



Look to see what's happening each day during your break, visit [www.centerparcs.co.uk](http://www.centerparcs.co.uk) and find out more about each activity, check availability and make your booking.

## Health and safety information and advice

We want you to enjoy yourself, doing anything and everything you please, and your health is our paramount concern. To protect your well-being, certain activities and treatments have very specific health and safety constraints. Please check online or with our Contact Centre for more details.

### Subtropical Swimming Paradise

#### General advice and safety information:

- The following supervision ratio operates throughout all areas of the pool:
  - Under 4 years: one child per responsible adult
  - 4-7 years: two children per responsible adult
  - Any children over 8 years that are non-swimmers must be accompanied by an adult
- All unhealed wounds should be covered with a waterproof plaster
- Please consult a Nurse at our Medical Centre if you have any infectious disease or an infectious skin complaint
- Do not enter the water if you have had diarrhoea within the last 48 hours. If you have received confirmation that you have had Cryptosporidiosis, you may not enter the water until 14 days after your symptoms have subsided

### All Activities - General Advice

- A number of our activities require a signed medical questionnaire. For participants under 18 years of age, the medical questionnaire must be signed by an adult. The medical questionnaire must be brought to the activity or you will not be able to participate. These can be picked up from any Booking Desk
- If you have any medical conditions which may prevent you from participating, please bring written, signed confirmation from your doctor that it is safe for you to take part
- Please ensure that suitable clothing and footwear are worn for all activities
- For specific details, please refer to our website or Contact Centre for further details

**Soccer activities:** shinpads must be worn for all Center Parcs supervised soccer activities.

**Watersports:** safety buoyancy aids must be worn by all children under 14 and anyone who is not a competent swimmer. Some activities require buoyancy aids, helmets and appropriate footwear to be worn by all participants, and for you to be a competent swimmer; please ask when you book. Buoyancy aids and wetsuits are provided. Please bring swimwear and a towel. Center Parcs staff are unable to assist in changing. Please note that our changing areas are not supervised.

**Squash:** goggles are available and are strongly recommended for all players. These are compulsory for players under the age of 18 during tournaments and other Center Parcs supervised activities.

**Roller skating/street boarding:** helmets, wrist, knee and elbow pads are available and are strongly recommended.

### Restaurants and Events and Entertainment

#### Allergies and special dietary requirements:

If a member of your party has special dietary requirements, including allergies, you may wish to contact us prior to or soon after arrival on village to discuss this

## General Information

- For the safety of pedestrians, no cycles, scooters, skateboards or skates are allowed in the main buildings, Village Square or on designated pathways
- Any medical supplies ordered for use during your stay e.g. O2/dialysis fluid, should be collected from the Medical Centre on the day you arrive, using your own vehicle
- Should you have the need to bring medication with you onto the village, please limit this to only the amount necessary for the duration of your stay
- Sharps disposal boxes and clinical waste disposal bags are available from the Medical Centre and should be returned there for disposal; do not put them in normal waste containers
- You're welcome to bring your own cycles providing they are in good condition, but please remember that, even in our protected environment, we are not immune to thefts. We are advised by police that custom-built and 'designer' cycles are particularly vulnerable, so we strongly recommend you use a five star lock whenever leaving your cycle

### Useful Telephone Numbers

Pre-bookings	03448 266200
Village switchboard	01768 893000
Emergencies	01768 893333
Reservations	03448 266266

You can also read our Safety Guide before your break at [www.centerparcs.co.uk/safety\\_information](http://www.centerparcs.co.uk/safety_information)



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further. Before your break, please telephone 01768 893000 for more information. Alternatively, when dining in our restaurants and bars you should bring this to our attention before placing your order and we will discuss your requirements at that stage.

Whilst allergen information is available on our website, we sometimes have to substitute ingredients at short notice so you must make us aware of your allergies/dietary requirements at the time of ordering, so that your menu choices can be checked again. We may also be able to adapt a dish to remove a particular allergen if you discuss your requirements with us before ordering your meal. Arrangements for accommodating allergies differ in restaurants run by organisations other than Center Parcs, these are Café Rouge, Bella Italia, Dexters Kitchen and The Canopy Café and Bar. Please discuss this directly with the Restaurant Manager.

We use allergens in our kitchen as part of the preparation of food. We also cook different foods in the same equipment. Please advise us of any allergens on every visit to our restaurants as our recipes are subject to change and we occasionally substitute products. Full allergen information from items on our menu is available upon request. Should you require more detailed information relating to any 'may contains' or the cooking process, please discuss with your server.

Please be aware we do use a considerable amount of nuts in Rajinda Pradesh and Dining In. We regret that our bakery counters and pick and mix offers cannot be guaranteed free from any allergen due to the potential for inadvertent contamination.

### Aqua Sana Spa

#### General advice:

- You will not be able to use the World of Spa or have treatments if you are suffering from an infectious disease or have open sores or wounds
- Do not enter the water if you have had diarrhoea within the last 48 hours. If you have received confirmation that you have had Cryptosporidiosis, you may not enter the water until 14 days after your symptoms have subsided
- If you fail to disclose medical conditions or medication prior to your session which prevents you taking part, a refund may not be given

Certain medical conditions may be aggravated by the Spa experiences, in particular those involving extremes of temperature. Please bring written confirmation from your doctor that it is safe for you to use the facilities if you:

- Have heart disease, circulatory problems or high or low blood pressure
- Have an illness that prevents you from perspiring
- Experience migraine attacks
- Have a chest condition likely to be aggravated by high temperatures and/or humidity
- Have epilepsy, diabetes, multiple sclerosis or are prone to dizziness or fainting spells

- Have any condition or take any medication, in particular those affecting your ability to perspire or react to heat, that makes you unsure whether you should use the spa experiences

#### Aqua Sana Treatments:

- The majority of Spa experiences are not recommended during pregnancy. For treatment restrictions please enquire at time of booking or consult our Contact Centre for further details



# What's on during your stay at Whinfall Forest

### Activity Booking Terms & Conditions

- Separate agreements will be formed for activities not included in the price of your break. If the associated break is cancelled by the lead booker or Center Parcs, for whatever reason, any activity agreement will automatically be terminated.
- These general activity conditions, Our Agreement With You, our Safety Guide and any special conditions we make known to you apply to any activities you book and must be complied with. These may be detailed to you in this booklet, when booking the activity, before or during the activity.
- All activities are subject to availability and we operate a first come - first served policy so you may not be able to book a particular activity for a specific time or at all.
- Activities that take place out of doors, and/or on the lake, are provided subject to appropriate weather conditions prevailing at the time of the activity.
- Some activities require a Minimum number of participants or other criteria to be met to proceed, some are supplied by subcontractors or third parties for whom we act as agent and some take place outside the village.
- When booking an activity you will be given a timeslot when the activity will take place, as most are group activities it is important that you arrive 5 minutes before the activity start time. The activity cannot be delayed if you are late and you may not be able to participate in certain activities if you are late for the session.
- Some of our activities are not supervised and therefore may not be suitable for those under the age of 8. These are identified on the website, others may require the supervision of an adult over the age of 18. Please refer to the terms and conditions of the activity.
- Please ensure that you and your party take appropriate care of the equipment provided to you by us. Please inspect any equipment before use for obvious signs of wear and tear and inform us of any damage to, or problem with, any equipment as soon as possible. Should you choose to use your own equipment we accept no liability unless due to our negligence.
- Please do not eat food during the activities, unless essential for medical reasons. We advise that for certain activities you bring water to drink. Please ensure any food taken to the Activity Den is sealed and labelled with your child's name.
- You may not participate in any of our activities whilst under the influence of alcohol, illegal substances or legal medication which may induce drowsiness or could affect your reaction times.
- Please ensure that you wear appropriate clothes and footwear for the activity. We would also suggest that you wear clothes you don't mind getting dirty or even slightly damaged.
- Please be aware that the challenging physical nature of some activities may occasionally result in contact with equipment or harnesses which might give rise to bruises or other minor bumps or scrapes.
- As we continually improve our facilities on our villages you may find that, new facilities are on offer; listed facilities are temporarily closed for maintenance and/or improvement; some facilities have been altered/replaced or closed; there is development or refurbishment work going on in certain areas of the village; different equipment is provided to that described in our brochure or other communications.
- Center Parcs reserves the right to stop you from taking part in any activity if we in our absolute discretion believe that your behaviour is inappropriate or offensive to our staff or our other guests.
- We recommend that you do not bring any valuables with you when participating in activities. Lockers are available in some areas, for example in the Aqua Sana, but we do not advise that valuables are left in lockers.
- We welcome guests with restricted mobility, a disability, medical or particular care requirements.
- We aim to ensure that our services are as accessible as reasonably possible so it is important that we are fully appraised of any needs, requirements and conditions prior to any booking being concluded. Please ring our Particular Care Requirements staff on 03448 267 708 who will be happy to discuss with you availability, suitability and any potential reasonable adjustments, including any requirement for a guest to be accompanied by someone who is able to provide for any particular needs they may have over and above any reasonable adjustments we are able to make.
- A risk assessment may be required prior to confirming a booking or allowing participation in certain leisure activities.
- We rely on the information you provide to help us anticipate and satisfy your needs. We therefore require you to update us with any change in circumstances prior to and during your stay.
- For leisure activities, bookings cancelled up to 72 hours before the activity start time will receive a full refund. If the cancellation is made less than 72 hours before the activity start time, a 50% cancellation charge will apply.
- From time to time it may be necessary to vary or withdraw certain activities without notice. Should we cancel an activity or close a facility for which you have already paid we will refund all monies already paid for the relevant activity or try to reschedule the activity or provide a suitable alternative but will not pay any compensation as a result.
- You must ensure that any activity booked for any member of your party is suitable for those who are taking part, any safety equipment provided or required is used and that instructions we give are followed.
- Age restrictions and health and safety requirements or limitations apply for some activities. These may change from time to time.
- Unless we have agreed to supervise them, all children under 8 taking part in activities must have parental supervision. Parental supervision may be required in other instances.
- For all supervised activities you must provide contact details so we can contact you during the session, sign your child in/out or provide a password if they are under 8 and collect your child at the correct time.
- Please note that if you suffer from certain medical conditions or are pregnant, you may be asked for a doctor's written permission to participate in certain activities. Please refer to the Health & Safety Information provided online for each activity (including Aqua Sana spa and treatments) for further information. If you have a medical condition which may affect your ability to take part in an activity, or could be worsened by taking part in an activity, then advice should be sought from your doctor and you must advise us prior to taking part in the activity.
- You must tell us when you book if your child has any medical condition, allergy or normally carries an EPI-PEN. The only medication our staff may administer to a child under our supervision is a prescribed EPI-PEN which must be provided and in-date or your child will not be able to join the session.
- Photographs are for general guidance only.
- Activities and prices are subject to availability and change.

So many fun things to do, how will you fit them all in? Use this guide to help plan what to do on your break.

**Relax, knowing your whole break is planned before you arrive – with our online booking service.**

Your stay at Center Parcs is just a few weeks away – and now is the time to start getting excited. Our online booking service lets you and your party start picking the activities for a truly special stay. And by choosing in advance, you can look forward to your break knowing that everything's been arranged before your arrival.

### Extra Sessions

We often run additional sessions when pre-scheduled activities book up, so make sure you check at a Booking Desk on your break for availability.

### Pay and Play

Don't forget there are many things you can do at Center Parcs that you don't need to book in advance like Snooker and Adventure Golf.

### Your Itinerary

Log in to your Center Parcs account to view an itinerary for you and your whole party.

On arrival you will receive a wristband, which can be used to:

- Access your accommodation
- Secure your locker
- Pay at The Canopy Café and Bar, Pool Desk, Treats, Dexters Kitchen and Aqua Sana Spa – for refreshments and activities

For more information and applicable offers please visit [www.centerparcs.co.uk/wristband](http://www.centerparcs.co.uk/wristband)



Family Nature Journal

Please refer to the Health and Safety Information and Advice in this leaflet before booking any activity.

Please note that some of the activities listed in this guide may not be running during your break.



Dining In - New Menu



Aerial Adventure



Wizard Academy



Rajinda Pradesh - New Menu