



make *your* escape

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

a great big hello

from Keswick 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 Lake District air
love your escape.

Here's the plan!



- key**
-  fire points
 -  fire muster point
 -  waste or recycling
 -  visitor parking
 -  view point
 -  car charging point
 -  dog wash
 -  bike wash

holiday guide & all the *info*



pond safety

We advise all guests, especially those with children, that for safety reasons they should not climb on any fencing, and to keep clear of open water including the stream and ponds.

Please do not feed the ducks and geese as we use a controlled food source to help keep away any pests.

hot tub

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

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 retreat map.

smoking/vaping

Smoking or vaping is not permitted in any of our holiday homes or publicly used buildings. Please help us keep our park tidy and do not discard cigarette ends on the floor. 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.

lodge tv's

We run a hospitality television service (different to the one you're used to at home) with a pay per view movie network. Firesticks are not compatible and should not be plugged into the back of the TV's.

pets

We love welcoming your four-legged friends to our retreats! 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 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. **All our pet friendly lodges have gates, please can these be kept shut at all times to avoid damage by swinging in the wind.** If you need any further information or assistance, please contact reception. A dog wash area is also available on the retreat.

wifi

We provide complimentary WiFi on an open network for ease of use.

leaving your holiday home

We know - nobody wants their holiday to end! However, when the time does come to leave us at Keswick 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. **Please can you take all rubbish from the lodge to the designated bin bay areas using the corresponding recycling bins and please no dog waste or unbagged nappies in the recycling.**

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 the key drop-box available by the exit barrier. We'll look forward to having you back again soon!

helpful contacts:

medical

NHS Direct	111
West Cumberland Hospital (A&E) CA28 8JG	01946 693 181
Cumberland Infirmary (A&E) CA2 7HY	01228 523 444
Keswick Community Hospital CA12 5PH	01768 245 678
Castlegate & Derwent Surgery CA13 9HT	01900 705 750
Goodwin & Associates Dentist CA13 9PH	01900 823467
Bupa Dental Care CA12 5JB	01768 772 452
Boots Pharmacy CA12 5BL	01768 772 383
Millcroft Vets CA13 0HR	01900 826 666

supermarkets

Booths	Tithebarn Street, Keswick CA12 5EA
Co-Op	James Court, Main St, Keswick CA12 5EF
Sainsbury's	Station Rd, Cockermouth CA13 9RS
Aldi	Low Rd, Cockermouth CA13 0HH
Lidl	Station Rd, Cockermouth CA13 9PZ

travel & taxis

Cockermouth Cabs	07979 080 263
National Rail Enquiries	0345 748 4950
Sugar's Taxis	01900 821 441
Cockermouth Taxi Co.	01900 826 649
Sugar Taxi	07790 114 867

we're planet kind!

rubbish disposal

We love our planet, and we know you do too. That's why our retreat operates a recycling system, to make sure we can keep our retreats 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).

Please kindly crush all cardboard and packaging before disposing.

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!**



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.



Please note that BBQs are not permitted at Keswick Reach Lodge Retreat as we are located in an AONB in the Lake District National Park.

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 Ensure two people lift up the lid using the handles provided. Lifting from one side can lead to lid damage.



2 Fold one side onto the other - like closing a book, then fold both sections together and to the side. Do not fold the lid over the balustrade rail, this may blow or fall shut.



3 Some tubs require the lids to be secured, please use any balustrade straps or chains provided. 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.

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
01768 776 510 (Option 4).
The restaurant's current
opening times are
available on the website
and welcome letter.

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 Copper Fells, Keswick Reachs' 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.



pop to the corner shop

Keswick Reach offers a small range of goods including everyday essentials, breakfast items and a selection of gifts such as jams, sweets and cuddly toys.

Open daily from 9am, for more information please call reception on **01768 776 510**.



AMMARA SPA
KESWICK REACH

unlimited luxury

Indulge in luxurious experiences and spa treatments at the wonderful Ammara Spa.

Our professional and fully trained therapists offer everything from wrap and scrub treatments, facials, full body massages and a range of luxurious manicures and pedicures for both men and women by Jessica Nails.

Book your relaxing treatment on 01768 776 510 (Option 3) or by emailing ammara.spa@keswickreach.co.uk

Scan the QR code
for all information
about our 5 star
facilities



stay in the moment!

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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.

darwin
escapes

darwinescapes.co.uk

T: 0800 717 707 or Text Freedom to 88802



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.

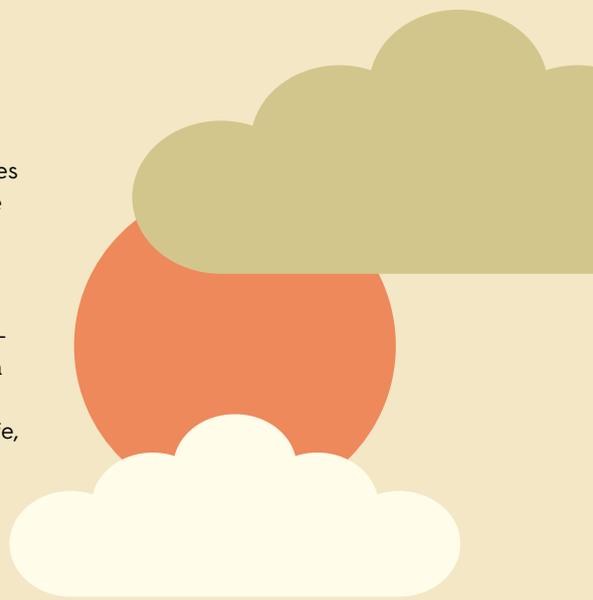
8 Protecting the natural environment means taking special care not to damage, destroy or remove features such as flowers, rocks, plants and trees. They provide homes and food for wildlife, and add to everybody's enjoyment of the countryside.

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**



the enchanting Keswick

Countryside

*for the
adventure
seekers*

Keswick Reach Lodge Retreat, nestled near the beautiful and breathtaking North Lakes, 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 Keswick's rich history, majestic mountains, rolling countryside and fun family days out.

Keswick Climbing Wall & Outdoor Activity Centre

Keswick Climbing Wall and Outdoor Activity Centre provides activities for individuals, families and groups. Why not try Ghyll scrambling, outdoor climbing, the high ropes course, canoeing, kayaking or archery. Indoor climbing and archery is available for all ages, as well as Rookery Woods outdoor adventure play for mini adventurers!

 CA12 4RN
20 minutes away

Lakes Escapes

Visit the first live escape room in West Cumbria and see if you can get out in time! Ranging in difficulty, there are 3 themed rooms to choose from - you could meet the monster, solve a murder or beat your brother to the throne! Regardless of whether you make it out or not, participating in an Escape Room will have you thinking about the experience for weeks to come. The end effect is bringing everyone together, adding trust and enjoying lots of fun and laughter.

 CA14 2JD
30 minutes away

The World of Beatrix Potter

The World of Beatrix Potter is a vibrant family attraction bringing to life Beatrix Potter's enchanting stories in a magical recreation of the beautiful Lake District countryside. The exhibition features favourite characters from the famous books, an award-winning outdoor Peter Rabbit Garden, a superb character-themed family-friendly café and world-famous gift shop ensuring all generations of visitors can experience a little bit of Beatrix Potter magic.

 LA23 3BX
60 minutes away

The Lakes Distillery

Take the tour and witness how the beautiful range of Lakes Gin, Vodka and Whiskey is made. Then head to the Bistro for some delicious food and where you can try a taste of the popular local spirits.

 CA13 9SJ
10 minutes away

Ravenglass & Eskdale Steam Railway

One of the oldest and longest narrow gauge railways in England, known affectionately as La'al Ratty meaning "little railway" in olde Cumbrian dialect. Enjoy a beautiful journey on the heritage steam railway in Cumbria. The 7 mile journey starts at the only coastal village in the Lake District, Ravenglass, and takes you to Boot in the Eskdale valley.

 CA18 1SW
60 minutes away

Ullswater Steamers Lake Cruises & Walks

An award-winning environmentally accredited attraction celebrating 160 years of operating cruises on England's most beautiful lake. It operates one of the largest heritage vessel fleets in the world, offering visitors an experience they will never forget. Cruises connect to some of the most famous and iconic walking routes in the UNESCO World Heritage Site, the Lake District National Park.

 CA11 0US
40 minutes away

Whinlatter Forest Park

Whinlatter is home to stunning views, fantastic walks, exhilarating mountain biking, rare wildlife and adventure play. Set within the Lake District, a World Heritage Site, Whinlatter has unrivalled views across Bassenthwaite Lake, Derwentwater and Keswick. It is also home to the longest purpose-built mountain bike trails in the Lake District.

 CA12 5TW
20 minutes away

so much to

see
& do



Keswick Museum & Art Gallery

Keswick Museum and Art Gallery in the Fitz Park was built at the turn of the century for 'the inhabitants of Keswick and the visitors thereto'. The grand opening of the museum was on Easter Monday April 11th 1898, and it has remained unchanged ever since, apart from the provision of electric lighting and heating. It showcases Keswick's varied history, beautiful landscapes and fascinating culture, all inside a stunning purpose-built building.

 CA12 4NF
20 minutes away

Mirehouse & Gardens

Set in the heart of the North Lake District, three miles from Keswick, the beautiful, natural gardens at Mirehouse offer stunning views of the dramatic lakeland landscape they are set in. Enjoy the tranquility of the walled Bee Garden, stroll in quiet contemplation along the Poetry Walk or sit by the shores of Bassenthwaite Lake. A beautiful and tranquil Cumbrian manor home, with a rich history including artistic and literary connections.

 CA12 4QE
15 minutes away

Hadrian's Wall

Built to guard the wild northern frontier of the Roman Empire in AD122, Hadrian's Wall was more than just a barricade; it was a vibrant and multi-cultural occupied military zone of mile-castles, barracks, ramparts, forts and settlements. The building of the Wall required vision and an outstanding level of engineering skill. Set amongst the wild beauty of Cumbrian and Northumbrian landscapes, it still impresses today.

 CA8 7DD
60 minutes away

Birdoswald Roman Fort

Start your Hadrian's Wall adventure at Birdoswald Roman Fort in Cumbria. Here you can still see the remains of all of the Wall's defining features. Stand in awe as the longest remaining stretch of the Wall spans as far as your eye can see, and explore the ruins of the Roman fort, a turret and milecastle. Delve into the story of the most famous Roman frontier with a new exhibition in the visitor centre. A family-friendly day out with activities and a café.

 CA8 7DD
60 minutes away

Hutton-in-the-Forest

This historic Cumbrian house located on the edge of the Lake District dating back to 1355 offers a rich variety of architecture, furnishings and a beautiful garden. There are varied outdoor events during the summer, including the Plant and Food Fair, historic vehicles, The Wanasee Music Festival and Potfest in the Park.

 CA11 9TH
35 minutes away

Sizergh Castle & Gardens

A stunning stately home and gardens just south of Kendal. Enjoy the history of the estate, gardens and Grade 1 listed building. The Strickland family has lived at Sizergh for more than 750 years, and it remains their home today. Set in large, beautifully landscaped gardens and based on an impressive 14th Century solar tower, Sizergh was extended in Tudor times.

 LA8 8DZ
1 hour 15 minutes away

darwin
escapes

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.

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.

gymnasium rules

1. Each person wishing to use the gym facilities must undertake an induction with one of our 'Here to Help team' during Reception opening hours before using any of the fitness equipment.

2. Our 'Here to Help team' are not medically qualified. If in any doubt as to your state of health or fitness, please seek medical advice before exercising.

3. Always use a weight resistance that is comfortable.

4. Always wear appropriate footwear and clothing.

5. Please report any faults or damage to the equipment to the main reception.

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

7. Once your induction is complete your pass will be issued to give you access to the gym. You will be required to show your pass when asked to do so by a member of staff. One pass will be issued per lodge. If you are found without a pass then your use of the gym could be withdrawn.

8. A refundable £10 cash deposit is required for the gym pass.

9. 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.

10. 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.

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

12. We will not be responsible for damage or injury attributable to irresponsible or inappropriate use of equipment or facilities, nor for loss or damage to any personal possessions left unattended.

These rules are here for your comfort and safety and to ensure the smooth operation of the gym.

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

**07741
262 210**

Mon & Friday
8am-9am/8pm-11pm
all other days
8am-9am/5.30pm-11pm



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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 Keswick Reach Lodge Retreat.

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