

make your escape

Our guide to getting
the most out of your
getaway at Canterbury
Reach Lodge Retreat

darwin
escapes

a great big hello

from Canterbury Reach

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 stunning countryside,
discover a land of adventure,
breathe deep, grab some
fresh Canterbury air
love your escape.

Here's the plan!



- key**
-  fire points
 -  fire muster point
 -  waste or recycling

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.

wifi

There is complimentary Wi-Fi at the retreat. Please select "Canterbury Reach Guest Access" in your Wi-Fi settings to join the network.

leaving your holiday home

We know - nobody wants their holiday to end! However, when the time does come to leave us at Canterbury Reach, 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!

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.

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

NHS Direct

Kent & Canterbury Hospital CT1 3NG

The Smile Surgery (Dentist) CT1 2NA

Companion Care Vets CT1 3TQ

111

01227 766 877

01227 463 574

01227 812 884

supermarkets

Sainsbury's

Kingsmead Rd, Canterbury CT1 1BW

Waitrose

St Georges Place, Canterbury CT1 1UL

Morrisons

Ten Perch Rd, Canterbury CT1 3TQ

Asda

Sturry Rd, Canterbury CT1 1DG

travel & taxis

Canterbury West Train Station 0345 322 7021

Canterbury Bus Station 03456 002 299

Cab Line 6 Ltd 01227 666 666

Canterbury Taxis 01227 450 150

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 retreat 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, floor sweepings etc.



dry mixed recycling

plastics, paper, tin cans etc.



mixed glass

bottles, jars etc.



HEY THERE!

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

stay in the moment!



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Explore the jaw-dropping British countryside. Roam
free or kick back and relax at one of our UK resorts.

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T: 0800 717 707 or Text Freedom to 88802

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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.

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.

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.

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. P.s. don't forget your doggy poo bags.

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**



the enchanting Canterbury

countryside

*for the
adventure
seekers*

Canterbury Reach Lodge Retreat, nestled in beautiful and breathtaking Canterbury, is the ideal base from which you can explore all that the area has to offer.

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


St Augustine's Abbey

This great abbey, marking the rebirth of Christianity in southern England, was founded shortly after AD 597 by St Augustine. Originally created as a burial place for the Anglo-Saxon kings of Kent, it is part of the Canterbury World Heritage Site, along with the Cathedral and St Martin's Church. The impressive abbey is situated outside the city walls and is sometimes missed by visitors.

 CT1 1PF
10 minutes away

Canterbury Cathedral

Canterbury Cathedral is the Mother Church of the worldwide Anglican Communion and seat of the Archbishop of Canterbury. The Cathedral is both a holy place and part of a World Heritage Site. When you visit Canterbury Cathedral you will come face to face with enchanting and inspiring architecture and history, which continues to attract people from all over the world.

 CT1 2EH
12 minutes away

St Martins Church

The Church of St Martin in Canterbury, situated slightly beyond the city centre, is the first church founded in England, the oldest parish church in continuous use and the oldest church in the entire English-speaking world.

 CT1 1QJ
15 minutes away

Howletts Wild Animal Park

Howletts is a breeding sanctuary for some of the most rare and endangered species in the world. With over 450 animals and over 50 individual species, plus plenty of new births and arrivals (including adorable baby black rhino, Kasungu - the first black rhino to be born at the park) visitors have the opportunity to see conservation in action.

 CT4 5EL
15 minutes away

Canterbury Ghost Tours

Join the Canterbury Ghost Hunter on a 90 minute tour of Canterbury's dark side with an entertaining blend of history, humour and haunting. Follow the award winning Ghost Hunter, author and local historian, John Hippisley, as he leads you through the streets of Canterbury on a unique tour that is both spooky, historical and delightfully humorous.

 CT1 2TY
15 minutes away

The Beaney House of Art & Knowledge

Situated in the historic centre of Canterbury, The Beaney is a splendid Victorian building showing Canterbury's decorative arts and pictures. As well as state-of-the-art exhibition galleries, the site boasts a brand new and extended library, education facilities and a full programme of events. Star exhibits include Harriet Halhead's painting Little girl at the Door (1910), an Egyptian mummified cat; and an exquisitely decorated South Indian gauntlet sword.

 CT1 2RA
15 minutes away

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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 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!

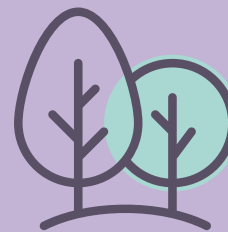
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darwinescapes.co.uk/careers

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.



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

**07764
145 123**





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717 707**

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To take the first step on your next adventure, simply visit our website. If you'd like **to find out more about our holiday home ownership, please give us a call 0800 717 707**, and a member of our friendly team will be more than happy to help you.

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Don't forget to
keep in touch!

we'd love to
see you back
here soon!

Please leave this information pack in your holiday home for the next guests. We hope you have a wonderful stay with us here at Canterbury Reach Lodge Retreat.

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