from reception or by contacting Reception to have one delivered to your Lodge. Do not place disposable BBQs on your decking or furniture. **To prevent the outbreak of fire, soak with water immediately after use, leave overnight and check it is cold to the touch before discarding in our refuse bins.**



Check out

We know - no one wants their holiday to end! When it's time to leave, we kindly ask that you leave your holiday home as you found it, so our next guests can enjoy the same cosy comforts that you have.

We politely ask our guests to **check out by 10am** on the day of departure.

Please ensure on departure, that all belongings are removed and all rubbish is taken to our refuse areas.

Please leave your keys with reception or drop them into the key drop box.

Thank you - it really helps us out! We look forward to welcoming you back soon!

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 clean and use the dog bins provided (in the bin areas) to dispose of dog waste.

For safety and so that your fur buddy doesn't get lonely, please do not leave them alone in the holiday home at any point.



We're planet kind!

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.



general household waste

Non-recyclable packaging, food waste, etc.



dry mixed recycling

Cardboard, plastics, paper, tin cans etc.



mixed glass

Bottles, jars etc.

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

Thank you for working with us to keep our world happy and healthy!

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
- Wear suitable footwear with grip

simply **delicious**



A real holiday means taking a break from cooking too!

Sit back, relax, and let us take care of everything while you enjoy your getaway.

Treat yourself at our Bistro, where you'll find all your family favourites - from indulgent burgers to mouth-watering pizzas, including tasty vegetarian and vegan options.

The Bistro also offers a dedicated children's menu for hungry little ones to recharge after a busy day, and a sumptuous dessert menu - for those of us with a sweet tooth!

Don't forget to stop by our fully-stocked bar, offering everything from soft drinks to refreshing locally-brewed delights, plus a wide range of wines and spirits to enjoy.



[Click here to view our Bistro opening times, current menus and to book a table online](#)

fun filled **facilities**

Sea Scooters

Body Zorbs

Mini Jet Skis

Archery

Arts & Crafts

Pirates Paradise

Water Walkerz

Are you ready to go active?

Our fantastic and fun-filled programme has a wonderful range of activities to enjoy! From thrilling aquatic pursuits for those bursting with energy, to family friendly activities that are a little more relaxed! For more all-age and all-weather fun, Norfolk Woods has plenty of family fun activities, as well as our outdoor water adventure play area.

Let's get physical

We're delighted to invite our guests to enjoy the gym facilities, equipped with a variety of fitness machines and weights to support your workout needs.

Relax & 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 heated swimming pool, or enjoy the blissful warmth of our sauna and steam room.

[click here to see the full list of activities and the latest timetable](#)

For more information or to book your selected activities, simply visit the **Go Active desk** or call us on: **01760 751 373**



it's time to
relax

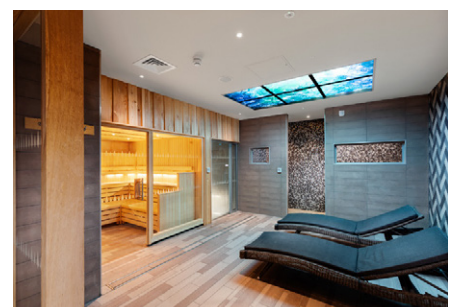


**Relax in peace and tranquility
with our luxury spa facilities**

Experience peace and tranquility on your holiday with us at The Spa with our fully trained therapists.

We offer a wide range of treatments, including relaxing full body massages, soothing facials and rejuvenating scrub treatments, all with luxurious oils and products. Experience beautiful nails with our Jessica Nails manicures and pedicures.

Visit The Spa reception for our latest treatment menu and to book your treatments.



[Click here to view our treatment menu,
and to book your treatment online](#)

your time to

explore



discover the local area

Norfolk has so many hidden gems, just waiting to be discovered. Create your holiday your way, and enjoy the huge diversity on offer here at Norfolk Woods.

Explore our resort facilities, go on epic walks, meet the friendliest of critters and chase the sun on the sandy beaches nearby. The best part? It's all right on your doorstep, here in Norfolk Woods.

Church Farm Stow Bardolph

Enjoy a fun adventure playground, then meet a range of adorable farm animals and their babies throughout the season at this wonderful rare breeds centre.

Make a day of it and indulge in delicious homemade lunches and cake from the Tea Room.

Anglia Karting Centre

Offering two excellent outdoor race tracks for all the thrill seekers in your group, the centre caters to adults and juniors, so the whole family can enjoy a day of racing! They also have flood lights for the darker nights.

Dog friendly walkies

There's plenty for the whole pack to explore on a dog-friendly holiday:

- Castle Acre Circular Walk
- Felbrigg Hall
- Hunstanton to Holme
- Sandringham Country Park
- Blakeney to Cley next the Sea
- Blakeney to Stiffkey

[click here to see the full list of dog friendly walkies in Norfolk](#)

Sealife Hunstanton

A state of the art marine aquarium taking visitors on a memorable undersea odyssey filled with amazing close encounters with sea creatures. Learn how to waddle with the charming colony of Humboldt Penguins, walk along the penguin trail and watch them glide underwater as you get close to these amazing birds.

Lynn Museum

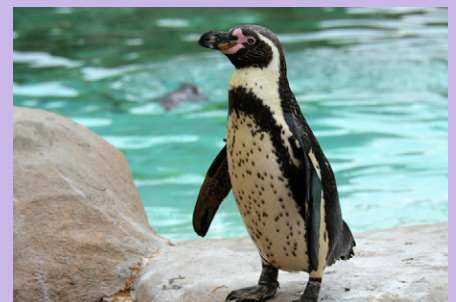
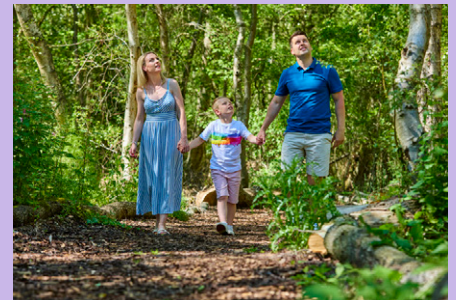
Enjoy this delightful museum which tells the story of West Norfolk. Including the astonishing Bronze Age timber circle that forms the museum's stunning centerpiece and more.

Gooderstone Water Gardens

A unique attraction for all garden lovers, naturalists and photographers - or those who simply want a restful break. Billy Knights, a retired farmer with no training but great enthusiasm began his garden in 1970 according to his own taste; his likes and dislikes were not dictated by fashion.

Blakeney Seal Trips

An award winning tour service running fabulous seal safaris and trips around the coast. The purpose built ferry boat, the ptarmigan, sets sail from Morston Quay. The journey will take you around Blakeney Harbour and out to Blakeney Point.



country code

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.

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, use stiles or gaps in field – 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, so make sure you don't harm animals, birds, plants or trees and try to leave no trace of your visit.

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.

10 Fires can be as devastating to wildlife and habitats – be careful with naked flames and cigarettes at any time of the year.

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.

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

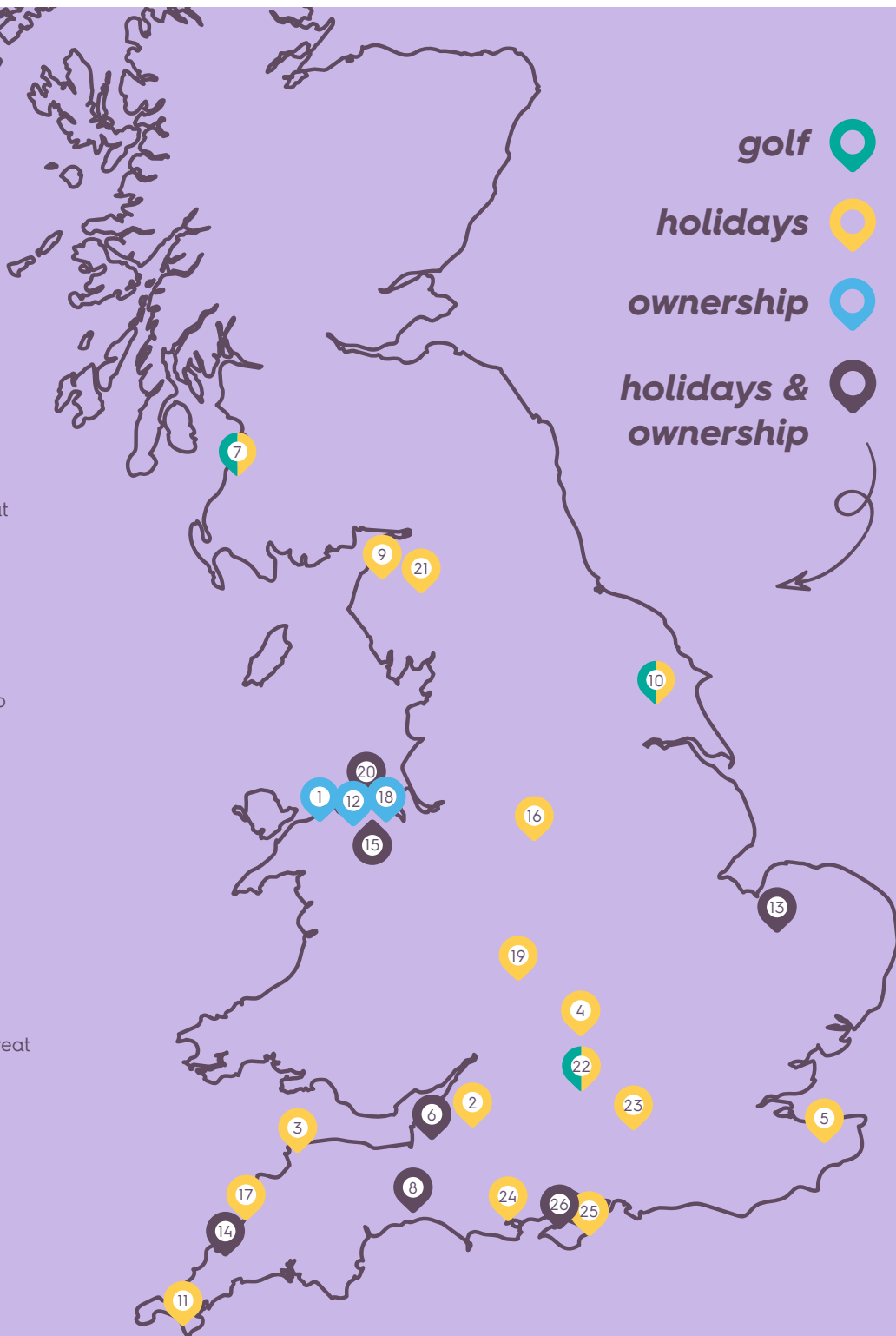
Ticks love to live in the countryside too, please check your four legged friends and yourself after your ramble for any unwanted hitch-hikers.

lets explore 26 unique

resorts

26 locations

1. Aberconwy Resort & Spa
2. Bath Mill Lodge Retreat
3. Beach Cove Coastal Retreat
4. Blenheim Palace Lodge Retreat
5. Canterbury Reach Lodge Retreat
6. Cheddar Woods Resort & Spa
7. Dundonald Links
8. Hawkchurch Resort & Spa
9. Keswick Reach Lodge Retreat
10. Kilnwick Percy Resort & Golf Club
11. Mullion Cove Coastal Retreat
12. New Pines Holiday Home Park
13. Norfolk Woods Resort & Spa
14. Piran Meadows Resort
15. Plas Isaf Lodge Retreat
16. Rivendale Lodge Retreat
17. Sandymouth Holiday Resort
18. Seaview Holiday Home Park
19. Stratford-upon-Avon Lodge Retreat
20. Talacre Beach Resort
21. Thanet Well Lodge Retreat
22. The Springs Resort & Golf Club
23. Tilford Woods Lodge Retreat
24. Wareham Forest Lodge Retreat
25. Woodside Bay Lodge Retreat
26. Woodside Coastal Retreat



golf 

holidays 

ownership 

holidays & ownership 

[click here to view our interactive map and find out more](#)

from short breaks to owning your very own holiday home
explore 26 beautiful destinations around the UK

brought to you by

darwin
escapes

hot tub safety

instructions & disclaimer

The following information is provided for your safety and well-being. Wherever there is water, there is a danger of drowning. Please act sensibly and be aware of the risks.

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.

Keep your usage to short durations with cool down breaks in between. It is very easy to overheat and become dehydrated without noticing - 15mins at a time is the recommendation.

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 after 9am on the morning of check out. From this point onwards our staff chemically treat and drain ready for the next guests.

Hard surfaces will be slippery when wet especially when barefoot. Take care and use towels provided.

Do not use the hot tub if you feel unwell or are sensitive to chlorine or bromine.

Keep your head above water - chlorine or bromine can irritate eyes and sensitive skin.

Do not use after a large meal within the previous hour or after the consumption of alcohol.

Do not use glass containers in or around the hot tub area.

Do not use electrical equipment in or around the hot tub area.

Smoking/vaping is strictly prohibited in or around the hot tub area.

Do not consume food or drink in or around the hot tub area.

No jumping or diving into the hot tub.

We do not recommend using the hot tub if you are on your own.

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 is released into the hot tub from an inbuilt dispenser. Please do not interfere with or open these. The disinfectant flow rate has been pre-set by our staff and is monitored and adjusted in-line with the daily testing.

Thank you for your cooperation with these testing and treatment measures, in place for your safety and comfort.

Using the hot tub

Please act sensibly and be courteous to other guests around you. Do not use the hot tub after 11pm.

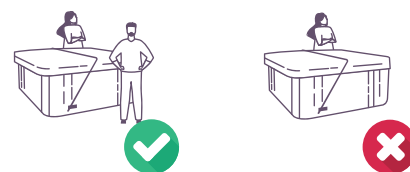
Remove any jewellery as the chemicals can damage metals and precious stones.

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.

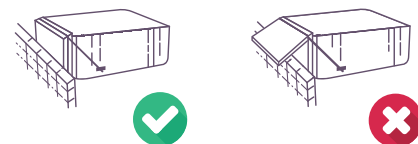
Do not exceed the hot tub capacity i.e. the number of seats.

Opening & closing the hot tub lid

1 Lids can be heavy so ensure two people lift up the lid, one at each side, using the handles provided. This will be easier to lift and puts less strain on the lid hinges.



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



3 Some hot 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 - water is a safety risk to children and any blown debris (leaves etc) can block filters. Replace the cover as soon as you get out and fasten the clips.

Do not sit or stand on the hot tub lid.

resort rules



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 & 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 any dangerous 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, bleach or other substances that may block or damage our site sewage system. Do not dispose in the toilet any nappies, feminine hygiene products, cotton buds, facial wipes or cleaning cloths. Foreign objects block the drain systems and cause inconvenience to other holidaymakers.
- 6** Please ensure you and your occupants refer to the Emergency Information and Site Map and know the location of the nearest Fire and Assembly Point. 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, XL Bullies, 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 permits 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.

pool & gym rules

The maximum bather load in the pool is 33 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. If you have a pre-existing medical condition, please ensure that you are not compromising your own health when using the gym, pool, sauna and steam room.

- 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. Pool noodles 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. A towel is required when entering the sauna.
- 14** No shaving or exfoliating within the pool, sauna, steam room or changing rooms.
- 15** A maximum bather load is in operation. If at 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 bottom 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.